

# 'WHIT'S HAPPENING!'

SPRING IS JUST AROUND THE CORNER

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If you are a British Sign Language user [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org) offers a service which enables contact with public bodies and third sector services through Video Relay. If affected by sight loss, please contact [www.rnib.org.uk](http://www.rnib.org.uk)

Produced by COPE Scotland [www.cope-scotland.org](http://www.cope-scotland.org) @COPEScotland

Due to changes in funding services can change, please contact them directly for their current position. There may also be changes in how services are offered due to COVID-19 restrictions.

We apologise for any errors in advance and suggest contact them directly for the latest update's, thank you.

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*If you notice any errors or omissions please email [admin@cope-scotland.org](mailto:admin@cope-scotland.org) and we shall change in the next edition thank you*

# Information on the Coronavirus and where to find latest updates

## Guide to Services

Because of COVID-19 (coronavirus) getting help for a health concern is different. If you need help, remember your NHS is open and is there for you.



	<ol style="list-style-type: none"> <li>1 Latest information and guidance about coronavirus</li> <li>2 Advice about illnesses and conditions, including symptom checkers.</li> <li>3 Find local services and opening times</li> </ol>	<b>NHS Inform</b>
	<p>With <b>physical distancing</b> measures in place:</p> <ol style="list-style-type: none"> <li>1. Provide repeat prescription request/collection service</li> <li>2. Dispense your prescription</li> <li>3. Help if you run out of your repeat prescription</li> <li>4. Give advice about medicines and treating many minor complaints</li> </ol>	<b>Pharmacist</b>
	A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues. Most practices are offering telephone consultations if appropriate.	<b>GP Practice</b>
	<p>General information about coronavirus when you are well <b>0800 029 2014</b></p> <p>Advice about coronavirus symptoms – NHS 24's 111 service has dedicated COVID-19 support.</p> <p>Other health concerns – consult GP during the day but when your GP and pharmacy are closed and you are too ill to visit call NHS 24 on 111.</p>	<b>NHS 24</b>
	<p>For urgent dental care during the day telephone your usual dental practice.</p> <p>If you are not registered, visit <a href="http://www.nhsinform.scot">www.nhsinform.scot</a> to access your Health Board's Dental Advice Line telephone number.</p> <p>Outside normal working hours, if feel you have an URGENT dental need call NHS 24 on 111.</p>	<b>Dentist</b>
	Your local authority can help advise with all aspects of social care. If you're looking after children during lockdown you can find useful tips here <a href="http://www.parentclub.scot">www.parentclub.scot</a>	<b>Social Care</b>
	<p>For tips on looking after your mental wellbeing during these uncertain times: <a href="http://www.clearyourhead.scot">www.clearyourhead.scot</a></p> <p>Information about mental health services visit NHS Inform/wellbeing or call Breathing Space on <b>0800 83 85 87</b></p>	<b>Mental Well-being</b>
	<ul style="list-style-type: none"> <li>• Severe injury</li> <li>• Suspected heart attack or stroke</li> <li>• Breathing difficulties</li> <li>• Severe bleeding</li> </ul>	<b>A&amp;E or 999</b>

If you're not sure where to go or who to see visit: [NHSinform.scot](http://NHSinform.scot)

## Remember FACTS for a safer Scotland

**F** Face coverings 

**A** Avoid crowded places 

**C** Clean your hands regularly 

**T** Two metre distance 

**S** Self isolate and book a test if you have symptoms 

[nhsinform.scot/coronavirus](http://nhsinform.scot/coronavirus)  
#WeAreScotland




## Information on being tested for COVID19

If you are confused about what is Test and Protect, then please watch this video as it explains what is it, the process and how to book a test, if you have COVID 19 like symptoms. To find out more, please visit the link below and this will take to you the Scottish NHS Inform website.

[www.nhsinform.scot/campaigns/test-and-protect](http://www.nhsinform.scot/campaigns/test-and-protect)  
[www.gov.scot/publications/coronavirus-covid-19-getting-tested](http://www.gov.scot/publications/coronavirus-covid-19-getting-tested)

[www.gov.scot/publications/coronavirus-covid-19-getting-tested/pages/arrange-a-test/](http://www.gov.scot/publications/coronavirus-covid-19-getting-tested/pages/arrange-a-test/)

## Up to date information about COVID19 Scotland

Social distancing and measures to control the COVID19 pandemic are still in place and can vary in different parts of the UK and even Scotland itself. For updates in Scotland please follow reputable news including the daily COVID19 Scottish Government update on radio and television or visit: [www.gov.scot/coronaviruscovid-19/](http://www.gov.scot/coronaviruscovid-19/)

## Protect Scotland

The Protect Scotland app from NHS Scotland's Test and Protect is a free mobile phone app designed to help us protect each other, reduce the spread of coronavirus and avoid further lockdowns. Please if you can, download the Protect Scotland App: [protect.scot](http://protect.scot)

## Updated versions of the Scottish Commission for Learning Disability's series of guided self-help booklets

Designed to support people with mild to moderate learning/intellectual disabilities during the COVID-19 outbreak.

[www.sclد.org.uk/update-to-the-covid-19-guided-self-help-booklets/](http://www.sclد.org.uk/update-to-the-covid-19-guided-self-help-booklets/)

## We need to follow the rules a while longer, please.

It is more important than ever we follow the rules to get COVID-19 back under control. Please if you are invited to attend for a vaccine, unless there are medical reasons you cannot take it and if you have doubts, do speak to your medical team, please do go along, and take the vaccine as this is something which can help us begin to return to some kind of normality. Please follow the rules, especially when in lockdown and when we begin to ease out of lockdown. If you need extra support to do so, there is help available. The national COVID-19 helpline - **0800 111 4000** will put you in contact with your local authority who will help link you to supports, they are out there, you are not alone.

## For information on the COVID Vaccine Programme

[www.gov.uk/government/collections/covid-19-vaccination-programme](http://www.gov.uk/government/collections/covid-19-vaccination-programme)

# ALISS - helping you find out what is in your area!

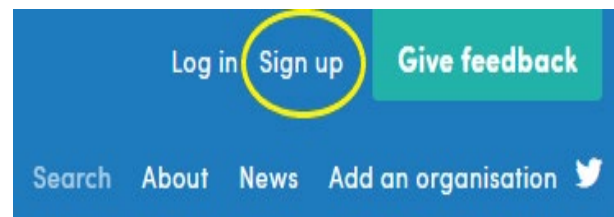
As you will be aware, through the fantastic information contained within this newsletter, there are many great activities, community groups and services across Scotland which help people to live well and it is important that people can find out what is available in and around their area.

[ALISS \(A Local Information System for Scotland\)](#) is funded by the Scottish Government, delivered by the Health and Social Care Alliance Scotland (the ALLIANCE), and co-produced with people living and working in communities to help with this. It is a website which gives people an easier way to find information on activities, groups, and services, and provides tools that help to share this information with family, friends, neighbours, and colleagues.

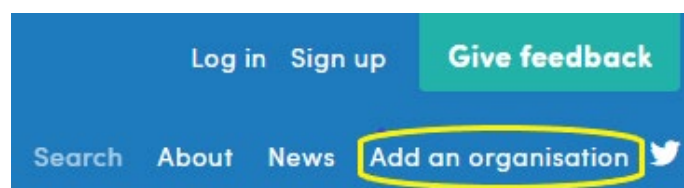
ALISS information is 'crowdsourced', a bit like Wikipedia, so, individuals, including citizens and professionals, can get involved by simply [signing up](#) for a free account. Groups and organisations can also add their service/s and manage their own information (keeping it up to date) via their account dashboard.

Follow these simple instructions to sign up.

1. Search for [www.aliss.org](http://www.aliss.org) click on Sign up



2. To add your organisation, group, activity service, click **Add an organisation**.



3. Search for the name of the/your organisation, group etc.

## Add a new organisation

First, check if your organisation is already listed by searching for it:

COPE Scotland	Search
You searched for Cope Scotland	
Name	Claim Status
COPE Scotland	Claimed
Cope Ltd	Claim organisation

4. Click **Add your organisation**.

### Found your organisation?

Click 'Request to represent' to claim representation of the organisation. Once approved you'll be able to edit and publish services on ALISS.

### Couldn't find your organisation?

Start the process by adding your organisation:

**Add your organisation**

5. Fill in the organisation/group details.

If you are adding your own group etc. tick the box next to, **I am a representative of this organisation** and fill in the pop-up form to claim the organisation/group and have full editorial control of the page.

6. Add the service details.

Service name (required)

Service description (required)  
Include information on what your service does, who you help and opening times. Feature words you think people would search for, ensure these words don't occur inside of your organisation or service.

Service phone number

Email

Service web address

Categories (required)  
Select up to four categories that best describe the needs that your service caters for.

Type to filter categories...

- Housing and Homelessness More +
- Food & Nutrition More +
- Money More +
- Sexual Health More +
- Conditions More +
- Transport & Mobility More +
- Rights & Representation More +
- Health & Social Care Services More +
- Goods More +
- Activity More +
- Education & Employability More +
- Children & Families More +
- COVID 19 More +

Locations

Select Locations

+ Add new location

Service areas Help  
If you select Scotland or United Kingdom as a service area, your listing will not appear when a user filters their search by only those local - not national - services.

Select Service Areas

**Add Service**

Name (required)

COPE Scotland

Description (required)

Phone

Email

Web address

Facebook

Twitter

Logo

No image attached

**Select file**

I am a representative of this organisation

**Submit**

**Check organisation details**

**Done**

**Add organisation details**

**Add your organisation's services**

**Approved and available on ALISS**

Once the details of the organisation and service are complete and submitted the pages go to the ALISS team who will check it and approve it to go live on the ALISS website.

ALISS aims to make information available through different places that different people may go to find it so the information from the ALISS website is also displayed through other systems including [Scotland's Service Directory on the NHS Inform website](#).

So, if you are an organisation/group and have added information to ALISS it is automatically added to Scotland's Service Directory, which then helps people find consistent and up to date information. This reduces duplication of effort by avoiding the need for people to individually update the same information in different places.

For more information, please get in touch with the ALISS team at [hello@aliss.org](mailto:hello@aliss.org) or on 0141 204 0239. We would love to hear from you.

**Do you, or a loved one have  
a problem with gambling?  
Help is available.  
You do matter.**



**We can all play a part in  
helping reduce gambling harms.**

# Introduction

This information booklet has been co designed with Chatter, Gamvisory, Machine Zone, Beatthefix, Scotland reducing Gambling Harms programme and COPE Scotland as part of work to raise awareness of and improve access, support to people and families affected by gambling harms.

There are many others who have contributed their thoughts and ideas which has helped create this wee information tool we hope you will find useful.

Experts by experience, third sector and statutory groups recognise the need for gambling harms to be recognised as a public health issue and that more work is needed to address this to help create gambling harms safer families, communities, workplaces, and society.

There have been many events, conversations, co design sessions which have helped focus on areas people feel need attention. The themes emerging include:

- Improved awareness and communication around gambling harms
- A new service landscape for addressing gambling harms.
- Training and education
- Cultural changes
- Attitudinal changes
- Legislative changes



There are regular updates on progress towards these aspirations in the Whit's Happening magazine produced by COPE Scotland available online at [www.cope-scotland.org](http://www.cope-scotland.org) If you follow COPE Scotland on twitter [@COPEScotland](https://twitter.com/COPEScotland) you will be alerted when new copies are online. Or email [admin@cope-scotland.org](mailto:admin@cope-scotland.org) to be added to a mailing list.

## The emerging aspirations of stakeholders so far includes:

- Psychologically safe spaces exist to have courageous conversations between stakeholders including the gambling industry.
- People at increased risk due to health issues or other vulnerabilities, including inequality are protected from gambling harms.
- Children and young people are protected from gambling harms.
- The voices of lived experience are involved in co design, development, and delivery.
- Work is based around seeking solutions to the wider determinants of gambling harms not seeking to blame individuals.
- People understand and can influence licencing laws.
- Service pathways offered to individuals and their families are holistic and there is clarity on how to access them.
- Health professionals and other frontline services are gambling harms aware and able to offer meaningful interventions.
- Stigma is reduced within families and communities as the work of gambling harms champions makes it easier to talk about and seek help for challenges associated with gambling.
- Advertising and accessibility of equipment which can lead to gambling harms is monitored and standards to reduce harm in place.
- Population based education programmes are offered to promote healthy coping strategies to life challenges.
- A public health and trauma informed approach is taken towards addressing gambling harms.

# Contents

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This wee booklet is one small step towards helping create the gambling harms safer world so many people want to see. The contents are:

<b>Tips to help feed the hungry ghost</b>	<b>Page 4-5</b>
<b>Agencies who can offer support</b>	<b>Page 6-8</b>
<b>Ideas of how we can all become champions in reducing gambling harms</b>	<b>Page 9-10</b>
<b>Jigsaw toolkit to use with your family, community, workplace, on the pieces you need to create a gambling harms safer environment</b>	<b>Page 11-12</b>

This wee booklet does not replace professional advice, it is for self-management and awareness. Things can change, so please always contact the services listed directly for their current activities and programmes.

Taking that first step toward being free from gambling is a big one, but the most important, and remember, you don't need to take it alone, there are people who care.





# Wee changes can make a **big difference**

## Tips to find healthier ways to feed the ‘Hungry ghost’

### What is the ‘Hungry Ghost’?

Sometimes we feel there is something missing inside ourselves, or in our lives. We have a need to constantly seek relief from. This cause feelings of emptiness and even fear. This can often lead to unhelpful coping strategies. However, they do not feed, the need we have at all, and in some ways can make us feel even more empty. No matter how much effort we put into feeding this unhelpful habit, we return to feeling empty inside. Unhelpful coping strategies won’t replace what is missing, it will only take even more from us. Like a hungry ghost, never satisfied, always wanting more.

### What can lead to unhelpful coping strategies?

Sometimes it’s a past hurt or trauma, a painful experience which leaves an ache, which can lead to unhelpful coping strategies. Feelings such as stress, depression, loneliness, fear, and anxiety can trigger a gambling problem, or other unhelpful strategies like misuse of drugs or alcohol to try and manage these feelings. Believing the unhelpful strategy will take the pain, stress, anxiety away, but sadly often, only bringing more.



### Gambling isn’t how to cope with social restrictions

Gambling is often portrayed as entertainment. During COVID19 lockdown and social distancing we may be seeking entertainment and find some of the opportunities to gamble a diversion. The challenges start when it stops being a diversion and instead it starts to become a coping strategy, then a way of life. Chasing the next big win. But as gambling can become a hungry ghost, no win is ever big enough. It is never satisfied and will push you more and more to risk losing more and more, till you perhaps run the risk of losing it all. Only the bookies win!

### How do I know my gambling is a problem?

If gambling has become more important than other things in your life, if you are ignoring all the warning signs, of stress associated with feeding your habit, finding money to feed your habit, maybe spending money that was for bills, or using a money lender, you have a problem.

### Ask for help

If you are finding it difficult, you don’t have to handle your issue with gambling on your own. There are some excellent groups who can really help you, and your family, face the problems you have with gambling.



## Talk about it

Talking about gambling problems with somebody you trust and someone who won't judge you can really help. It can also reduce the stress that can cause you to continue to gamble.

## You matter

Sometimes lack of compassion for ourselves, can lead to gambling. Somewhere in our heads we have hit a self-destruct button, we see where this is going and feel powerless to stop, a part of us knows we should, but we don't think we can and we continue to cause ourselves further pain by not knowing how to stop, or, ask for help and show ourselves compassion.

## Face the feelings and the fear

Admitting you have a problem can sometimes leave you feeling ashamed and guilty. This is totally normal and by acknowledging the problem and asking for help, you can change your life for the better.



## Look for alternative ways to feel fulfilled



People can fall into gambling through boredom. Try and find a new hobby or try voluntary work. Perhaps even get involved in volunteering your lived experience to help others who may be at risk of gambling harms. If not having enough company is an issue join a community group, find others with the same interests as yourself. Explore Mindfulness as a new way to be in the moment. There are many new things to learn, find something which has meaning for you and if you need help to do that, ask. There is often more support around than we realise.

## Be kind to you

Admitting you have a problem is a big hurdle to overcome, so well done! Focus on the positive changes you are making and keep reminding yourself of them. Find new ways to have self-compassion and remember, people can help you. Sometimes we all need help to remember to be kind to ourselves.



## Gambling is not a way to solve a debt problem!

You cannot gamble your way out of debt. You will only lose more. If you have an issue with debt, seek support, it is out there e.g., TalkBanStop A partnership between GamCare, Gamban and GAMSTOP to help anyone experiencing gambling harms to start their recovery journey. [www.gamcare.org.uk/talk/](http://www.gamcare.org.uk/talk/) also Step Change [www.stepchange.org](http://www.stepchange.org) a debt charity.

Some agencies who can **help you** or put you in touch with others. **You are not alone.**



### Helpful Coping Strategies

#### COPE Scotland

**W:** [www.cope-scotland.org](http://www.cope-scotland.org)  
**T:** 0141 944 5490

#### Mindfulness

**W:** [www.freemindfulness.org](http://www.freemindfulness.org)



### Group Meetings

#### Gamblers Anonymous Scotland

**W:** [www.gascotland.org](http://www.gascotland.org)  
**T:** 0370 050 8881

#### Smart Recovery

**W:** [smartrecovery.org.uk](http://smartrecovery.org.uk)



### Financial Advice

#### Citizens Advice

**W:** [www.citizensadvice.org.uk/debt-and-money/get-help-with-gambling-problems](http://www.citizensadvice.org.uk/debt-and-money/get-help-with-gambling-problems)

#### Scottish Illegal Money Lending Unit

**T:** 0808 164 6000  
**W:** [www.tsscot.co.uk/illegal-lending/loan-sharks](http://www.tsscot.co.uk/illegal-lending/loan-sharks)

#### Report a loan shark

**T:** 0800 074 0878

#### TalkBanStop

A partnership between GamCare, Gamban and GAMSTOP to help anyone experiencing gambling harms to start their recovery journey.  
**W:** [www.gamcare.org.uk/talk/](http://www.gamcare.org.uk/talk/)

#### Step Change Debt Charity

**W:** [www.stepchange.org](http://www.stepchange.org)

### Apps & Tools

#### Brothers stay alive

**W:** [brothersinarmsscotland.co.uk](http://brothersinarmsscotland.co.uk)

#### Recover Me - Self Help App

[www.recovermeapp.co.uk](http://www.recovermeapp.co.uk)

#### Smart Recovery

**W:** [www.smartrecovery.org/smart-recovery-toolbox/](http://www.smartrecovery.org/smart-recovery-toolbox/)



### Support For Families

#### Support for families affected by imprisonment

**W:** [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk)  
**T:** 0800 254 0088

#### Gamvisory

**W:** [www.gamvisorygroup.co.uk](http://www.gamvisorygroup.co.uk)

#### Self-help group for families

**W:** [gamfam.co.uk](http://gamfam.co.uk)

#### Families bereaved by gambling related suicide

**W:** [www.gamblingwithlives.org](http://www.gamblingwithlives.org)  
**E:** [info@gamblingwithlives.org](mailto:info@gamblingwithlives.org)  
**T:** 07732 958 306

## Helpline

### National Gambling Helpline

**T:** 0808 8020 133

### Samaritans

**T:** 116 123

### Gamblers Anonymous

**T:** 0370 050 8881

### Citizens' Advice Bureaux Scotland

**W:** [www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-gambling-problems/#!](http://www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-gambling-problems/#!)

### GamCare

**T:** 0808 8020 133

**W:** [www.gamcare.org.uk](http://www.gamcare.org.uk)

### GambleAware

**W:** [about.gambleaware.org](http://about.gambleaware.org)

### Gamblers Anonymous

**W:** [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

### RCA Trust

**T:** 0141 887 0880

**W:** [www.rcatrust.org.uk](http://www.rcatrust.org.uk)

## Training

### Citizens Advice Scotland

**W:** [www.cas.org.uk/spotlight/gambling-support-service](http://www.cas.org.uk/spotlight/gambling-support-service)

### Fast Forward gambling education

**T:** 0131 554 4300

**W:** [gamblingeducationhub.fastforward.org.uk](http://gamblingeducationhub.fastforward.org.uk)

### Gamvisory

**W:** [www.gamvisorygroup.co.uk](http://www.gamvisorygroup.co.uk)

### GamCare

**W:** [www.gamcare.org.uk](http://www.gamcare.org.uk)

## Specific Gambling Counseling

### GamCare

**W:** [www.gamcare.org.uk](http://www.gamcare.org.uk) **T:** 0808 8020 133

## Peer Support

### Chatter Scotland

**W:** [chatterscotland.org](http://chatterscotland.org)

## Awareness

### Beat the Fix

**W:** [beatthefix.com](http://beatthefix.com)

## Residential Treatment Programme

**T:** 01384 241292

**W:** [www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

## Homelessness

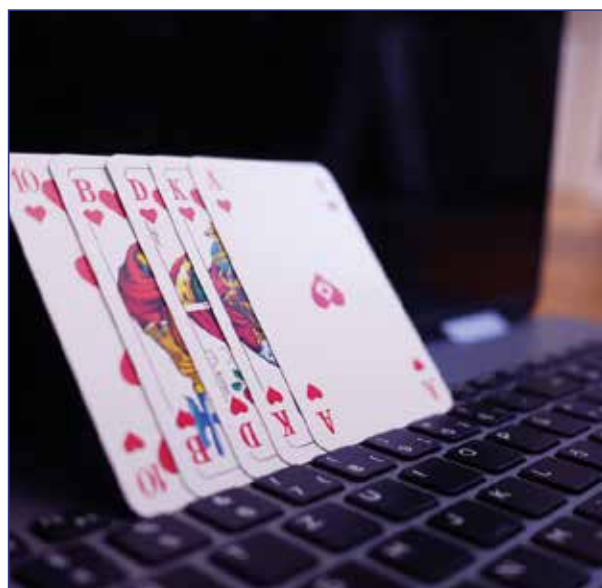
### Details of services in Glasgow

**W:** [www.glasgow.gov.uk/article/17283/](http://www.glasgow.gov.uk/article/17283/)

### Homelessness

If you are homeless & need a service after 4:45pm Mon to Thurs or 3:55pm on a Fri & weekends

**T:** 0800 838 502



## General Counselling

### Lifelink Glasgow

**W:** [www.lifelink.org.uk](http://www.lifelink.org.uk)

**T:** 0141 552 4434

### Trauma service NHS GG&C

**W:** [www.nhsggc.org.uk/your-health/health-services/glasgow-psychological-trauma-service/#](http://www.nhsggc.org.uk/your-health/health-services/glasgow-psychological-trauma-service/#)

### Samaritans

**W:** [www.samaritans.org](http://www.samaritans.org)

**T:** 116 123

## Have your voice heard to influence policy

**The Scotland-wide programme to put the voice of people affected by gambling harms at the heart of action to reduce those harms**

**W:** [www.alliance-scotland.org.uk/people-and-networks/scotland-reducing-gambling-harm](http://www.alliance-scotland.org.uk/people-and-networks/scotland-reducing-gambling-harm)

## Veterans

**W:** [veteranshealthandgambling.org](http://veteranshealthandgambling.org)



## Young People

**Big Deal** is specialist online help for young people and gambling

**W:** [www.bigdeal.org.uk](http://www.bigdeal.org.uk)

**The Mix** deals with young people's mental health, relationships, finance etc. and has a section about gambling:

**W:** [www.themix.org.uk](http://www.themix.org.uk)

**Gamfam** has advice for parents:

**W:** [gamfam.co.uk](http://gamfam.co.uk)

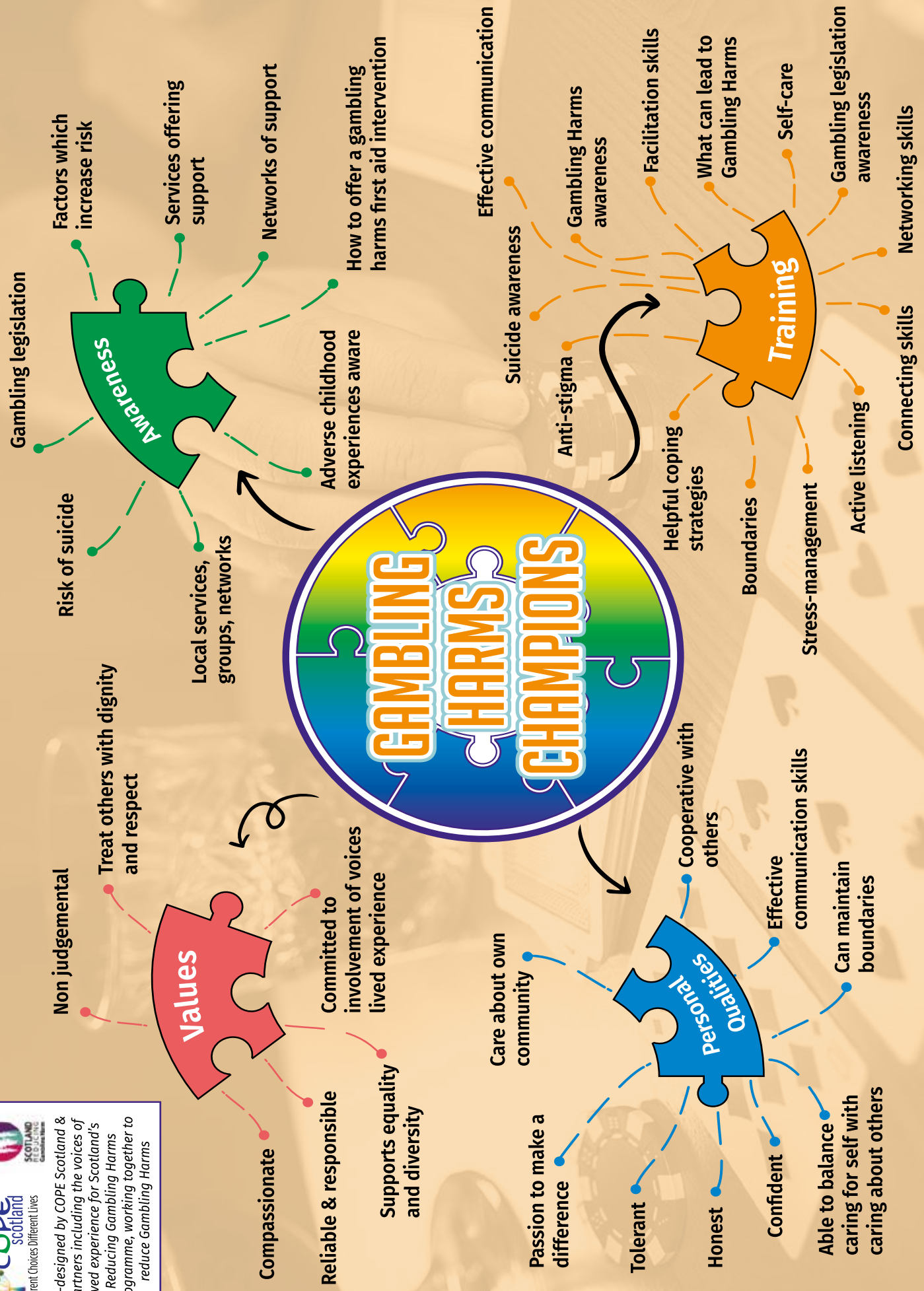
**GamCare** offer Zoom training on whole family approach to gambling among young people and women

**W:** [www.gamcare.org.uk](http://www.gamcare.org.uk)

**Fast forward** are a national voluntary organisation, exists to give young people the skills, education and support to live healthier lives **T:** 0131 554 4300

**W:** [www.fastforward.org.uk/category/gambling](http://www.fastforward.org.uk/category/gambling)





“There is no power for change greater than a community discovering what it cares about.”

Margaret J. Wheatley



There was a time we didn't speak about suicide, now we have thousands of suicide prevention champions all over the UK, ready, willing, and able to step forward and offer a suicide first aid to someone considering killing themselves.

There was a time when we didn't talk about abuse and the impact of trauma on children. Now we have awareness of Adverse Childhood experiences and work to establish Trauma-Informed communities and champions who have attended the Southall approach training in supporting emotional health and wellbeing in early years through to adulthood.

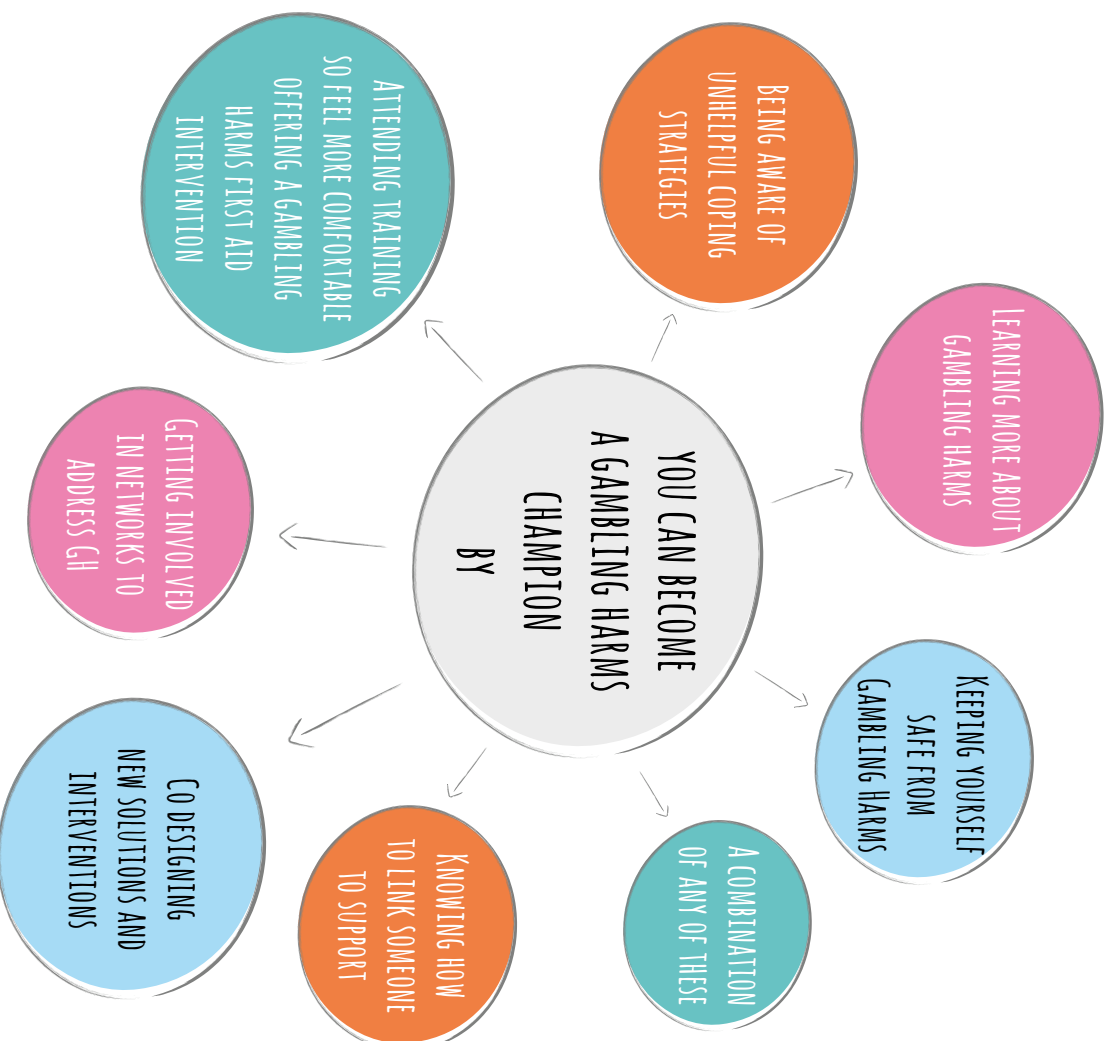
There was a time when we didn't focus as much as we should on alcohol harms, there are now recovery communities and more people trained in Alcohol, Brief intervention.

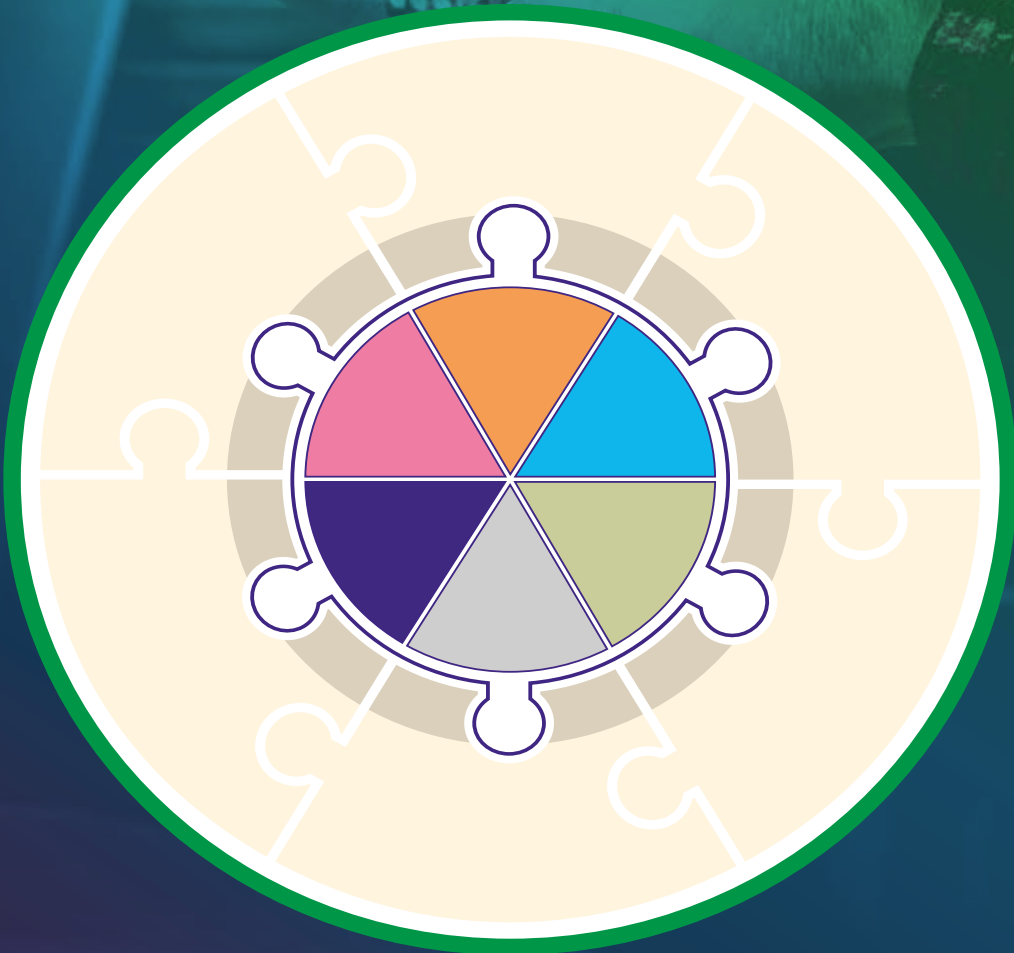
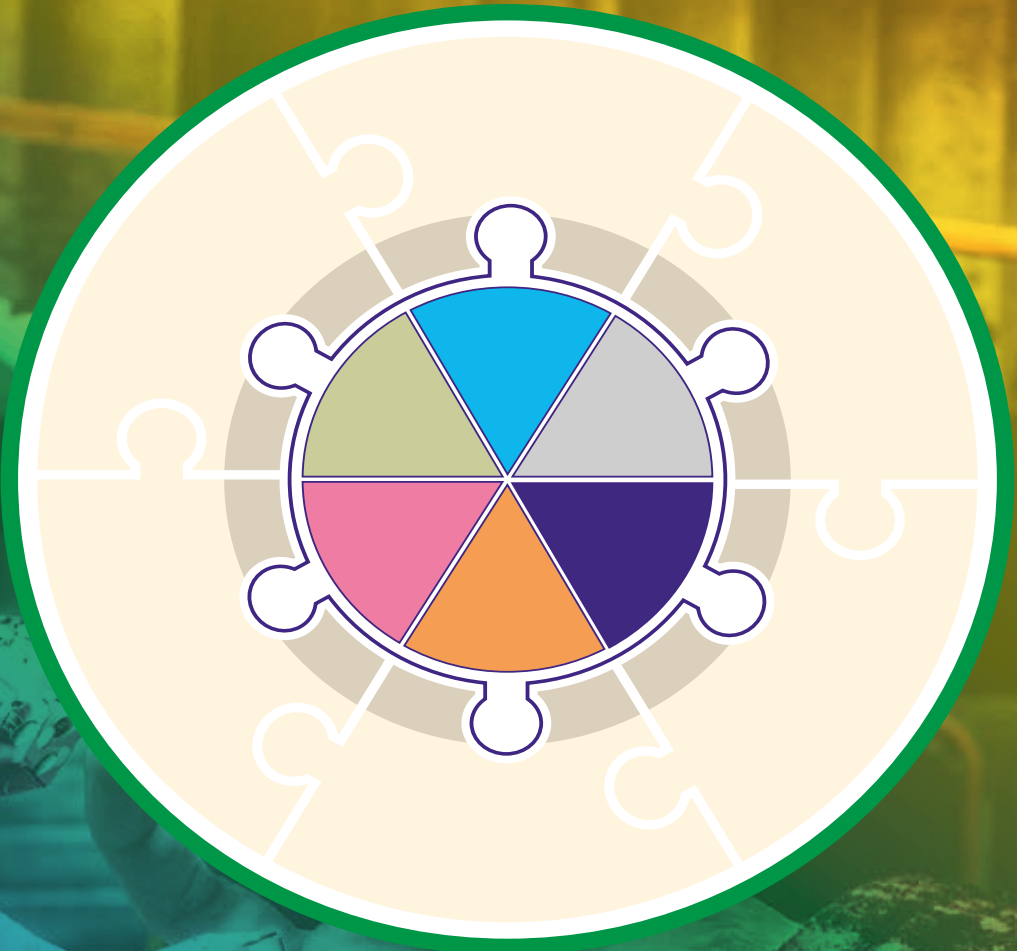
Work underway by many groups large and small including the voices of lived experience, are keen to see changes in tackling the harms caused by gambling. The emerging themes include:

- Improved awareness and communication around gambling harms
- Taking a public health, trauma informed approach to gambling harms
- A new service landscape for addressing gambling harms becomes available
- Training and education is improved across communities and agencies including GP's
- Cultural changes in the availability and acceptability of gambling including advertising
- Attitudinal changes in how people affected by gambling harms are supported
- Legislative changes in the gambling industry
- Built around the needs of individuals and communities with the voices of lived experience at the heart

For change to happen and be sustained this needs people to champion that cause, in their family, service, community, workplaces, opportunities they have to influence policy and decisions on local, city and national levels.

We all have the potential to become champions in reducing gambling harms. People maybe involved in different ways.





**OUR JIGSAW LID FOR A GAMBLING HARMS SAFER**



## BACKGROUND

The idea of the Jigsaw lid which has evolved into the jigsaw toolkit was that often we face challenges as complicated and complex as a 5000 piece jigsaw with no clear idea of what the actual lid of the Jigsaw looks like, or we have the lid, but don't know where we will find the pieces we need. When we work with others this becomes even more complicated as they too have their own 5000 piece Jigsaw or Lid with no pieces and a lot of time can be spent either trying to convince each other why the vision on our lid is the correct one, or, these are the pieces which are missing, and the chance to see what each other's vision, where there are areas of commonality exist, is often lost. Jigsaw lids are a remarkably simple tool which enables us to see the pieces and vision of each other's lid.

## STEPS TO DEVELOP THE LIDS

Like the lids themselves, the steps taken to develop the lids don't need to be complex, it's based on simple social reporting, which can also be seen as active listening. Inviting people to consider some key questions around the issue at hand, hearing what people say, searching for themes and commonality, reflecting this back to the stakeholders for that lid to check in was anything missed, does anything need changed. The reason the lids end up with 12 pieces is because any action evolving from this needs to be gradual and focused, too many pieces it becomes a paper exercise, too few and we may miss some of the key themes which emerged.

## THE QUESTIONS

Sometimes in asking questions, more questions arise, and this is okay. It's important to recognise while systems can be created which are mechanical and therefore relatively predictable, people who work on, or are impacted by systems are not mechanical, they are organic and therefore not predictable. A challenge often in seeking to find solutions to wicked problems lies in a mindset of Newtonianism, which is attractive as it is neat, do X, Y and Z happens.....However, for real change to happen it all has to become a bit more Quantum, which means a bit more chaotic, with less controls, less expectations and see where the journey takes us as often X,Y doesn't lead to Z but to A.

Gambling and Gambling harms issues are complex and there are many factors which can have an impact. In developing an action plan for a Gambling Harms safer Scotland, city community, family, it's helpful to consider what are the key pieces of the Jigsaw we need to find and bring together and who do we need to listen to that can give us an insight into what we are looking for?

## PRACTICALITIES FOR DESIGNING THE GAMBLING HARMS GROUP JIGSAW LID

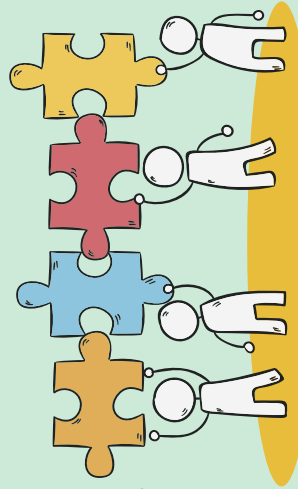
In an ideal world this would be a facilitated workshop with members of the group, preferably face to face, however, with COVID 19 and social restrictions this can be challenging. Another way to take this forward if the group wished would be through some individual questions perhaps using survey monkey, or, a webinar with chat box and some elements of facilitation. It is essential for this to be effective that the voices of lived experience have their own Jigsaw Lid so other stakeholders can have a sense of what those experiences suggests, needs to change.

**The following format could be used online, with a group face to face where safe to do so, or adapted to conversations or survey:**

- If carried out in a group people introduce each other in the chat room, where they are from and why they joined today and maybe any questions they have
- Creating a safe space, reminding people we are all human with our own experiences and it's important to keep safe and what support is available if touched by anything which is discussed
- A brief 5min presentation on Gambling Harms to set the scene
- Then open chat via the chat box reflecting on what kind of gambling harms safer community do those attending want to build as we move forwards, what we know is working just now, what we need to build on and what maybe needs to change
- Some reflection back to the session of themes coming up in the chat box
- A brief 5min presentation on the concept of Gambling Harms Champions
- An invitation to reflect and share ideas on how attitudes, practice, behaviours could be encouraged which would support others to actively work towards a Gambling Harms safer city, community, family?
- An invitation to reflect and share ideas on the possibilities and opportunities which could support a gambling harms safer city, community, family
- Reflect back on what emerges from the chat boxes
- Invite people to think about what they could do now, which would be a step closer to their vision of a gambling harms safer environment
- Reflect back what emerges
- Bring the session to a close, offer some wellbeing promotion tips and links to further reading if of interest
- Share what happens next, which would be a report on the issues emerging from the chat and a jigsaw lid of the key issues, it maybe there ends up more than one lid, until you engage with people you need to remain flexible to what happens next

The format outlined could be used with a variety of stakeholders and a set of values /rules established which ensured this was a safe space where people could be heard and not judged another question maybe what are the values of a Gambling Harms safer city?

Once the pieces of the jigsaw are identified the next step is planning the actions to help bring those pieces together. There are other tools in the jigsaw toolkit which can support this. The Jigsaw Lid for a Gambling Harms safer country, city, community, family was designed by COPE Scotland for use by the Scotland's Gambling Harms Programme. **For more information on the jigsaw lids and other tools in the toolkit please contact Hilda Campbell [www.cope-scotland.org](http://www.cope-scotland.org)**



# Share what you think

## Scotland Primary Care Research Prioritisation Exercise

The University of Highlands and Islands is seeking your views about research priorities in primary care. This is the first comprehensive, patient-centred and generalist health professional project of setting priorities for primary care research since the 2020 coronavirus pandemic.

The goal is to provide a clear direction for future primary care research so that it benefits the lives of individuals and families, and increases the amount of funding for the most important primary care research. VHS is a partner in this project.

Please complete/distribute this link to the online survey: <https://uhi.onlinesurveys.ac.uk/pcrp>

The survey will remain open until **1st March 2021**.

Please contact the UHI project manager Fiona Grist: [fiona.grist@uhi.ac.uk](mailto:fiona.grist@uhi.ac.uk) if you have any problems accessing the survey.

### Purpose of the project

High-quality primary care is underpinned by high-quality research.

The disease COVID-19 that is caused by a new strain of coronavirus is likely to re-direct research priorities and shift research agendas in primary care.

The aim of this project is to reach a consensus for primary care research priorities in Scotland where uncertainties remain and set a research direction that will be relevant for patients, carers and generalist healthcare professionals for the next 5 years.

It is designed to strengthen future evidence about primary care to improve health outcomes.

### Who should do the survey?

Anyone living in Scotland who uses primary care services (patients and carers) or who are healthcare professionals working in Scotland will be eligible to participate in the identification and prioritisation of uncertainties.

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**The Scottish Surveys Core Questions (SSCQ)** is an annual Official Statistics publication. SSCQ is a result of a harmonised design across the three major Scottish Government household surveys, envisaged in the Long Term Survey Strategy.

SSCQ affords the production of reliable and detailed information on the composition, characteristics and attitudes of Scottish households and adults across a number of topic areas including equality characteristics, housing, employment and perceptions of health and crime.

Previously published documents relating to the SSCQ may be found at the Scottish Government's web archive.

For more information [www.gov.scot/collections/scottish-surveys-core-questions/](http://www.gov.scot/collections/scottish-surveys-core-questions/)

**The Health and Social Care Alliance Scotland (The ALLIANCE)** is running a series of engagement activities aimed at people who have experienced gambling harm living in the Greater Glasgow area. The ALLIANCE wants to better understand people's experiences of gambling harm in the Greater Glasgow area and your responses will be used to shape actions to reduce gambling harm in the city.

The engagement work will inform the work of a 3-year project funded by the UK Gambling Commission as part of the National Strategy to Reduce Gambling Harms in Scotland. Led by Public Health Scotland, the project will bring together experts by experience with experts in practice, policy and research to understand how people and communities experience harm through gambling and decide on the collective actions that should be taken in Glasgow to prevent these. The local approach will be the first of its kind in Scotland. The lessons learned from what works in Glasgow will shape future work across Scotland and the UK.

Share your views by visiting [www.smartsurvey.co.uk/s/HW8DJL/](http://www.smartsurvey.co.uk/s/HW8DJL/) The data from the survey will be aggregated, analysed and captured in a summary report which will be shared with the ALLIANCE and will form part of the ALLIANCE's recommendations to Public Health Scotland's project to reduce gambling harm. Public Health Scotland will use this report to identify actions to reduce gambling harm in Glasgow. For more information contact William Griffiths [William.Griffiths@alliance-scotland.org.uk](mailto:William.Griffiths@alliance-scotland.org.uk)

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### **'My depression, your depression - same name different stories'**

A project which aims to help people to create their own digital story (short video with images and a voiceover) about their experience of depression.

#### **Who are we looking for?**

We have recently completed digital story creation sessions with researchers and adults with lived experience of depression and are now looking to recruit:

- Young People aged 16-25, who experienced some symptoms of depression or anxiety when they were 13-17 (whether or not they received a formal diagnosis).
- Relatives of someone who experienced depression. They might have been their child, parent, partner or other relation.

#### **Who is running the sessions?**

Pip and Tony at Patient Voices have over 15 years' experience facilitating the creation of digital stories. Most people find the process rewarding, and the process of being listened to so intently can be beneficial.

You can see examples of digital stories from a previous Patient Voices project with teenagers and families at: <https://www.patientvoices.org.uk/ttallergies-htm>

(The first two sets of stories from our project will be on the patient voices website soon).

Pip and Tony are amazing at putting people at ease and making the process something that is supported and fulfilling.

## **'My depression, your depression - same name different stories' (cont.)**

### **What is involved?**

This project aims to empower people to create their own digital story through a facilitated process. (A digital story is a short, 2-5 min video, created by combining images with a voiceover).

### **What will happen to the stories?**

At the end of the process, if the individual agrees, we will use the stories at public events (probably virtual for the time being), to stimulate discussions around mental health, stigma and other issues that the stories bring out.

If the storytellers are willing (definitely not compulsory), they will attend and join in with the discussions/answer questions (in a format similar to that used by our project partner Real Talk <https://www.realtalkproject.org/attend>).

The videos will also (with the storyteller's permission) appear on the Patient Voices website (<https://www.patientvoices.org.uk/stories-htm>) and be made available for other organisations to view and use for educational purposes.

For more information contact Iona Beange email [iona.beange@ed.ac.uk](mailto:iona.beange@ed.ac.uk) Knowledge Exchange and Impact Officer, based in the Division of Psychiatry at The University of Edinburgh.

**Iona Beange**  
**Knowledge Exchange and Impact Officer**  
**Division of Psychiatry**  
**University of Edinburgh**

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**Results for the Scottish Health Survey** – telephone survey- August to September 2020, providing information on the health and factors relating to health of people living in Scotland. For more information visit:

[www.gov.scot/publications/scottish-health-survey-telephone-survey-august-september-2020-main-report/](http://www.gov.scot/publications/scottish-health-survey-telephone-survey-august-september-2020-main-report/)

# Health wellbeing and the COVID pandemic Scottish experiences and priorities for the future

The following report is an executive summary, for more information contact or connect about the research you can email [people@alliance-scotland.org.uk](mailto:people@alliance-scotland.org.uk)

## Health, Wellbeing and the COVID-19 Pandemic:

## Scottish Experiences and Priorities for the Future

### EXECUTIVE SUMMARY



PEOPLE AT THE CENTRE – MOBILISATION RECOVERY GROUP

# Introduction

**This Executive Summary summarises the lived health and wellbeing experience of a broad range of people living in Scotland during the COVID-19 pandemic, as captured by the People at the Centre Engagement Programme (PATC).**

The PATC programme of activity was led by the Health and Social Care Alliance Scotland (the ALLIANCE) in collaboration with delivery partners including Healthcare Improvement Scotland – Community Engagement, in order to rapidly capture insights from people with lived experience to help inform the Mobilisation Recovery Group’s (MRG) work in the re-mobilisation of health and care services. This programme of activity was delivered in alignment and discussion with the Scottish Government led Renew Programme and the Review of Adult Social Care.

The full report “Health, Wellbeing and the COVID-19 Pandemic: Scottish Experiences and Priorities for the Future” discusses the findings in more depth and is available on the ALLIANCE’s website. This Executive Summary is also available in Easy Read, Arabic, Mandarin, Polish and British Sign Language.

## Context

**A system wide Mobilisation Recovery Group (MRG) was established in June 2020 with a role and remit to:**

- Generate system wide input into decisions on resuming and supporting health and social service provision following the COVID-19 pandemic outbreak in Scotland
- Contribute to strategy and policy on how Scottish Government and planning partners best approach and support health and social care reform, as part of the Renew programme, and identify and harness opportunities for transformational change in primary, secondary and community care settings.

A key priority of MRG was to ensure a person centred approach to re-mobilisation across health services in Scotland.

The Cabinet Secretary invited the ALLIANCE, as a member of MRG, to lead engagement work with people in Scotland to ensure there was a wide person centred focus from the outset of remobilisation efforts and, from the perspective of people who access support and services, that the voice of lived experience would be heard.

The PATC Programme was set up to deliver a series of engagement activity, managed by the ALLIANCE, to inform short and longer term reform of the health and care support system, following the COVID-19 pandemic outbreak in Scotland.

**The aims of the PATC Programme are to:**

- Hear the voices of people across Scotland about what health and care support and services should look like in a post-COVID-19 environment
- Capture learning and feedback on current experiences from people and third sector partners – particularly relating to health inequalities and individuals and communities who have been disproportionately impacted by COVID-19 – to inform the process of remobilising health services
- Better understand the needs of populations and how services can meet public health needs in a sustainable way
- Contribute to informing Scotland’s prevention and early intervention agenda and Public Health priorities
- Design and deliver an inclusive and diverse programme of engagement and communication activity, which ensures people are supported to participate and their voices are heard.

## Fundamentals of method and approach

**To achieve the aforementioned aims, the ALLIANCE designed a programme of engagement activity that included:**

- Facilitating a national conversation on health and care in Scotland
- Developing an ALLIANCE member reference group
- Building public health informed person centred engagement
- Creating a living profile of health inequalities challenges, experiences and solutions
- Capturing community resilience best practice exemplars
- Co-designing a research module for the HIS Community Engagement led Citizens Panel (findings reported separately).

The engagement process was designed with an Equalities and Human Rights Approach as a founding principle and significant work was done to involve people from a diverse range of perspectives, communities, and backgrounds.

Part of this approach included ensuring that there were non-digital engagement options available. Throughout the activities there were opportunities for people to take part using telephone, postal service, or face to face in line with current physical distancing guidelines.

To ensure this diversity of perspective within the programme and increase its reach, the ALLIANCE worked with a range of partners (Appendix 3 in Full Report) and contributors (Appendix 4 in Full Report) from across the health and social care landscape, inviting them to promote the programme's own activities, or to take forward their own.

Across these activities over 1000 people in Scotland shared their views with the People at the Centre programme, resulting in a rich bank of experiential data. In developing the report findings, the programme took a thematic, qualitative approach to analysing the experiences shared, identifying the common and divergent themes occurring across people's feedback, case studies and wider published literature.

This Executive Summary summarises the themes identified from the analysis, which have been informed and supported by a significant proportion of respondents.

A collection of quotes from participants in the People at the Centre programme that particularly informed the themes identified in the report are available in Appendix 5 in the Full Report.

The narrative and emergent themes summarised within this report seek to represent the breadth of experiences shared with the programme and have formed the basis of the conclusions and recommendations reported. This report therefore offers a snapshot in time of the health and wellbeing experience of people in Scotland during the COVID-19 pandemic and is useful for both understanding what this has been and informing the priorities for remobilisation and the future.

The programme's findings chime with, and are corroborated by, a wealth of other pieces of research which have taken place both in Scotland and internationally, such as the Four Harms Framework<sup>1</sup>. Where appropriate these findings have been referenced within the body of the Full Report and further supporting evidence is available in Appendix 6.

**The ALLIANCE would like to thank all the individuals, communities and organisations who contributed to this programme of activity and shared their health and wellbeing experiences during the COVID-19 pandemic.**

<sup>1</sup>Scottish Government (2020) Coronavirus (COVID-19): framework for decision making - assessing the four harms

# Patterns of Experience

Experiences shared during the PATC programme were varied, reflecting the diverse nature of the population of Scotland and people's unique circumstances and challenges during this time. The following patterns emerged from the experiences that were shared across the programme.

## Reduced and disrupted access

There has been a lack of access to healthcare services across the board, where the prioritisation of COVID-19 has had an impact on people with non-COVID-19 needs, whose care has been consequently interrupted and delayed and health needs not met.

- The impact of this lack of access has been considerable and led to a worsening of people's physical and mental health.
- People reported experiencing a number of disruptions which have impeded their access to healthcare services such as paused health clinic, appointments cancellations, increased waiting times and difficulties in making appointments.

*“ They felt like they are inaccessible unless you have COVID. I received messages from GPs advising not to visit the surgery at all, but never received a message saying it was now safe to do so. ”*

### 1. Digital delivery of services

- The digital and telephone delivery of services has enabled people to continue to access health services during this time, and for many the options of remote health appointments provided an easy and flexible approach that was welcomed.

- However, for some people seeing a health professional face to face was felt to be a priority. This was particularly true for people experiencing mental health issues.
- There was also a lack of confidence in digital services being able to provide the same level of care and support. It was strongly felt that whilst digital services may be appropriate and effective to use in a variety of circumstances, face to face contact was described in various ways as a basic right that should continue to be available.

*“ I am not confident that health professionals are assessing me properly if they are only speaking to me on the phone. ”*

### 2. Unhelpful variation in access

- People's experience of accessing healthcare services during the pandemic has been mixed and contradictory, varying with geographical location and across services.
- The experiences shared of accessing General Practice services were particularly mixed. Whilst many people have had positive experiences with General Practice services and shared that they “can't fault services”, a larger portion of respondents have not been able to access the care that they need and have shared their difficulties in gaining access to their GP.



*“ Feel the practice have shut shop since the beginning. ”*

**3. People’s physical health has deteriorated**

- Reduced access to services, particularly those which monitor health, provide ongoing support and keep people well, was shared as resulting in negative implications for people’s physical and mental wellbeing.
- Specifically, people with long term conditions described concerns about the impact on their longer term health and wellbeing, as well as a reduced ability to manage their condition in the short term.
- A perceived lack of consideration for preventative services and routine care was raised multiple times. This was particularly the case for people who relied on community support groups, respite care and ongoing rehabilitation or prehabilitation support.

**4. People feel abandoned and frustrated**

- There has been a strong emotional response from those who have been unable to access services during the pandemic. There have been significant levels of fear and distress amongst people who have had appointments cancelled or their treatment paused.
- This frustration has been compounded by confusion and a lack of clarity surrounding the definition of ‘urgent’ versus ‘non-essential’ care or support during the pandemic and relates, in particular, to the theme below about communication.

*“ I have given up trying to access services as I’ve found it so disheartening. ”*

**5. Delivery of, and access to, mental health services**

Experience of mental health services has been mixed, though of those who responded, negative experiences outweighed the positive.

- At this time of increased need for mental health support, a prominent theme which has emerged is the reduction in its availability. This inability to access appropriate mental health support, coupled with the wider stresses of the pandemic has resulted in people reaching crisis point.
- The majority of participants shared that they found the digital delivery of mental health services to be an inappropriate and ineffective model of delivering support, and many people felt uncomfortable using this type of support.

*“ I didn’t find talking on the telephone, to someone I’ve never met, either helpful or comforting. ”*

**Poor communication is a barrier to accessing healthcare**

Communication was a consistent theme that emerged across the responses received and could be grouped by those that related to health literacy and inclusive communication.

**1. Health literacy concerns**

- Confusing, limited and interrupted communication was frequently shared by respondents as negatively impacting their health and wellbeing, and ability to access services during this time.
- Information from Scottish Government and statutory services has been perceived as inconsistent, unreliable and occasionally disjointed between national messaging and local circumstances.

- A common challenge that people have experienced is a lack of effective communication between individuals and their service providers, including being unable to make appointments and receiving unexpected communication.
- Communication to explain changes to care has been insufficient and at times lacking, which is why many people have been left unsure and confused about what happens next and when they may resume treatment and regain access to necessary services.

## 2. Inclusive flexible communication channels

- A strong theme that emerged is a feeling that the needs of disabled people, people with sensory impairments, or those whose first language is not English have been long overlooked. Responses also shared that this situation was an issue experienced by people pre-COVID-19.
- People expressed the importance of services adopting flexibility in frequency of communication and communication methods based on choice and individual preference to maximise access.

## Health inequalities have been exacerbated and population groups disproportionately impacted

There was a strong sense from across the engagement activities and responses received that underlying problems have been exacerbated by the pandemic.

- People with long term conditions have been particularly impacted by deterioration in their health and wellbeing due to the reduced access to on-going support and healthcare services necessary for them to self manage and live well.

- Unpaid carers have reported the practical and emotional challenges of providing ongoing care during lockdown. Considerable distress has been described at having to provide even more care for loved ones without access to support and respite. They also shared that they have not been treated as equal partners in care throughout the pandemic.
- People have shared that their experience of pregnancy and maternity services during the pandemic has been anxiety provoking and isolating due to the reduction in post-partum follow up services and visitation allowances.
- People shared the challenges they encountered arranging care and support when English is not their first language. People also reported difficulty accessing virtual health appointments when a translator was required, and some healthcare information and systems were only available in English.
- People who live in Care Homes reported feelings of powerlessness and anger at the implementation of rules and restrictions. They also shared how being unable to have visits with family and friends, to access outdoor spaces, or to take part in social activities within their communities has had a profound, negative impact on their mental health and wellbeing.

*“ I have panic attacks and feel lonely. Feel like I'm in prison. ”*

- However, carers and staff have been praised for their kindness and professionalism during this time.
- Lockdown and restrictions have imposed new barriers for people with sensory impairments including loss of lip reading due to face masks, inability to access appointments accompanied by a support worker and navigating public areas under social distancing guidelines.

- People shielding needed additional support during this time, and the pandemic meant support mechanisms usually in place were disrupted. There was also confusion regarding who should be shielding and how to shield effectively.
- Digital exclusion has also become a prevalent and significant barrier to accessing healthcare for some people in Scotland. There have been many reasons shared as to why an individual may be digitally excluded, such as access to technology, affordability and digital skills.
- There were concerns expressed in responses that inequity of access has widened as people have sought alternate health supports, such as seeking information online to self manage their condition, or accessing private healthcare, options which are not available for all groups of people.

*“ My family and I will go private in future I feel for the people who cannot afford that option. ”*

### Person centred care has reversed rather than progressed

The need for more accessible and flexible systems and services was raised frequently.

- There was a strong desire expressed throughout the range of responses that health professionals and services should consider the whole person and their life circumstances rather than just focusing on their symptoms or a single condition when they might have multiple conditions, or a range of needs.
- People also told us that they want to be listened to and treated with respect, but most importantly treated as an individual rather than a condition.

### Power imbalance

People have not been equal partners in care.

- A significant concern people have is that they were not sufficiently consulted or involved when their care was postponed and received no support or replacement care options.
- People have also not been able to make or share in decisions about their care and how they receive it and shared the challenges they encounter when accessing appropriate health services.

*“ My husband has been experiencing worrying symptoms and can only web chat with a nurse, not even access to online GP they won't even talk to him. ”*

### Responsive services

People have not been equal partners in care.

- People's views regarding their experiences of urgent and emergency services have been overwhelmingly positive.

*“ My husband had a laryngectomy - treatment and care magnificent. ”*

- Most respondents also seemed to agree that pharmacy services worked well for them. Many people shared that the presence of repeat prescriptions, the access to services close to home, availability, pace of service and the home delivery of prescriptions supported their health and wellbeing at this time.
- Community Link Practitioners have also been described by some people and professionals as being essential in supporting people during the pandemic.



## Buffering the impact

People described the way in which third sector organisations and local communities responded to the pandemic, and through partnership working, helped to buffer the impact on people and communities. People also shared how they supported their own health and wellbeing and each other during this time.

- The speed at which the third sector was able to adapt and respond, particularly regarding mental health needs and signposting people to available support, was highlighted as a positive that has come from this crisis.

*“ Carers services had the best response and should assist others, they adapted quickly. ”*

- People have cited the third sector and their local communities as coming together during this time to mitigate and buffer against the impact of these, and in some cases bridging the gap that has been left by the withdrawal of healthcare services.
- Communities have been empowered and impassioned during this time, and community resilience has been demonstrated both formally and informally.
- Throughout the pandemic, organisations, individuals and communities have worked in partnership to provide innovative, adaptable and effective services.

## People are assets in their communities

- People have been assets in their communities and to the healthcare system, utilising new self management strategies and ways of keeping themselves well. People have also drawn upon friendships, neighbours and networks for support in creative and innovative ways.

*“ I learned how to do mindfulness and now do it every day, helps keep me calm. ”*

- People and communities have also actively supported the response to the COVID-19 pandemic by not only complying with guidance themselves, but by creating the conditions locally by which people could reduce physical contact and keep themselves safe.



## Evidence of the wider impact

As acknowledged by the four harms framework<sup>2</sup>, it is clear from this engagement that the health and wellbeing impact of the COVID-19 pandemic extends far beyond people’s experiences of healthcare services.

### Mental Health

That there has been a significant, negative mental health impact on the people of Scotland during the pandemic.

- For many people the stress, fear and worry of living through a pandemic has caused a considerable strain on their mental health, exacerbated by the reduced availability of mental health services.
- The emotional toll of living during this time has been compounded significantly by an inability to see friends, family and take part in their usual self care routines. This impact has been particularly significant for those who have experienced bereavement, or who have relatives in Care Homes.

*“ It’s been extremely negative on my mental health and well-being to never leave the house. Particularly that I cannot visit family. ”*

- This period of time has also been considerably stressful for frontline workers, particularly those involved in the delivery of health and social care support.

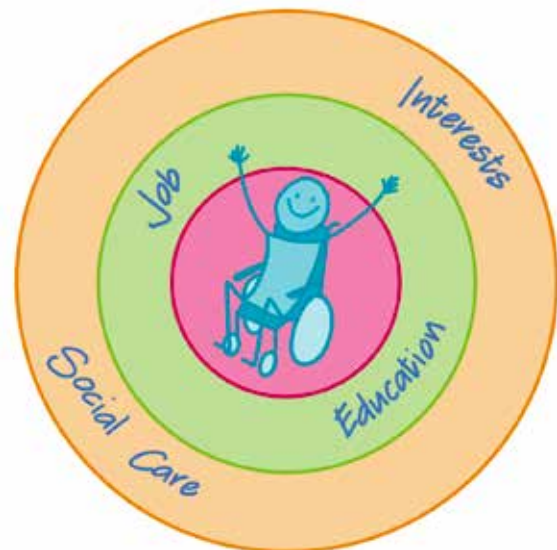
## Wider determinants of health and public health impacts

The pandemic’s wellbeing impact extends far beyond the delivery of healthcare services.

- New and enduring financial issues have been a significant feature in the evidence received. In some cases, anxiety and depression was caused by job insecurity and worries about the financial implications of potential job loss for themselves and their families.

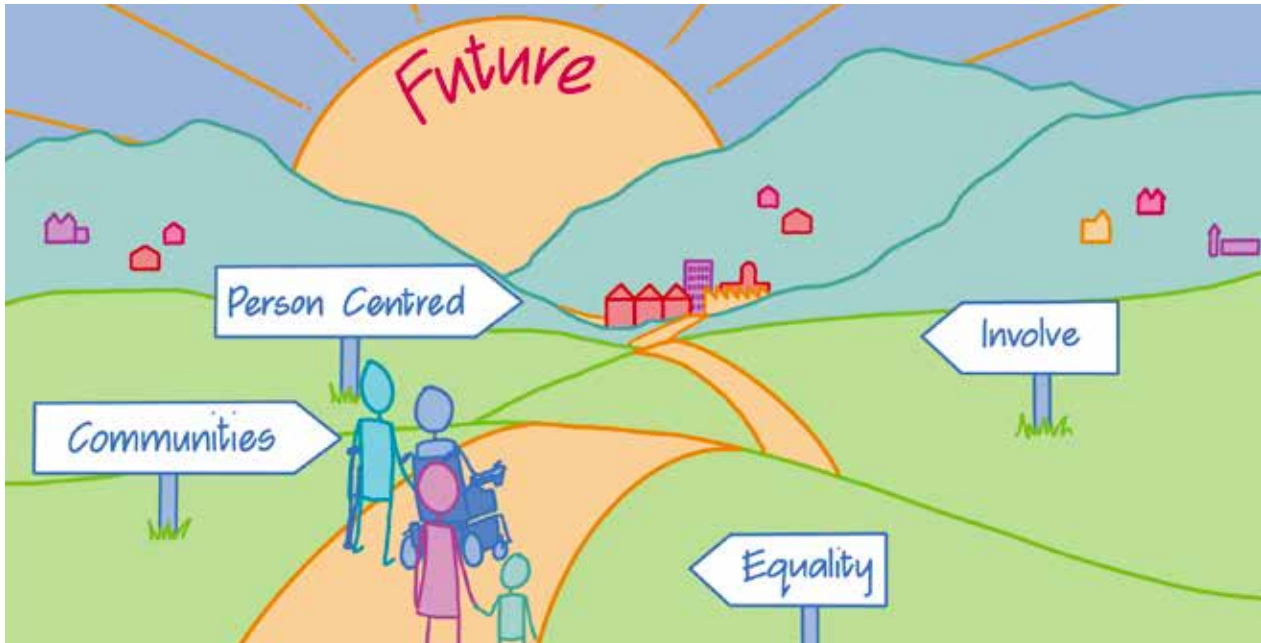
*“ Poverty might kill more people than COVID. ”*

- People’s work situations, workplace and working habits have also dramatically changed as a result of the pandemic and impacted people’s wellbeing.
- In some cases, the regular social support provided by social care providers available to people pre-pandemic was paused during the lockdown period. This meant that some people were unable to engage with the things that kept them well.



<sup>2</sup> Scottish Government (2020) Coronavirus (COVID-19): framework for decision making - assessing the four harms

# Beyond Survival: This is What Matters to People



As part of the programme of engagement, people were asked to explore their priorities for the future, and help to inform decision making for remobilisation, recovery and renewal.

- People were asked specifically about: online booking; face to face access; support and advice to manage their own condition; services close to home; general access; waiting times; involvement of families and carers; and 24 hour treatment centres.
- All were felt to be important, highlighting the multifaceted nature of healthcare support, with general access to services and access to face to face services being the two highest ranked factors respectively.
- The thread that carried most strongly through responses was the importance

of choice and flexibility. People felt strongly that they should be able to access services, and that the delivery of these services should be adaptable to their specific needs.

Significant priorities which emerged across the programme were:

- 1. Holistic person centred care as the foundation of healthcare services**
- 2. People as empowered partners in decision making**
- 3. Resourcing thriving, vibrant, asset based communities**
- 4. Access to equitable and consistent care**
- 5. Clear, inclusive communication**
- 6. Digital, but not by default**
- 7. Prioritising mental health**
- 8. Investment in the NHS**



**ALLIANCE**  
HEALTH AND SOCIAL CARE  
ALLIANCE SCOTLAND  
people at the centre

Health and Social Care Alliance Scotland (the ALLIANCE)  
349 Bath Street, Glasgow, G2 4AA

 **0141 404 0231**  **info@alliance-scotland.org.uk**

 **@ALLIANCEscot**  **@ALLIANCEscot**  **alliance.scotland**

**www.alliance-scotland.org.uk**

Registered in Scotland No.307731 Charity Number SC037475.  
The ALLIANCE is supported by a grant from the Scottish Government.



Do you want to make your community and Glasgow a better place for all?

# LOCALITY ENGAGEMENT FORUMS (LEF'S)



## Why do we need you?

**YOUR VOICE MATTERS AND THAT'S WHY WE NEED YOUR HELP IN SHAPING AND CONTRIBUTING TO OUR LEF'S**

The Health and Social Care Partnership in Glasgow (HSCP) is responsible for the planning, design, and delivery of children, adult, and older people's services. YOUR VOICE MATTERS therefore it is vital that members of the community are included in the planning and design of services to ensure that they meet the needs of communities and individuals. Locality Engagement Forums exist to provide a space for members of the community to come together to discuss issues; themes; and listen to what is happening and relevant; in the South, North East and North West of Glasgow. We will be hosting **online** Locality Engagement Forums for all 3 localities Spring 2021 and we want to hear from you and what these sessions should focus on.

**For Non -English Speakers or any additional information please email:**

**Callum.Lynch@ggc.scot.nhs.uk or call: 07971038196**

Do you care about your community and local health and social care services?  
Do you want to represent the voices of your community?  
Have your voice heard



**Please scan this on your mobile phones camera to find out more**

**Or visit:**

**<https://tinyurl.com/y56b5am9>**



**Glasgow City Health and Social Care Partnership(HSCP)** is responsible for the planning, design and delivery of Children, Adult and Older People's local health and social care services and the Locality Engagement Forums (LEF) exist to provide a space for members of the community to come together to discuss local health and social care services, supports and issues.

Locality Engagement Forums (LEF) will be hosting online Locality Engagement Forums for all 3 localities in Spring 2021 - the first confirmed date is:

• **Tuesday 16 March 2021 – focusing on North West Locality and Adult Services**



# Services and Support

## Autism

### Autism Advice Line (Scotland)

T: 01259 222 022

[www.scottishautism.org](http://www.scottishautism.org)

### Differabled

[www.differabledscotland.co.uk/about](http://www.differabledscotland.co.uk/about)

### National Autistic Society Helpline

T: 0808 800 4104.

[www.autism.org.uk](http://www.autism.org.uk).

[www.autism.org.uk/services/helplines/coronavirus/resources/how-nas-can-help.aspx](http://www.autism.org.uk/services/helplines/coronavirus/resources/how-nas-can-help.aspx)

### Sense Scotland

T: 0300 330 9292

W: [www.sensescotland.org.uk/](http://www.sensescotland.org.uk/)

## Carers

### Advice and Information Carers Hub

[www.rethink.org/advice-and-information/carers-hub/](http://www.rethink.org/advice-and-information/carers-hub/)

### Advice for Unpaid Carers

[www.gov.scot/publications/coronavirus-covid-19-advice-for-unpaid-carers/](http://www.gov.scot/publications/coronavirus-covid-19-advice-for-unpaid-carers/)

### Carers Scotland

[www.carersuk.org/scotland/help-and-advice/factsheets/coronavirus-covid-19-sources-of-advice-and-help](http://www.carersuk.org/scotland/help-and-advice/factsheets/coronavirus-covid-19-sources-of-advice-and-help)

T: 0808 808 7777

**Carers UK** has published a Recovery Plan for carers, a list of recommendations that prioritise and support unpaid carers as restrictions are eased and the risk of Covid-19 is managed by society over the next 12 months. For more information visit [www.carersuk.org/help-and-advice/technology-and-equipment/99-for-professionals/policy-eng/6506-a-recovery-plan-for-carers](http://www.carersuk.org/help-and-advice/technology-and-equipment/99-for-professionals/policy-eng/6506-a-recovery-plan-for-carers)

### Carers Voices Project

[www.alliance-scotland.org.uk/people-and-networks/carers-voices/keep-well-with-carer-voices/](http://www.alliance-scotland.org.uk/people-and-networks/carers-voices/keep-well-with-carer-voices/)

### Citizens Advice Bureau

[www.citizensadvice.org.uk/scotland/family/help-for-adults-in-the-community-s/carers-help-and-support/](http://www.citizensadvice.org.uk/scotland/family/help-for-adults-in-the-community-s/carers-help-and-support/)

### Dementia UK

Dementia Helpline

T: 0800 888 6678

[www.dementiauk.org/get-support/coronavirus-covid-19/](http://www.dementiauk.org/get-support/coronavirus-covid-19/)

### Friends and Family of Someone with Cancer

[www.macmillan.org.uk/cancer-information-and-support/supporting-someone/emotional-support-for-family-and-friends](http://www.macmillan.org.uk/cancer-information-and-support/supporting-someone/emotional-support-for-family-and-friends)

### Glasgow Association for Mental Health

[www.gamh.org.uk/carers-information-line](http://www.gamh.org.uk/carers-information-line)

### Mainstay Trust

Provide care services to the people of Glasgow  
[www.mainstaytrust.org.uk/](http://www.mainstaytrust.org.uk/)

### PAMIS

Support people with profound and multiple learning disabilities, PMLD - their families, carers and professionals  
[pamis.org.uk](http://pamis.org.uk)

### Take Break Scotland

[takebreakscotland.org.uk/applications/](http://takebreakscotland.org.uk/applications/)

Take a Break can accept applications from either a parent carer of a disabled child, or from a disabled young person in their own right

## ADDITIONAL SUPPORT FOR CARERS TO TAKE A BREAK

- What would help your health and wellbeing?
- What would help you enjoy a life alongside caring?
- Think of a new way to take a break 😊

**Glasgow City Carers Centres** have been allocated some additional funding from the Scottish Government to support carers to take a break from their caring role.

This is open to all Carers, Young Carers and Young Adult Carers across Glasgow. The maximum award will be £300. **Carers do not need to be known to the Carers Centre to apply.**

To apply please call:

**The Carers Information Line 0141 353 6504**

For more information visit **Your Support Your Way**

<https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/carers-short-breaks-statement/>

Priority will be given to Carers who have not applied to our Short Breaks grants before.

The application cannot be for a break away or for something which does not adhere to current government guidance restrictions.

### What can I apply for?

Anything that can help you to prioritise taking a break from your caring role. Despite a lot of things being closed just now there are many things that can help you have some time out. Examples are:

- Gardening equipment or furniture
- Kitchen equipment
- Counselling sessions
- Online study/classes/sports/exercise
- Tutoring or extra support for home schooling
- Gaming equipment/vouchers
- Arts/Crafts equipment/supplies
- A TV/tablet/lap top etc
- Subscription to Netflix/Prime/Disney+
- Musical instrument or equipment
- Equipment for a hobby/interest
- Subscriptions for audio books/magazines
- **Or something else that could help you!**
- 

**Applications must be received by 10<sup>th</sup> March and the break must be purchased by 31<sup>st</sup> March**

Details on how carers can be referred to their local **Carers Centre in Glasgow** can be found on the Your Support Your Way Glasgow website: [www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/news-and-campaigns/](http://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/news-and-campaigns/) or call the Carers Information Line: **0141 353 6504**

Carers Centres in Glasgow have received additional funding from the Scottish Government to support carers to take a break from their caring role.

## Charity Advice

Worth joining Wren Greyhound mailing list which includes regular free useful resources [us19.campaign-archive.com/e/?u=775c51c6f1955813188a5d5b2&id=67324628a8](https://us19.campaign-archive.com/e/?u=775c51c6f1955813188a5d5b2&id=67324628a8) for more info [www.wrenandgreyhound.co.uk](http://www.wrenandgreyhound.co.uk)

### Creative Approaches to Problem Solving

This was a tool shared by Q Community and may be of interest :

<https://s20056.pcdn.co/wp-content/uploads/2017/08/Q-community-CAPS-toolkit-2017.pdf>

### GCVS Glasgow Council for Voluntary Services

[www.gcvvs.org.uk](http://www.gcvvs.org.uk)

### Generations Working Together

Directory of intergenerational resources to use during COVID19 pandemic [generationsworkingtogether.org/news/directory-of-intergenerational-resources-to-use-during-pandemic-27-05-2020](https://generationsworkingtogether.org/news/directory-of-intergenerational-resources-to-use-during-pandemic-27-05-2020)

### Glasgow Social Enterprise Network

[www.gsen.org.uk](http://www.gsen.org.uk)

### Impact Funding Partners

T: 01383 620 780

[www.impactfundingpartners.com](http://www.impactfundingpartners.com)

**Independent Age Grants Fund** Reaching older people most likely to be missing out – now and beyond the coronavirus pandemic [www.independentage.org/community/grants-fund](http://www.independentage.org/community/grants-fund)

### Just Enterprise

T: 0300 302 3333

[justenterprise.org/events/event/charitable-trading/](http://justenterprise.org/events/event/charitable-trading/)

### Scottish Council Voluntary Organisations

[scvo.org.uk](http://scvo.org.uk)

### Smarter Choices, Smarter Places Fund

supported by Transport Scotland, and funds projects that encourage walking, cycling and using sustainable transport. The fund is open to public, community and third sector organisations.

[www.pathsforall.org.uk/open-fund](http://www.pathsforall.org.uk/open-fund)

**Third Sector Lab** Consultancy, training, and strategy to help charities get the most out of digital, useful resources:

- [thirdsectorlab.co.uk/covid-19/](http://thirdsectorlab.co.uk/covid-19/)
- [www.facebook.com/ThirdSectorLab/videos/b.53154337720/801038073737494/?type=2&theater](https://www.facebook.com/ThirdSectorLab/videos/b.53154337720/801038073737494/?type=2&theater)
- [open.spotify.com/show/5x2s9GleJufexYgm5JZ20X](https://open.spotify.com/show/5x2s9GleJufexYgm5JZ20X)



## Death, Grief, and Loss

COVID 19 is bringing many challenges and pain to many people including the death of a loved one. Sadly, people are also dying for other reasons and social distancing restrictions can make that loss even more painful. These are some contacts maybe able to help.

It is worth also speaking to your faith community if this is appropriate for you. As with everything just now, things can be affected by COVID19, however, services are doing their best to be there for people even if for now, that is by phone:

### Anticipatory Grief and Mourning

[www.cancerresearchuk.org/about-cancer/cancer-chat/thread/anticipatory-grief](http://www.cancerresearchuk.org/about-cancer/cancer-chat/thread/anticipatory-grief)

### Bereavement Advice

W: [www.bereavementadvice.org](http://www.bereavementadvice.org)

### Blue Cross for Pets

T: 0800 096 6606

*(Support following the death of a pet)*

### Breathing Space

T: 0800 83 85 87

### Child Bereavement UK

[www.childbereavementuk.org](http://www.childbereavementuk.org)

**COPE Scotland** have a piece on their website, maybe helpful at this time [www.cope-scotland.org/index.php/latest-blog/coping-with-loss](http://www.cope-scotland.org/index.php/latest-blog/coping-with-loss)

### Coping with Depression After a Loved One's Death

[www.cancer.org/treatment/end-of-life-care/grief](http://www.cancer.org/treatment/end-of-life-care/grief)

### Coping with Grief In Your Body

A Relaxation for Grief Exercise

[www.mindfulnessandgrief.com/coping-with-grief-relaxation](http://www.mindfulnessandgrief.com/coping-with-grief-relaxation)

### CRUSE Bereavement Support

Bereavement support helpline

T: 0808 808 1677

[www.cruse.org.uk/about-cruse/contact-us](http://www.cruse.org.uk/about-cruse/contact-us)

### Families Affected by Murder and Suicide (FAMS)

T: 07736 326 062

### For Guidance on Funerals in Scotland During COVID 19

[www.gov.scot/publications/coronavirus-covid-19-guidance-for-funeral-services/](http://www.gov.scot/publications/coronavirus-covid-19-guidance-for-funeral-services/)





### **Gambling with Lives**

Set up by the families and friends of young people who had taken their own lives as a direct result of gambling.

[www.gamblingwithlives.org](http://www.gamblingwithlives.org)

### **Good Life, Good Death, Good Grief**

[www.goodlifedeathgrief.org.uk/content/support\\_with\\_covid19](http://www.goodlifedeathgrief.org.uk/content/support_with_covid19)

**Grieving Alone and Together:** Responding to the loss of your loved one during the COVID-19 pandemic: [rememberingalife.com/covid-19/grief-during-the-pandemic/grieving-alone-and-together-booklet](http://rememberingalife.com/covid-19/grief-during-the-pandemic/grieving-alone-and-together-booklet)

**How to Cope With the Physical Effects of Grief** [www.mariecurie.org.uk/help/support/bereaved-family-friends/dealing-grief/physical-symptoms-grief](http://www.mariecurie.org.uk/help/support/bereaved-family-friends/dealing-grief/physical-symptoms-grief)

**How to Provide Workplace Support When an Employee Passes Away**  
[www.cruse.org.uk/get-help/about-grief/bereavement-at-work/when-a-staff-member-dies](http://www.cruse.org.uk/get-help/about-grief/bereavement-at-work/when-a-staff-member-dies)

### **Petal Bereavement Support**

[www.petalsupport.com](http://www.petalsupport.com)

### **SOBS Bereaved by Suicide**

**T: 0300 111 5065**

### **Sudden Death**

*(Bereavement support for sudden death)*

[www.suddendeath.org/about/about-sudden-death](http://www.suddendeath.org/about/about-sudden-death)

### **Supporting Bereaved Parents and Their Families**

**T: 0345 123 2304**

**W: [www.tcf.org.uk](http://www.tcf.org.uk)**

### **The Good Grief Trust**

[www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)

### **The Lullaby Trust**

**T: 0808 802 6868**

*(Bereavement support/ following the death of a baby/young child)*

# wee changes can make a **big difference** to help you suffer less if experiencing loss

## Coping with loss and grief

Grief can hurt, we can experience many strong emotions including, sadness, despair, anger, hurt, shock, numbness, denial, guilt, fear and so many more, even sometimes relief. While these feelings can cause us extreme distress, they are the natural feelings which can emerge when we lose someone or something which mattered to us.



If you find the feelings so overwhelming, you are thinking of suicide please speak to someone. The Samaritans or Crisis text line or your GP or other local health provider.



We can experience grief when a loved one dies, including the loss of a pet or miscarriage we can also experience it at other times of loss, a health challenge, retirement, leaving school, separation all can produce feelings of loss and grief.

Remember, we are all unique individuals and we each cope with loss in our own way this includes the time we are grieving, which can vary too.

Remember its okay to cry, putting a brave face on and not allowing the tears to flow when they need to, can mean we bottle feelings up which can make us feel worse. Crying at this time is natural. There are people who don't cry naturally so for them, not crying is natural too, we are all different, just because we don't cry, doesn't mean we don't care or aren't hurting.



Worrying about being alone or about money now the person has gone isn't selfish, its natural, talk to others about how you feel.



Admitting to yourself and others that you are hurting can help you to begin to work through your grief and accept kindness from others to help at this time.

Sometimes sleeping and eating can be a challenge, but its important at this time we find a way to rest and make sure we are looking after our physical body as well as our minds.



If you aren't sure if what you are experiencing is grief, or depression go and speak to your GP or other health care provider as its important at this time we also look after our mental health.

Reach out if you are feeling alone with your grief and this is a challenge for you. There can also be support groups e.g. where someone has lost someone to suicide. Sometimes having someone just to listen can be very powerful, this is a time also we may find our faith or life philosophy is a comfort.



**Grieving can be a challenging time and its okay to ask for help, or, seek to understand more how you are feeling. These are some contacts maybe useful:**

- **Grieving Death by a Sudden Loss**  
<http://www.econdolence.com/learn/articles/grieving-sudden-loss/>
- **Dealing with Anger in Grief**  
<https://zintaharris.com/2018/02/15/dealing-anger-grief/>
- **6 Ways Grief Counseling Can Help You**  
<https://blog.prepscholar.com/grief-counseling-therapy>
- **How to Help Your Grieving Parent (and Yourself) After the Death of Your Mom or Dad**  
<http://www.legacy.com/news/advice-and-support/article/helping-your-grieving-parent>
- **Grief and Recovery: Overcoming Guilt and Loss After the Death of an Adult Child**  
<https://blog.ioaging.org/end-of-life/grief-and-recovery-overcoming-guilt-and-loss-after-the-death-of-an-adult-child/>
- **Bearing the Special Grief of Suicide**  
<https://www.soslsd.org/resource/bearing-the-special-grief-of-suicide/>
- **Breathing Space** | T: 0800 83 85 87
- **Blue Cross for Pets** | T: 0800 096 6606 (*Support following the death of a pet*)
- **Child bereavement UK** | [www.childbereavementuk.org/](http://www.childbereavementuk.org/)
- **Families affected by Murder and Suicide (FAMS)** | T: 07736 326 062
- **SOBS (Bereaved by Suicide)** | T: 0300 111 5065
- **The Lullaby Trust** | T: 0808 802 6868 (*Bereavement support/ following the death of a baby/young child*)
- **The Samaritans** | Free Phone Tel: 116 123
- **Silverline** | T: 0800 4 70 80 90
- **Shout** | Text: SHOUT to 85258 in the UK to text with a trained Crisis Volunteer (*an affiliate of crisis text line*)
- **The Spark Relationship Counselling and Support** | T:0808 802 0050
- **Victim Support** | T: 0345 603 9213
- **Information for people experiencing a sudden bereavement**  
[www.suddendeath.org/guides-for-suddenly-bereaved-people](http://www.suddendeath.org/guides-for-suddenly-bereaved-people)

Remember and consult with your GP or other health care provider if you are struggling with feelings of loss.  
Produced by COPE Scotland  
[www.cope-scotland.org](http://www.cope-scotland.org)  
@COPEscotland



## Digital Inclusion

### Connecting Scotland

Supporting the most vulnerable to get online Throughout the coronavirus crisis, the internet is keeping us connected to friends and family, informed and entertained, and able to learn, work, shop and access health information and other public services.

However, some people can't access these benefits because they don't have the confidence, kit and connectivity at home. The Connecting Scotland initiative aims to get 30,000 digitally excluded households online in 2020. For more information visit [connecting.scot](http://connecting.scot)

### Glasgow Life – Digital Support Freephone Helpline

T: 0800 158 3974



We are delighted to announce the introduction of the Digital Support Freephone Helpline.

**Glasgowlife™**

The Helpline has been set up to provide digital support to people in the city who may have no or limited digital skills, but who would benefit from help to learn the digital skill they need.

### Service Overview:

Digital support and guidance will be delivered over the phone and provided by our Digital Champions. Customers must have access to a digital device and Internet connectivity so that support can be given. The type of digital support provided will be directed in the main to meet the customer request. For example:

### Basic Digital skills

- Getting to know your device
- Using the Internet
- Creating an Email
- Social media

### Essential Digital skills

- Communicating
- Online Safety
- Online Resources
- Online Services
- Online Learning

### Operating Times:

Monday: 9:30 - 16:00

Tuesday: 9:30 - 16:00

Wednesday: 9:30 - 16:00

Thursday: 9:30 - 16:00

Friday: 9:30 - 13:00

**This service is strictly to offer digital support and guidance for customers, and we will not be able to help with other types of enquires.**

### GDA Connects

If you, or someone you know, is shielding from Covid-19 with no internet access and would like to hear more about GDAConnects – please get in touch with [hannah@gdaonline.co.uk](mailto:hannah@gdaonline.co.uk)

For more information about GDA's wider COVID Response contact [info@gdaonline.co.uk](mailto:info@gdaonline.co.uk)

### Glasgow Life

[www.glasgowlife.org.uk/glasgows-learning/digital-skills](http://www.glasgowlife.org.uk/glasgows-learning/digital-skills)

### NWVSN Network IT Recycling Project

NWVSN Network has formed a partnership with Glasgow Clyde College and their Gifttech project, that recycles college PCs. They will now be able to offer PCs to members to give to people they work with that they know are in need. They will also be offering prepaid WIFI, which should last a few months with light/moderate use. To express an interest or get a referral form email [martina.northwestglasgowvsn@outlook.com](mailto:martina.northwestglasgowvsn@outlook.com).

Please note they do not have a huge supply but will offer what they can, the project is here to fill the gaps if other options aren't available.



# Glasgow City Council and GCVS Launch New Digital Inclusion Programme

GCVS and Glasgow City Council have worked together to organise computers, internet connections and training to reduce digital exclusion in the city. The three factors which are the main drivers of digital exclusion are:

- a computer / device to access the internet.
- an internet connection.
- the skills to use the systems.

We want to work with organisations in the city who can reach people who are digitally excluded.

## Computers / Connection

Poverty is a critical driver of digital exclusion and a significant proportion of people are unable to afford the up-front or ongoing costs associated with being online. As part of the programme nearly 1,000 computers will be available for people in the city. These will mostly be refurbished desktop computers, but there will also be a small number of Chromebook devices.

Alongside this there are 700 “MiFi” internet devices with a year of unlimited data. There are slightly fewer of these because we recognise that many people have access to data but require an additional computer because of lockdown.

The computers / connections are available to third sector organisations who can help us get them to the people who need them.

Organisations operating in the North West of the City should complete this form [https://docs.google.com/forms/d/e/1FAIpQLSfGmMBQRUVSEK3aKkH6xo-D0uWmwJ91fAbU3utUXjBRQ2nvRQ/viewform?usp=send\\_form](https://docs.google.com/forms/d/e/1FAIpQLSfGmMBQRUVSEK3aKkH6xo-D0uWmwJ91fAbU3utUXjBRQ2nvRQ/viewform?usp=send_form) (North West Voluntary Sector Network)

Organisations operating elsewhere in the city should complete this form <https://www.surveymonkey.co.uk/r/F2YQKN8>

## Digital Inclusion

In addition, a fund of £185,000 is available for organisations to apply to for training and support in digital inclusion in the communities they work with. The aim of this fund is to increase and improve digital inclusion in Glasgow by supporting third sector training and development initiatives which aim to help the communities they are working with to improve their digital skills.

There are two grant streams available under this fund. For expenditure up to £2,000, the Small Grants Stream will require a shorter application. This stream will pay for specific items of expenditure which will enable organisations to improve an existing service or develop a new one which offers training and support in digital inclusion.

The Main Grants Scheme will make grants of between £2000 and £15,000 to enhance ongoing work or add a new service focused on enhancing digital inclusion.

Organisations requiring further training to enable them to deliver training and support to people in the communities they serve can get support from Glasgow Life.

For more information about this fund and how to apply please visit [www.gcv.org.uk/blog/glasgow-city-council-and-gcv-launch-new-digital-inclusion-programme/](http://www.gcv.org.uk/blog/glasgow-city-council-and-gcv-launch-new-digital-inclusion-programme/) or contact [DigitalInclusionFund@GCVS.org](mailto:DigitalInclusionFund@GCVS.org). uk and the guidelines and application forms will be e-mailed to you.





## Intro

Several groups have caught our attention lately for their constant efforts recently. This pandemic clearly isn't stopping these guys from operating (safely) - and operating very well at that.

## Men Matter Scotland

Men Matter Scotland is a new charity which exists to support All Men's mental health, improve men's quality of life ,expand and enrich mens connections, and ultimately improve Mens and Families Wellbeing and prevent and reduce Suicides in Scotland. We encourage and facilitate positive connections with individuals, each other and nature, and support members to find the meaning and purpose in their lives.

Men Matter Scotland can provide access to a counsellor within days, Access to Woodwork, Project & Design space, Gaming Area, Training Opportunities, Music & Art Therapy, Free Foodbank and Clothesbank, Access to Free Refreshments & Showers, Relaxation Room, Gym & Meeting Rooms - All Peer2Peer, All Wheelchair Accessible.

All Services and Membership to Men Matter Scotland is FREE - You only need to be a Man, over 16 years of age, and live in Scotland.

Men Matter Scotland has a current total of 650 members and 200 of these are actively accessing the services each week in a physical or virtual capacity.

Men Matter Run Weekly Physical Talking groups every Wednesday 6-8 at Hub (20 Drumchapel Road - G15 6QE) 0141 9447900 [www.MenMatterScotland.Org](http://www.MenMatterScotland.Org)

## Drumchapel Foodbank

Drumchapel Foodbank is a community organisation run by KCEDG and founded in partnership with Drumchapel L.I.F.E working to support people facing immediate food poverty.

It was launched through funding provided by Connect and Support at The Big Lottery Fund.

Given that it is a purely independent project, the food bank's core funding now comes from the generous contributions made by both the local, surrounding communities and small businesses.

Through strong connections with many local resources, we strive to help our clients with a range of issues they may face, such as, Debt Advice, Mental Health Support, Benefits Advice and much more.

We will continually aim to work and liaise with other organisations to build community links and meet people who need our support

There were a whopping **12,770** emergency food parcels distributed in 2020 and **1,360** in January 2021.



## DrumDev

The two charities have had the assistance of local startup DrumDev Limited (**Drum**chapel **Web Development**).



DrumDev started trading just this year and is run by Zander, 26 - from Drumchapel and ex Drumchapel High pupil 2005-2011.

“I’ve always loved and been proud to be from Drumchapel - the people are great, stick together through tough times and are always helping/ looking out for one another. It’s full of the best people.

I’m glad to be at a point in my career where I can offer my services at a professional level, locally.”

Zander came into contact with Men Matter Scotland through the chairman Pisto (Peter Divers) who is also a youth worker for the G15 Youth Project. This is where they met. Pisto was aware of Zander being a web developer and insisted he made the site, being from Drumchapel and ex G15YP member.

“It was a random encounter in Clydebank Shopping Centre when Pisto mentioned it to me and I hadn’t heard of Men Matter Scotland prior to this point. I actually started using their services too. I’m grateful for their existence and people should definitely look them up!

As for Drumchapel Foodbank, I have volunteered there on and off through the years depending on my availability when not working. I always knew they needed a website and hoped to be the one that made it - and eventually it was!”

The benefits the websites bring to Men Matter Scotland and Drumchapel Foodbank are immense.



## Promoting Wellbeing & Preventing Suicide. Peer Support Network for Men living in Scotland.

We exist to support All Men's mental health, improve men's quality of life ,expand and enrich mens connections, We facilitate activities that support positive mental, physical and emotional health and wellbeing for men.



Men Matter Scotland and Drumchapel Foodbank's websites have online donation capabilities and accept donations via PayPal, Card Payments and Apple Pay. Being capable of this might sound like a no brainer - but you will be surprised how many charities out there don't have a user friendly, simple method of donating.

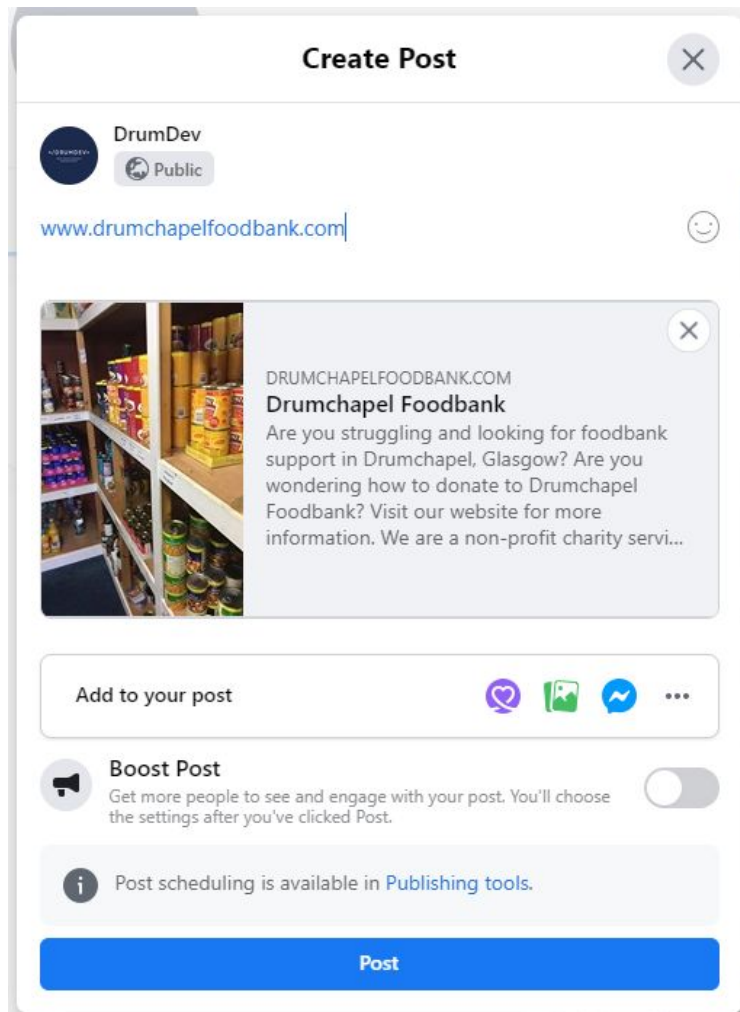
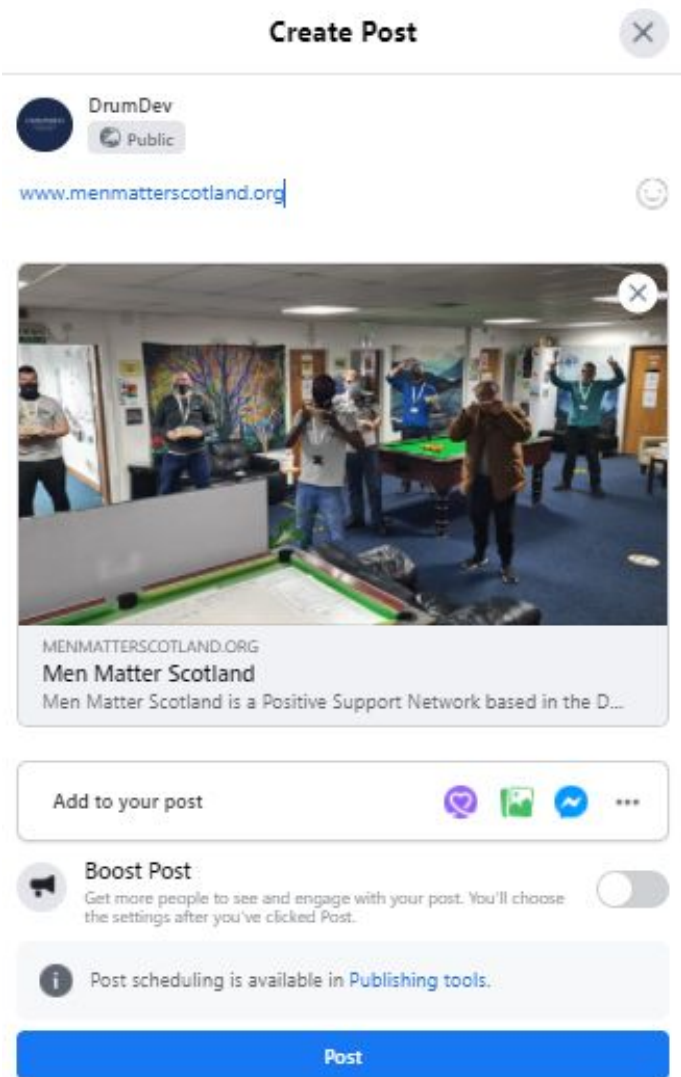
Blog post functionality is implemented across all the websites - were requested and this allows for spreading news across all social media platforms from a central point. When a blog is published it auto rolls out to all platforms. This is great for Google Page Rankings as the regular updates and activity is one of many factors in the ranking algorithm.

SEO (Search Engine Optimization) is thought through to boost the rankings also. Keywords and understanding what people search for - to find a website... is crucial and DrumDev have helped each of the groups to optimise the content for this.

The pages of the websites were set up for social media sharing - so that when you share a link e.g. to Facebook there is a nice preview box with a title, description and image... and clicking this sends you to the page.

- These are small details that make big differences and contribute to making websites reach the standard of 'professional' quality.

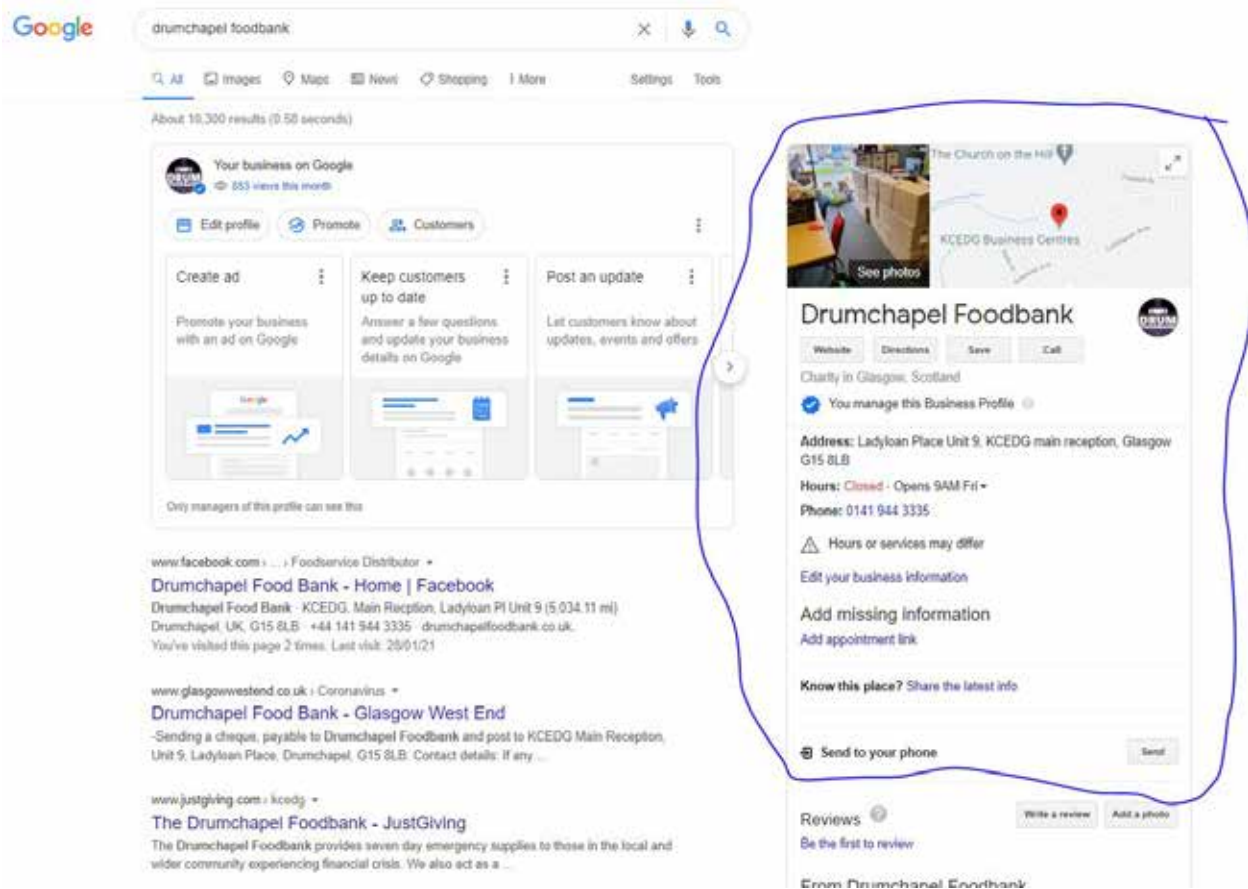




There are LOTS of small details which all contribute to making a large difference. DrumDev is aware of and implements as many of these as possible for it's clients and aims to have 50 websites live by the end of 2021. Who will be next?

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DrumDev got Drumchapel Foodbank registered on Google too - this was an addition with GREAT benefits. DFB are now on Google Maps, with opening times, directions available, images to reflect identity, images to show which building is the head office, their logo, description, ratings and more.



The Drumchapel Foodbank and Men Matter Scotland's websites will serve as central points of information regarding their activities and the news/blog sections can be utilised for important announcements - auto publishing to connected Social Media platforms.

Most of the operations were run from social media, which have good audiences, but Social Media can get hectic.

The websites bring a sense of identity and online presence which is clean, tidy and professional - outside of the 'hustle and bustle' of 'busy' social media.



## Summary

There are still positive's out there and there is still help available during these tough times. If we all work together and network with one another - even online... we can get through this with **positivity**.

Get in touch with Men Matter Scotland for mental health support.

[contact@menmatterscotland.org](mailto:contact@menmatterscotland.org)

Get in touch with Drumchapel Foodbank for food poverty support.

[contact@drumchapelfoodbank.com](mailto:contact@drumchapelfoodbank.com)

Get in touch with DrumDev for digital enquiries.

[contact@drumdev.co.uk](mailto:contact@drumdev.co.uk)

Communicate!



## Drugs, Alcohol, Gambling and Other Unhelpful Coping Strategies

### Al Anon (for families affected)

**T: 0800 0086 811**

### Al A Teen (for teenagers affected)

**[al-anon.org/newcomers/teen-corneralateen/](http://al-anon.org/newcomers/teen-corneralateen/)**

### Alcoholics Anonymous

**0800 9177 650**

### Big Deal

Is specialist online help for young people and gambling

**[www.bigdeal.org.uk](http://www.bigdeal.org.uk)**

### Chatter

Peer support for people affected by Gambling harms

**[chatterscotland.org](http://chatterscotland.org)**

### Cocaine Anonymous

**T: 0141 959 6363**

### Drink Wise Age Well

**[drinkwiseagewell.org.uk](http://drinkwiseagewell.org.uk)**

### Drinkline

**T: 0800 917 8282**

### Family Addiction Support Service

**T: 0141 420 2050**

**GamCare** provides free information, advice, and support for anyone affected by gambling harms. 24 hours a day, seven days a week.

**[www.gamcare.org.uk](http://www.gamcare.org.uk)**

**T: 0808 8020 133**

### Gamblers Anonymous

**T: 0370 050 8881**

### Gamvisory

Gamvisory offers a unique Employee Assist Programme that has been developed through first-hand experiences of disordered gambling harm

**[www.gamvisorygroup.co.uk](http://www.gamvisorygroup.co.uk)**

### Glasgow Council on Alcohol

**T: 0808 802 9000**

Due to the COVID 19 pandemic, GCA are currently unable to carry out Alcohol Brief Interventions (ABI) as usual within community settings.

Therefore, they have launched a new online ABI chat service via the Glasgow Council on Alcohol Facebook page where people can send a private message if they have concerns about their own or someone else's drinking. The online service will be covered at specific times by GCA ABI practitioners who will be able to screen people for harmful drinking and offer advice on how to manage or reduce their alcohol consumption, as well as refer people to counselling and other services.

**[facebook.com/GCAGlasgow/](https://facebook.com/GCAGlasgow/)**

### Glasgow Helping Hero's

**T: 0800 731 4880**

### Homeless Addiction Team

**T: 0141 552 9287**

### How to Help an Addicted Parent

**[www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent](http://www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent)**

### Kinder Stronger Better

This website has been developed for and by members of the Glasgow LGBTQ+ community and substance use professionals to provide information and advice to LGBTQ+ people about alcohol and drugs, as well as where to get help and support in Glasgow (and beyond)

**W: [kinderstrongerbetter.org](http://kinderstrongerbetter.org)**

### Marie Trust Counselling Service

**T: 0141 221 0169**

### Narcotics Anonymous

**T: 0300 999 12 12**

### North West Recovery Communities

**[www.nwrc-glasgow.co.uk](http://www.nwrc-glasgow.co.uk)**

**Recover Me App.** Manage a gambling addiction from your pocket, to download visit [www.recovermeapp.co.uk/](http://www.recovermeapp.co.uk/)

**Recovery Simon Community**  
**T:0800 027 7466**

#### **Re-solv**

Founded in 1984, Re-Solv is a charity working across the UK to end solvent abuse and support all those whose lives are affected by it. If you live anywhere in England, Northern Ireland, Scotland or Wales and are worried about your solvent abuse or someone else's – we're here to help. You can call us on **01785 810 762**, text **07496 959 930**, email [info@re-solv.org](mailto:info@re-solv.org)  
[www.re-solv.org](http://www.re-solv.org)

**Scottish Families Affected by Drugs and Alcohol**  
**T: 08080 101011**

**Smart Recovery Group Meetings**  
[smartrecovery.org.uk](http://smartrecovery.org.uk)

Residential treatment programme for those most severely affected by gambling harms  
[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

#### **TalkBanStop**

A partnership between GamCare, Gamban and GAMSTOP to help anyone experiencing gambling harms to start their recovery journey.  
**W: [www.gamcare.org.uk/talk/](http://www.gamcare.org.uk/talk/)**

#### **Turning Point (Homelessness Service)**

**T: 0800 652 3757**  
[www.turningpointscotland.com/glasgow](http://www.turningpointscotland.com/glasgow)

#### **The UK Armed Forces Veterans' Health and Gambling Study**

A Forces in Mind Trust-funded project to examine gambling attitudes and behaviour, mental health, and healthcare utilisation in armed forces veterans and non-veterans from the UK and Northern Ireland. It will complete in early 2021. For more information:  
[veteranshealthandgambling.org](http://veteranshealthandgambling.org)

#### **We are with you**

Support for people who have issues with drugs, alcohol and mental health, and their families and friends. We know our communities and understand the challenges they face.  
[www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)



## Equality and Diversity

**GDA Podcast - Our LGBT Histories** is available now at [anchor.fm/GDA](https://anchor.fm/GDA)

*"In Glasgow, a lot of LGBT spaces are really inaccessible. So, we can't meet each other and gather there and that makes finding other people like ourselves really difficult."*

From LGBT history month in February, throughout Pride month in June - our **LGBT disabled people's network** have been supporting each other to speak out about life as a disabled LGBT+ person in Scotland - and have put together GDA's very first podcast!

Now with Covid-19 restricting opportunities to meet other people in person, our LGBT group has moved online. Inequalities disabled people already faced have been supercharged by the pandemic - poverty, mental health challenges, and increased isolation mean that an inclusive, supportive community is a lifeline that is now more vital than ever before.

GDA's LGBT network was founded by a small group of GDA members who highlighted the need for greater accessibility and inclusion in LGBT spaces. Empowered to challenge inequalities, they sought GDA's support to create a safe space to improve the wellbeing of this intersectional community. GDA listened and responded, working in partnership, and putting our LGBT members in the driving seat of this work for equality.

GDA has for many years been a supporter of Glasgow's Free Pride events. At the 2017 event GDA members hosted a jam-packed workshop discussion on disability inclusion within the LGBT community - following which, with support from LGBT health and wellbeing, the Equality Network and Glasgow Equality Forum, our LGBT Disabled People's Space was founded.



Hear all about it on our first ever podcast! Also available on:

- Spotify
- Apple
- Pocket casts
- Radio Public
- Breaker

### Accessibility

If you are a British Sign Language user [www.contactscotland-bsl.org](https://www.contactscotland-bsl.org) offers a service which enables contact with public bodies and third sector services through Video Relay.

If affected by sight loss please

[www.rnib.org.uk](https://www.rnib.org.uk)

### Age UK

[www.ageuk.org.uk/scotland](https://www.ageuk.org.uk/scotland)

### Autism

[www.autism.org.uk](https://www.autism.org.uk)

**The ChoiceWorks Programme** aims to support people to move forward to tackle their offending behaviour through individual support, groupwork sessions and training and employability opportunities. If you are interested or would like to find out more information, please contact them in one of the following ways:

**T: 0141 276 7400**

**Web: [www.glasgow.gov.uk/choiceworks](http://www.glasgow.gov.uk/choiceworks)**

**Email: [CommsafetyChoiceworks@glasgow.gov.uk](mailto:CommsafetyChoiceworks@glasgow.gov.uk)**

**Facebook: GlasgowCC**

**Twitter: @GlasgowCC**

### **Coalition for Racial Equality and Rights**

**[www.crer.scot](http://www.crer.scot)**

### **Deafness and Dementia**

Full report available on their website:

**[www.deafscotland.org](http://www.deafscotland.org)**

**[admin@deafscotland.org](mailto:admin@deafscotland.org)**

**T: 0141 248-2474**

**SMS: 07925 417 338**

### **Deaf Awareness**

**[deafscotland.org/support-communication-for-all](http://deafscotland.org/support-communication-for-all)**

**[deafscotland.org/cycling-safely-for-deaf-people](http://deafscotland.org/cycling-safely-for-deaf-people)**

West of Scotland regional equality unit

For various helpline numbers during COVID19

please **visit [www.wsrec.co.uk](http://www.wsrec.co.uk)**

**Disability Equality Scotland** are a membership organisation for disabled people and disability groups/organisations

**[disabilityequality.scot](http://disabilityequality.scot)**

### **Discrimination Claims Risk**

The Equality & Human Rights Commission is reminding organisations of their legal responsibilities as employers may face discrimination claims if they unfairly treat disabled or pregnant staff because of the coronavirus situation. The EHRC has issued new guidance to help make the right and lawful decisions around dismissing and furloughing staff. The guides give organisations information about their duty to make reasonable adjustments for staff

with underlying health conditions and how to support pregnant women and those on maternity leave. For more information **[www.equalityhumanrights.com/en/advice-and-guidance/coronavirus-covid-19-guidance-employers](http://www.equalityhumanrights.com/en/advice-and-guidance/coronavirus-covid-19-guidance-employers)**

### **Dyslexia Awareness**

**[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)**

### **EACH (Educational Action Challenging Homophobia)**

EACH provides a free and confidential, homophobic, biphobic or transphobic bullying reporting service for children and young people up to 18 years of age. If you have been a target of this bullying you can call their freephone Helpline on **0808 1000 143** (Monday to Friday, 9:00am – 4:30pm) **W: [www.each.education/](http://www.each.education/)**

### **Early Warning System E-Bulletin**

Latest findings from the Early Warning System The Early Warning System was set up by CPAG in Scotland to collect and analyse case evidence about how social security changes are affecting the wellbeing of children, their families and the communities that support them. Case studies are collated from queries dealt with through our second tier advice line and submissions from frontline workers. The briefing summarises the emerging issues received between the beginning of July and mid-August 2020 For more information on how to register for the e bulletins visit:

**[www.cpag.e-activist.com/page/24788/subscribe/1?locale=en-GB](http://www.cpag.e-activist.com/page/24788/subscribe/1?locale=en-GB)**

### **Equality and Diversity Advice Centre**

**[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)**

**Advice Line T: 0808 800 0082**

### **Glasgow Disability Alliance**

**[gda.scot](http://gda.scot)**

### **Guide Dog**

**[www.guidedogs.org.uk/Covid19/Support-for-people-with-sight-loss](http://www.guidedogs.org.uk/Covid19/Support-for-people-with-sight-loss)**

### Health and Social Care Alliance

[www.alliance-scotland.org.uk](http://www.alliance-scotland.org.uk)  
[www.alliance-scotland.org.uk/blog/news/covid-19-and-communication-for-people-living-with-sensory-loss/](http://www.alliance-scotland.org.uk/blog/news/covid-19-and-communication-for-people-living-with-sensory-loss/)

### Inspiring Scotland

[www.inspiringscotland.org.uk](http://www.inspiringscotland.org.uk)

### LGBT Foundation

[lgbt.foundation/coronavirus/impact](http://lgbt.foundation/coronavirus/impact)  
T: 0345 3 30 30 30

### LGBT Health and Wellbeing

[www.lgbthealth.org.uk](http://www.lgbthealth.org.uk) Helpline  
T: 0300 123 2523

### LGBT Youth

[www.lgbtyouth.org.uk/news/2020/covid19-announcement](http://www.lgbtyouth.org.uk/news/2020/covid19-announcement)

### Modern Slavery Helpline Scotland

If you need help, advice, or information about any modern slavery issue you can contact them confidentially 24 hours a day, 365 days a year. For more info:  
[www.modernslaveryhelpline.org/scotland](http://www.modernslaveryhelpline.org/scotland)  
T: 0800 0121 700

### Poverty Alliance, Working Together to End Poverty

[www.povertyalliance.org](http://www.povertyalliance.org)

### Saheliya

Specialist mental health and well-being support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) in the Edinburgh and Glasgow area  
[www.saheliya.co.uk](http://www.saheliya.co.uk)

### Scottish Council on Deafness

[www.scod.org.uk](http://www.scod.org.uk)

### Scottish Refugee Council

[www.scottishrefugeecouncil.org.uk/covid-19](http://www.scottishrefugeecouncil.org.uk/covid-19)

### Sign Health

Health video library on range of conditions and issues for people who use British Sign Language  
[signhealth.org.uk/videotags/covid-19](http://signhealth.org.uk/videotags/covid-19)

**Ubuntu** is a new charity based in Glasgow, set up to provide emergency support for women with no recourse to public funds, facing destitution and violence, check their site for more info: [www.ubuntu-glasgow.org.uk](http://www.ubuntu-glasgow.org.uk)

### Visibility Scotland

[visibilityscotland.org.uk](http://visibilityscotland.org.uk)

### West Scotland Regional Equality Council

**WSREC**  
[www.wsrec.co.uk](http://www.wsrec.co.uk)  
T: 0141 337 6626





## Homelessness

### Emergency Homelessness:

T: 0800 838 502

### Glasgow City Mission

[www.glasgowcitymission.com](http://www.glasgowcitymission.com)

### Glasgow Helpline

T: 0800 027 7466

### Homeless Addiction Team

T: 0141 552 9287

### Salvation Army

[www.salvationarmy.org.uk/homelessness](http://www.salvationarmy.org.uk/homelessness)

### Shelter Scotland (Glasgow Hub) Scotland

[shelter.org.uk/about\\_us/local\\_services/glasgow](http://shelter.org.uk/about_us/local_services/glasgow)

### The Marie Trust

[www.themarietrust.org](http://www.themarietrust.org)

### The Simon Community

[www.simonscotland.org](http://www.simonscotland.org)

### The Wise Group

Offer a range of services worth visiting the site to find out more: [www.thewisegroup.co.uk](http://www.thewisegroup.co.uk)

For information on services in different parts of Glasgow please visit:

[www.glasgow.gov.uk/article/17283/](http://www.glasgow.gov.uk/article/17283/)

**Homelessness**

## Emergency Services Websites and COVID19

### Central and Southern Scotland

Phone Scottish Power Energy Networks on:

**T: 0800 092 9290 (from landlines)**

**T: 0330 1010 222 (from mobiles)**

### Electricity

Who you need to contact depends on where you live

### Emergency Homelessness

**0800 838 502**

### Gas

National Gas Emergency Service

If you smell gas phone the National Gas Emergency service

**T: 0800 111 999**

### Help for the Elderly and People with Disabilities or Long-term Illnesses

Utility companies work with local councils to make sure vulnerable people get support during disruptions.

You should tell your supplier if you have:

- a disability
- a long term illness
- a visual impairment
- hearing difficulties
- any other specific requirements

### Medical or Mobility Equipment

Tell your supplier if you depend on a continuous power supply. For example, for stair lifts or hoists.

### North of Scotland's Central Belt

Phone Scottish and Southern Energy (SSE)

**T: 0800 300 999**

### Police Scotland

[www.scotland.police.uk/about-us/covid-19-policescotlandresponse](http://www.scotland.police.uk/about-us/covid-19-policescotlandresponse)

### Scottish Ambulance Service

[www.scottishambulance.com](http://www.scottishambulance.com)

### Scottish Welfare Fund

**0141 276 1177**

### SGN Manage the Network that Distributes Gas Across Scotland

**T: 0800 912 1700**

### Social Work Direct

**0141 287 0555 (Office Hours)**

**0300 343 1505 (Out of Hours)**

### Water

Phone Scottish Water

**T: 0845 601 8855**





## Employment and Business

### Access to work scheme

[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

New help on offer for disabled people working from home during the pandemic for more information visit: [www.gov.uk/government/news/new-help-on-offer-for-disabled-people-working-from-home-during-the-pandemic](http://www.gov.uk/government/news/new-help-on-offer-for-disabled-people-working-from-home-during-the-pandemic)

### Business Support in Scotland

[findbusinesssupport.gov.scot](http://findbusinesssupport.gov.scot)

### COVID 19 Support for Employers and Employees

[www.acas.org.uk/coronavirus](http://www.acas.org.uk/coronavirus)

### Employability in Scotland

[www.employabilityinscotland.com](http://www.employabilityinscotland.com)

### Employment Support Information

[www.gov.scot/policies/employment-support](http://www.gov.scot/policies/employment-support)

### Farm Advisory Service

[www.fas.scot/rural-business/coronavirus](http://www.fas.scot/rural-business/coronavirus)  
T: 0300 323 0161

### Farming Sector Employment Opportunities

[www.pickforbritain.org.uk/jobs](http://www.pickforbritain.org.uk/jobs)

### Health and Safety

[www.hse.gov.uk/news/coronavirus.htm](http://www.hse.gov.uk/news/coronavirus.htm)

### Home Working Health and Safety

[www.hse.gov.uk/toolbox/workers/home.htm](http://www.hse.gov.uk/toolbox/workers/home.htm)

### Jobs and Business Glasgow

[www.jbg.org.uk/business-support-covid-19](http://www.jbg.org.uk/business-support-covid-19)  
Information for employers

### Kickstart

If you are an employer looking to create jobs placements for young people, apply for funding as part of the Kickstart Scheme for more information visit: [www.gov.uk/guidance/apply-for-a-grant-through-the-kickstart-scheme](http://www.gov.uk/guidance/apply-for-a-grant-through-the-kickstart-scheme)  
Also GCVS [www.gcvs.org.uk/blog/kickstart](http://www.gcvs.org.uk/blog/kickstart)

### Information for People Seeking Work Employability in Scotland

[www.employabilityinscotland.com](http://www.employabilityinscotland.com)

### Returning to Work, Preparing to Manage Risk of COVID 19

[www.cardinus.com/insights/covid-19-hs-response/returning-to-work-after-lockdown/](http://www.cardinus.com/insights/covid-19-hs-response/returning-to-work-after-lockdown/)  
[www.hse.gov.uk/news/hse-regulatory-activity-during-coronavirus.htm](http://www.hse.gov.uk/news/hse-regulatory-activity-during-coronavirus.htm)

### RIDDOR Reporting COVID19

[www.hse.gov.uk/news/riddor-reporting-coronavirus.htm](http://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm)

### Mind Tools Useful COVID19 Support Pack

[www.mindtools.com](http://www.mindtools.com)

### My World of Work

[www.myworldofwork.co.uk](http://www.myworldofwork.co.uk)

**Scottish Hazards** who, in more normal times deal with improving Health and Safety in the workplace no matter if the individual is in a Trade Union and who are operating a completely free to use, confidential advice network for workers who are having difficulties with their employers regarding being able to follow the new guidance or the new laws. They have put around 15 new 2-4min videos on YouTube during the pandemic to get various messages across to workers.

### Their Website is;

[www.scottishhazards.org](http://www.scottishhazards.org)

### Facebook

[www.facebook.com/scottishHazards](https://www.facebook.com/scottishHazards)

### Twitter

@ScottishHazards

### Free Phone Number

0800 0015 022.



### **Working Safely During COVID19**

[www.gov.uk/guidance/working-safely-during-coronavirus-covid-19?utm\\_source=govdelivery&utm\\_medium=email&utm\\_campaign=coronavirus-hse&utm\\_term=tnt-4&utm\\_content=digest-28-may-20](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus-hse&utm_term=tnt-4&utm_content=digest-28-may-20)

**Healthy Working Lives** have been working with Scottish Government and other occupational health and safety partners to develop a resource to support SMEs to plan to return to work safely and to stay safe on their return to work during COVID.

Their website is full of resources including sample and template risk assessments, guidance on engaging with your employees about returning to work and links to other partner sites that include guidance and legal requirements.

They understand that some organisations may be particularly worried and anxious about returning back to work and keeping themselves and their staff as safe as possible. They also appreciate that some smaller organisations won't have an in-house person with a good understanding of occupational health and safety and therefore they might be unsure about the steps they are putting in place. They

have considered all of this and with the help of professionals in a wide range of sectors have developed a mentoring programme. The mentoring programme will allow organisations to ask us at Healthy Working Lives for support and guidance and if they can't answer your query they will pass it to one of their many Mentors, who will assist you within 48 hours of you requesting support.

To view information on returning to work or to request support visit:

<https://covid19.healthyworkinglives.scot/planning-return-to-work>

If you are interested in becoming a mentor, register here:

<https://covid19.healthyworkinglives.scot/planning-return-to-work/mentoring>

For more general information on COVID visit: [covid19.healthyworkinglives.scot/](https://covid19.healthyworkinglives.scot/)

The following is a guest blog on the COPE Scotland website on Healthy Working Lives: [www.cope-scotland.org/index.php/latest-blog/guest-blog-tammy-wells](https://www.cope-scotland.org/index.php/latest-blog/guest-blog-tammy-wells)

### **The Wise Group**

Offer a range of services worth visiting the site to find out more: [www.thewisegroup.co.uk](https://www.thewisegroup.co.uk)





## Education and Skills Attainment

**Brush up on Reading, Writing and Numbers**  
[www.glasgowlife.org.uk/libraries/learning-opportunities/reading-writing-and-numbers](http://www.glasgowlife.org.uk/libraries/learning-opportunities/reading-writing-and-numbers)

**Guidance for Home Learning COVID 19**  
[www.gov.scot/news/guidance-for-home-learning](http://www.gov.scot/news/guidance-for-home-learning)

### Thinkuknow

Thinkuknow is the education programme from NCACEOP, a UK organisation which protects children both online and offline.

Families can download a pack according to their child's age, each pack will contain simple 15-minute activities parents can do at home with their child using Thinkuknow resources. The packs will be renewed fortnightly. The site also has advice for parents and carers. [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

**Tips on Writing a Job Application**  
[knowhow.ncvo.org.uk/how-to/how-to-write-a-compelling-job-application](http://knowhow.ncvo.org.uk/how-to/how-to-write-a-compelling-job-application)

Check out this piece by **COPE Scotland** includes affirmation cards for learning  
[www.cope-scotland.org/index.php/latest-blog/time-for-something-new-and-remember-rarely-anyone-gets-it-right-first-time](http://www.cope-scotland.org/index.php/latest-blog/time-for-something-new-and-remember-rarely-anyone-gets-it-right-first-time)

**The Reading Agency- Digital Online Resources for Adults, Young People and Children**  
[readingagency.org.uk/news/blog/digital-resources-for-lockdown.html?goal=0\\_ef82b5d6fa-941540c648-82042273&mc\\_cid=941540c648&mc\\_eid=41880de782](http://readingagency.org.uk/news/blog/digital-resources-for-lockdown.html?goal=0_ef82b5d6fa-941540c648-82042273&mc_cid=941540c648&mc_eid=41880de782)

### These include:

- Free resources for home-schooling
- Information on mental health wellbeing resources for young people, adults and children
- Resources for running online book groups and resource packs for numerous books
- How to run an online event

There is a lot of free information and it's worth a look through.

Online eBooks, magazines and educational resources are available from libraries:  
[www.glasgowlife.org.uk/libraries/online-library](http://www.glasgowlife.org.uk/libraries/online-library)

# GLASGOW CITY HEALTH IMPROVEMENT TRAINING CALENDAR 2020 - 21

Education is what  
remains after one has  
forgotten what one has  
learned in school  
- Albert Einstein

**Glasgow City Health Improvement Training Calendar offers different levels of training ranging from Informed through to Specialist offering a variety of options for your organisation**

Informed	Baseline knowledge and skills required by all staff working in health, social care and third sector settings (All staff)
Skilled	Knowledge and skills required by staff who have direct and/or substantial contact with individuals at risk of self harm and/or suicide
Enhanced	Knowledge and skills required by staff who have more regular and intense contact with those who may be at risk of/affected by mental ill health
Specialist	Knowledge and skills required by staff who, by virtues of their role and practice setting, provide an expert specialist role in the assessment, care, treatment and support of those affected by mental health ill health. They will often have leadership roles in education, training and service coordination and development (Staff working within specialist mental health services)

# HEALTHY MINDS RESOURCE

HEALTHY MINDS IS A FLEXIBLE RESOURCE PACK THAT CAN BE ACCESSED AND DELIVERED BY ANYONE WITH AN INTEREST IN MENTAL HEALTH. IT COMPRISES FOURTEEN MENTAL HEALTH THEMED TOPIC SESSIONS EACH LASTING APPROXIMATELY 1.5 HOURS, DESIGNED TO PROVIDE A BASIC AWARENESS AND UNDERSTANDING OF MENTAL HEALTH.

PLEASE [CLICK HERE](#) SEE THE HEALTHY MINDS RESOURCE



## AIMS

To raise awareness of loneliness and isolation and their impact in mental health and wellbeing

## LEARNING OUTCOMES/OBJECTIVES

- Dispel some of the myths around loneliness and isolation
- Discuss the difference and links between loneliness and isolation
- List examples of what can make people socially isolated
- Describe the impact loneliness and isolation can have on mental health
- Explore strategies to tackle loneliness and social isolation

Level : Informed

**Healthy Minds  
via Zoom  
Loneliness & Isolation  
Thursday  
11th March 2021  
3.30 - 5.00pm**

**TO BOOK A PLACE PLEASE CLICK  
[HERE](#)**



#### AIMS

To raise awareness of emotional literacy and how it can support mental health and wellbeing

#### LEARNING OUTCOMES/OBJECTIVES

- Dispel emotional literacy myths
- Describe what emotional literacy is
- Discuss the impact on mental health when we are not emotionally literate
- List the benefits of being emotionally literate
- Identify ways to develop emotional literacy
- List resources to support mental health and wellbeing

**Level: Informed**

## Healthy Minds via Zoom Emotional Literacy

**Thursday  
18th March 2021  
10.00 - 11.30pm**

**TO BOOK A PLACE PLEASE CLICK  
[HERE](#)**



#### AIMS

To raise awareness of loss and grief during COVID-19 and the impact on mental health and wellbeing.

#### LEARNING OUTCOMES/OBJECTIVES

- Dispel some of the myths surrounding loss and grief .
- List the different types of losses experienced as a result of COVID-19.
- Describe what grief is.
- Describe the impact grief can have on mental health and wellbeing.
- Discuss the different ways in which people grieve.
- Explore strategies and resources to support and manage loss and grief .

**Level: Informed**

## Healthy Minds via Zoom Covid Loss & Grief

**Wednesday  
24th March 2021  
10.00 - 11.30pm**

**TO BOOK A PLACE PLEASE CLICK  
[HERE](#)**



**AIMS**

Increased awareness of the multi-agency approach to suicide prevention across Greater Glasgow and Clyde board area

**LEARNING OUTCOMES/OBJECTIVES**

**Increased understanding of:**

The CYP and Adult mental health frameworks and how they can be used as planning tools.

The current data around suicide, particularly around age and gender.

Some of the factors that can contribute to people completing, or attempting to complete suicide.

Locations of Concern and some of the measures that can be implemented in such areas.

The impact that different forms of media can have on rates of completed and attempted suicide.

The risks associated with irresponsible reporting of suicide in the media

**Level: Informed**

**Suicide Contagion  
via Zoom**

**Wednesday  
31st March 2021  
1.30 - 2.30pm**

**TO BOOK A PLACE PLEASE CLICK  
[HERE](#)**



**AIMS**

To start an initial conversation around and raise basic awareness of mental health, self-harm and suicide prevention.

This session has been developed to support discussions and awareness raising about mental health, self-harm and suicide prevention.

Using the animations developed by Public Health Scotland, we will address the barriers to talking about these issues to support people to have compassionate conversations when others are struggling, in order to access help when needed.

**Level: Informed**

**'Ask, Tell'  
facilitated session  
via Zoom**

**Thursday  
1st April 2021  
10.00 - 11.30pm**

**TO BOOK A PLACE PLEASE CONTACT:  
[HERE](#)**



## Financial Hardship and Support

### Advice Scotland

T: 0808 800 9060

### Best Start Grant and Best Start Foods

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits
- as long as you're the parent of a child, or the main person looking after the child

For more information visit [www.mygov.scot/best-start-grant-best-start-foods/](http://www.mygov.scot/best-start-grant-best-start-foods/)

### Citizens Advice Scotland

Launched a new national advice helpline to boost the network's service during the coronavirus crisis.

T: 0800 028 1456

### Check your council tax to see if you are missing money off

[www.checkmycounciltax.scot](http://www.checkmycounciltax.scot)

### Financial Help While Self-Isolating

[www.gov.scot/news/new-grant-for-those-self-isolating/](http://www.gov.scot/news/new-grant-for-those-self-isolating/)

People on low incomes will be eligible to receive a new £500 grant if asked to self-isolate. This grant is for those who will face financial hardship due to being asked to self-isolate and will be targeted at people who are in receipt of Universal Credit or legacy benefits, with some discretion to make awards to others in financial hardship.

Applications are now open and will be delivered through the existing Scottish Welfare Fund, which is administered by local authorities. This link offers more information on the Scottish Welfare Fund in Glasgow

[www.glasgow.gov.uk/swf](http://www.glasgow.gov.uk/swf)

### GAIN Network

[www.gain4u.org.uk](http://www.gain4u.org.uk) helpline

T: 0808 801 1011

### GHA – for help with benefits & fuel advice

T: 0808 169 9901

### Glasgow Life Communities and Libraries

If you or anyone you know are worried about their current financial situation, let them know about their new helpline number

T: 0808 169 9901

### Govan Law Centre: (Glasgow-wide service)

T: 0141 440 2503

[www.govanlawcentre.org](http://www.govanlawcentre.org)

WhatsApp: 07564 040765

### Home Energy Scotland

[energysavingtrust.org.uk/scotland/home-energy-scotland/news/covid-19-faqs-home-energy-scotland-customers](http://energysavingtrust.org.uk/scotland/home-energy-scotland/news/covid-19-faqs-home-energy-scotland-customers)

T: 0808 808 2282

### HMRC

T: 0300 456 3565

### Mortgage Payment Assistance Line

T: 0808 145 0437 (Bos Halifax & Lloyds)

**One Parent Families Scotland** are launching an Energy Support Grant for Single Parent Families, The OPFS Coronavirus Emergency Energy Fund can provide a one-off payment of £50 to single parent families in Scotland who need help with their energy bills.

More information available: [opfs.org.uk/coronavirus-emergency-energy-fund/](http://opfs.org.uk/coronavirus-emergency-energy-fund/)

### Scottish Housing Advice

[scotland.shelter.org.uk/get\\_advice/scottish\\_housing\\_advice\\_coronavirus\\_COVID\\_19](http://scotland.shelter.org.uk/get_advice/scottish_housing_advice_coronavirus_COVID_19)

### Scottish Illegal Money Lending Unit

[www.tsscot.co.uk/illegal-lending/loan-sharks/](http://www.tsscot.co.uk/illegal-lending/loan-sharks/)

### Social Security Scotland and COVID 19

[www.socialsecurity.gov.scot/what-we-do/stakeholder-resources/coronavirus-covid-19](http://www.socialsecurity.gov.scot/what-we-do/stakeholder-resources/coronavirus-covid-19)



**Telephone Banking****T: 0345 300 0000 (Lloyds)****T: 0345 721 3141 (Bos)****T: 0345 720 3040 (Halifax)**

If you are experiencing any challenges with finances at this time, please seek advice from your own bank, or lender or one of the money advice services to see what support maybe available to you at this time

**Universal Credit Support****T: 0808 169 9901**

## Food

### Change for Life Recipes Ideas

[www.nhs.uk/change4life/recipes/dinner](http://www.nhs.uk/change4life/recipes/dinner)

### Community Pantries

Community pantries operate differently to food banks or community fridges by offering choice and dignity as well as preventing the waste of surplus food. Those using a Pantry pay a nominal membership fee and then pay a small amount each time they use it (e.g. £2) to buy from a range of foods available.

The first community pantry in Scotland opened in Brechin in 2019, and more have started up.

Most recently, Cyrenians, Greener Kirkcaldy,

the Langtoun Larder, as well

as Parkhead and Shettleston

Pantries and the People's

Pantry, all in Glasgow,

have opened, with

Tollcross Pantry due to

open shortly.



### #CommunityFoodNearMe

During the height of

restrictions and now as we live with ongoing risk of Covid-19, the places we can walk or cycle to have become more important to us. Community support around food has played, and will continue to play, a vital role.

**#CommunityFoodNearMe** is a social media campaign to recognise our local community food activity. Walk or cycle to one of your local initiatives, take a photo, then post it on twitter or facebook, using the hashtag above. Also tag CFHS and the organisation if they are on social media.

To start us off, CFHS team members will be sharing posts about community food activity near them. Please join us and celebrate community food activity across the country (and beyond).

[twitter.com/P\\_H\\_S\\_CFHS](https://twitter.com/P_H_S_CFHS)

[www.facebook.com/likeCFHS](https://www.facebook.com/likeCFHS)

### Food for Life Scotland

Working with public and private sector caterers, growers and producers, cooks, and communities to transform food culture, by serving food that is good for people and the planet

[www.foodforlife.org.uk/about-us/fll-scotland](http://www.foodforlife.org.uk/about-us/fll-scotland)

**GCVS** hosted two events on food provision, which were attended by a variety of third sector organisations. The report from the events outlines the discussions and identifies some of the issues going forward the report is available [www.gcv.org.uk/blog/glasgow-third-sector-food-events/](http://www.gcv.org.uk/blog/glasgow-third-sector-food-events/)

### Information on a Healthy Balanced Diet

[www.nhsinform.scot/healthy-living/food-and-nutrition](http://www.nhsinform.scot/healthy-living/food-and-nutrition)

### Keep Cooking and Carry on

[www.channel4.com/programmes/jamie-keep-cooking-and-carry-on/episode-guide/](http://www.channel4.com/programmes/jamie-keep-cooking-and-carry-on/episode-guide/)

Also visit places offering help, who can share information on other supports in your neighbourhood, you are not alone, and people are helping each other, get through this. From local foodbanks, to parents' groups, to neighbours helping out, we are stronger when we help each other. All of us sometimes need help, if you find your struggling, please reach out, people care.

### Locations on Food Banks

This has an online map which will direct you to foodbanks, meals (community and emergency) and fruit and veg barras in Glasgow.

All foodbanks and meals are free or pay what you can unless stated otherwise

[www.urbanroots.org.uk/freefood](http://www.urbanroots.org.uk/freefood)

### The Food Train

Deliver food shopping for elderly people or people in isolation. £5 delivery fee. They will contact the individual to get a list of what shopping they want and drop off for them.

**T:0141 423 1722** all areas

### Tips on Eating Well During COVID 19

[www.nhs.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/general-advice-and-guidance/eating-well-during-covid-19/](http://www.nhs.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/general-advice-and-guidance/eating-well-during-covid-19/)

### Meal Makers

Check out [www.mealmakers.org.uk](http://www.mealmakers.org.uk) for sharing food and friendship with an older neighbour

**Nourish Scotland** is an NGO campaigning on food justice issues in Scotland

[www.nourishscotland.org](http://www.nourishscotland.org)

**Scottish Government** position statement in response to a joint letter to the UK from the UN Special Rapporteurs responsible for food and poverty. It outlines Scotland's human rights approach to the challenges of food insecurity and poverty, including actions taken in response to the COVID-19 pandemic. For more information

[www.gov.scot/publications/scottish-government-response-un-food-insecurity-poverty](http://www.gov.scot/publications/scottish-government-response-un-food-insecurity-poverty)



## Fuel

**Glasgow Home Energy Advice Team** (G-Heat) has been established to provide independent advice on energy related issues to householders in the city on a face to face basis, in their homes, and assist in Glasgow City Council's strategic aim of eliminating Fuel Poverty.

**T: 0800 092 9002**

### Home Energy Scotland

Energy suppliers have started to open their Warm Home Discount Schemes. Eligible clients could get £140 off their winter electricity bill.

Call **0808 808 2282** or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) for more information.

**The Warm Home** discount is accepting applications NOW. The Warm Home Discount is a government-run scheme that provides one-off payments of £140 off electricity bills to help customers keep warm over winter. For more information [www2.scottishpower.co.uk/whd.process?execution=e1s1](http://www2.scottishpower.co.uk/whd.process?execution=e1s1) or phone: **0800 027 0072** Monday to Friday 8:30am - 6pm

You will need your electricity account number and the postcode of your supply address. The account number can be found on the top right hand corner of the electricity bill.

## Practical Support

**Glasgow City Council** has been working hard to provide urgent services for its citizens in response to the COVID19 pandemic, for more detail on these services please visit their website [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and [www.glasgow.gov.uk/coronavirus](http://www.glasgow.gov.uk/coronavirus)

**Glasgow Disability Alliance GDA** If you or someone you know are not able to get food shopping, or if you are going out when you should really be staying safe at home, please contact their new Freephone helpline: **0800 432 0422** for help or email: [lifeline@gdaonline.co.uk](mailto:lifeline@gdaonline.co.uk)

**Glasgow's Golden Generation**  
[www.glasgowgg.org.uk](http://www.glasgowgg.org.uk)

### Glasgow Helps

Anyone needing assistance can email [helpline@gcvs.org.uk](mailto:helpline@gcvs.org.uk) or text **07451 289 255**, if people have no phone credit then please text, someone will call back. Also please check the Glasgow Helps website.

They have over 500 organisations listed so far - and it's growing every day as they encourage people to add and update their details.  
[www.glasgowhelps.org/](http://www.glasgowhelps.org/)

### Glasgow Housing Association

Home comforts team [www.gha.org.uk/ways-we-can-help/at-home/home-comforts](http://www.gha.org.uk/ways-we-can-help/at-home/home-comforts)

**Glasgow Life Community Information** list of sites that are good sources of information regarding bereavement, health & wellbeing, financial and more. [libcat.csghlasgow.org/web/arena/community-information](http://libcat.csghlasgow.org/web/arena/community-information)



**Glasgow Disability Alliance**  
Confident Connected Contributing

**How can we help?**

## Covid-19 Resilience Response: Leaving no one behind

**GDA Wellbeing:**  
Support on the phone & online. Help to cope, feel better & improve mental & physical wellbeing.

**GDA Lifeline:**  
Sourcing, coordinating and delivering shopping, medication and other essential resources.

**GDA Connects:**  
Providing IT devices, equipment, support and coaching so disabled people can get online and stay connected.

**GDA Learning:**  
Online & phone peer support and free, fun learning, with the necessary support to get involved.

**GDA Rights Now:**  
Online and by phone Welfare Rights info, support and representation.

**GDA Voices:**  
Sharing our lived experience so Government and decision makers understand impact & respect disabled people's rights.

Support for disabled people, older people and those with long term conditions, living in and around Glasgow.

Call free: **0800 432 0422** Text: **07958 299 496**  
Email: [info@gdaonline.co.uk](mailto:info@gdaonline.co.uk) [www.gda.scot](http://www.gda.scot)  
@GDA\_ \_online Glasgow Disability Alliance

contact SCOTLAND BSL

### Need Help Getting to Places?

Taxis can prepay with debit card

**Hampden Cabs** 0141 429 1122

**Glasgow Taxis** [www.glasgowtaxis.co.uk](http://www.glasgowtaxis.co.uk)

**Community Transport Glasgow**

[www.ctglasgow.org.uk](http://www.ctglasgow.org.uk) T: 0845 605 5955

### Other Information on Support

[www.readyscotland.org/coronavirus](http://www.readyscotland.org/coronavirus)



## Helplines

### Alcoholics Anonymous

T: 0800 0086 811 / 0800 9177 650

### Advice. Scot

T: 0808 800 9060

### Alzheimer's Scotland

T: 0808 808 3000

### Autism Helpline

T: 0808 800 4104

### Beat Eating Disorders

T: 0808 801 0677

### Blue Cross for Pets

(Support following the death of a pet)

T: 0800 096 6606

### Breathing Space

T: 0800 83 85 87

### Bullying

[www.nationalbullyinghelpline.co.uk](http://www.nationalbullyinghelpline.co.uk)

T: 0845 22 55 787

### CAB

T: 0800 328 5644

### Campaign Against Living Miserably CALM (Men)

T: 0800 585858

### Child Bereavement UK

T: 0141 352 9995

### Childline

T: 0800 1111

### (Help prevent) Childhood abuse

T: 0808 1000 900

### CHSS Advice line Nurses

T: 0808 801 0899

### Combat Stress

UK charity for Veterans Mental Health

T: 0800 138 1619

### CRUSE Bereavement support Bereavement support helpline

T: 0808 808 1677

### Dementia Helpline

T: 0800 888 6678

### Digital Support Freephone Helpline

T: 0800 158 3974

### Domestic Abuse and Forced Marriage Helpline

T: 0800 027 1234

### Drinkline Scotland

T: 0800 7314 314

### Emergency Homelessness

T: 0800 838 502

### Families Affected by Murder and Suicide (FAMS)

T: 07736 326 062

### Families Outside Peer Support Group

(supporting families affected by imprisonment) **Text FAMOUT 60777 or**

**Freephone 0800 254 0088**

**Forces Line** for any member of the armed forces, veterans, and their families

T: 0800 731 4880

### Gamblers Anonymous Scotland

T: 0370 050 8881

### Gambling Helpline

T 0808 8020 133

### Glasgow Disability Alliance helpline

T: 0800 432 0422

### Glasgow Helping Hero's

T: 0800 731 4880

### Hopeline UK (people under 35)

T: 0800 068 41 41

### LGBT Helpline

T: 0300 123 2523

### LGBT Youth

Text: 07786 202 370

### Mind Info Line

T: 0300 123 3393

### Modern Slavery Helpline Scotland

T: 08000 121 700

### NA

T: 0300 999 1212

### NHS 24

T: 111

### OCD Helpline

0845 390 6232 or 020 7253 2664

[www.ocdaction.org.uk](http://www.ocdaction.org.uk)

### One Parent Families Scotland Helpline

0808 801 0323

### Parkinson's UK Scotland

T: 0808 800 0303

### Pandas (perinatal mental illness)

T: 0808 1961 776

### Parent Line

T: 08000 28 22 33

### Rape Crisis

T:0808 802 999 national number Glasgow and Clyde number T: 0808 800 0014

### Report a Consumer Issue

Advice Direct Scotland T: 0808 164 6000

### Report a Loan Shark

T:0800 074 0878

**Scottish Hazards** free to use, confidential advice network for workers who are having difficulties with their employers regarding being able to follow the new guidance or the new laws. **Free Phone Number 0800 0015 022.**

### Sexual Health Info Line

T: 0800 567 123 but changing to

T: 0300 123 7123

### Silverline (older people)

T: 0800 4 70 80 90

### Shelter Helpline

T: 0300 330 1234

### Shout (an affiliate of crisis text line)

Text: SHOUT to 85258 in the UK to text with a trained Crisis Volunteer

### SOBS (Bereaved by Suicide)

T: 0300 111 5065

**The Age Scotland** helpline is a free, confidential phone service for older people, their carers and families in Scotland. Our team provide information, friendship and advice. Their helpline is free to call and available Monday - Friday 9-5pm

T: 0800 12 44 222

### The Lullaby Trust

T: 0808 802 6868 Bereavement support/ following the death of a baby or young child

**The Macmillan Support Line is open 7 days a week between 8am-8pm**

T: 0808 808 00 00

### The Samaritans

Free Phone T: 116 123

### The Spark Relationship Counselling and Support

T:0808 802 0050

### Universal Credit Helpline

T: 0808 169 9901

### Victim Support

T: 0345 603 9213

### WSREC Hate Crime Helpline

T: 07497 187 992

### Young Minds

T: 0800 018 2138



## Mental Health, Well-Being and Stress Management

### Anger Management

[www.nhsinform.scot/illnesses-and-conditions/mental-health/mental-health-self-help-guides/problems-with-anger-self-help-guide](http://www.nhsinform.scot/illnesses-and-conditions/mental-health/mental-health-self-help-guides/problems-with-anger-self-help-guide)

### Anxiety UK (formerly National Phobics Society) Helpline

T: 03444 775 774

Text service: 07537 416 905  
[anxietyuk.org.uk](http://anxietyuk.org.uk)

### Association for Child and Adolescent Mental Health

[www.acamh.org](http://www.acamh.org)

### Bipolar Scotland

[www.bipolarscotland.org.uk/newsblog](http://www.bipolarscotland.org.uk/newsblog)

### Breathing Space

If you need to talk about your anxiety or mental health in general

T: 0800 83 85 87

### Brothers in Arms Thrive App

[www.brothersinarmsscotland.co.uk/apps/brothersthive](http://www.brothersinarmsscotland.co.uk/apps/brothersthive)

### Campaign to Look After your Mental Health

[www.clearyourhead.scot](http://www.clearyourhead.scot)

### Combat Stress

UK charity for Veterans Mental Health

[www.combatstress.org.uk](http://www.combatstress.org.uk) T: 0800 138 1619

### Compassion Fatigue

[compassionfatigue.org](http://compassionfatigue.org)

### COPE continues to care

Phone wellbeing support because you matter

T: 0141 944 5490

Email: [admin@cope-scotland.org](mailto:admin@cope-scotland.org) will be replied to within 24 hours where possible.

Website offers online wellbeing information:

[www.cope-scotland.org](http://www.cope-scotland.org)

**COVID-MINDS** is a network of longitudinal studies on the global mental health impact of Covid-19 [covidminds.org](http://covidminds.org)

### CRUSE Bereavement support Bereavement support helpline

T: 0808 808 1677

### Eating Disorders

#### Beat Eating Disorders

[www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

Helpline: 0808 801 0677

Studentline: 0808 801 0811

Youthline: 0808 801 0711

### GCHSCP

Online self-help modules on stress, resilience and sleep problems

W: [glasgowcity.hscp.scot/publication/online-self-help-modules-stress-resilience-and-sleep-problems-23-june-2020](http://glasgowcity.hscp.scot/publication/online-self-help-modules-stress-resilience-and-sleep-problems-23-june-2020)

### Healing for the Heart

[www.healingfortheheart.co.uk](http://www.healingfortheheart.co.uk)

### Health and Social Care Alliance (The Alliance)

Opinion piece on looking at COVID through a trauma informed lens

[www.alliance-scotland.org.uk/blog/opinion/after-covid-19-am-i-normal](http://www.alliance-scotland.org.uk/blog/opinion/after-covid-19-am-i-normal)

### Health in Mind Trauma Counselling

[www.health-in-mind.org.uk/services/trauma\\_counselling\\_line\\_scotland/d15/](http://www.health-in-mind.org.uk/services/trauma_counselling_line_scotland/d15/)

### Headroom

Is a recently launched mental health toolkit from the BBC. There's resources to help get people talking about mental health, essential everyday tips, inspiring personal stories and more.

[www.bbc.co.uk/programmes/articles/YfRzhXDKSZQxFVn30TLXBj/your-mental-health-toolkit](http://www.bbc.co.uk/programmes/articles/YfRzhXDKSZQxFVn30TLXBj/your-mental-health-toolkit)

## How to Look After your Mental Health

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)



## Information on Self-Harm

**SAMH**

[www.samh.org.uk/about-mental-health/mental-health-problems/self-harm](http://www.samh.org.uk/about-mental-health/mental-health-problems/self-harm)

**SAMH download maybe helpful**

[www.samh.org.uk/documents/SAMH\\_Understanding\\_Self\\_Harm.pdf](http://www.samh.org.uk/documents/SAMH_Understanding_Self_Harm.pdf)

We are **Jean's Bothy** and open to anyone living in Helensburgh & Lomond over age 16 who would like support to improve their mental health and wellbeing. We have a monthly programme of activities and sessions and also offer 1-2-1 phone support. Currently our activities are all online and hope to return to our cottage soon!

**E: [jeansbothy@enable.org.uk](mailto:jeansbothy@enable.org.uk)**

## Lifeline Glasgow Counselling Service

**Also have a young people's service**

**T: 0141 552 4434**

**W: [www.lifeline.org.uk](http://www.lifeline.org.uk)**

Due to COVID 19 restrictions at the moment all counselling will be delivered via telephone or video sessions

**MalesTales Helensburgh** offers weekly sessions every Monday night at 7pm for any men looking for support. Founder John Lewis is the contact.

**E: [info@malestales.co.uk](mailto:info@malestales.co.uk)**

## Maternal Mental Health Scotland

[maternalmentalthescotland.org.uk/resources/links-to-charities-and-support-groups](http://maternalmentalthescotland.org.uk/resources/links-to-charities-and-support-groups)

## Mental Health Foundation

Please visit the Mental Health Foundation Scotland website for information around looking after your mental health during the COVID19 pandemic

[www.mentalhealth.org.uk/coronavirus](http://www.mentalhealth.org.uk/coronavirus)

this may also be of interest

[www.mhfestival.com/exhibition](http://www.mhfestival.com/exhibition)

## Mind Info Line

Open Monday to Friday 9am-6pm

**T: 0300 123 3393**

**E: [info@mind.org.uk](mailto:info@mind.org.uk) or text 86463**

**Don't know where to start? [www.mind.org.uk](http://www.mind.org.uk)**

Jean's Bothy Programme continues online. If you need help to access our online activities please either email [jeansbothy@enable.org.uk](mailto:jeansbothy@enable.org.uk) or text/whatsapp 07542226390

February 2021				
Monday	Tuesday	Wednesday	Thursday	Friday
Advanced BSL 10.30-11.30am	Chair Yoga 11am	Art 11am	Chill & Chat More! 1-2pm (For anyone living in Argyll & Bute)	Chill & Chat 11-12
Chill & Chat 11am-12noon				
Mindfulness 2pm	Chill & Chat 1-2pm	Chill & Chat 1pm - 2pm	Peer Support 2-3pm	Creative Writing
Challenge Check in	Peer2Peer 12.30 - 2.30pm	Jean's Bothy the film 3-4pm		
		Peer2Peer 7-9pm		Confidence Course 1-3pm
Fitness with the Journey through their Exclusive Group online - access anytime. This month's book is "The Whisperman" by Alex North				

Telephone: 01436 679218

Email: [jeansbothy@enable.org.uk](mailto:jeansbothy@enable.org.uk)



**Mind Tools** a lot of useful information and tools  
[www.mindtools.com](http://www.mindtools.com)

**Mindfulness**  
[www.freemindfulness.org/download](http://www.freemindfulness.org/download)

**Mindfulness Resource**  
[waysofthinking.co.uk](http://waysofthinking.co.uk)

**Moira Anderson Foundation**  
Supporting children and adults affected by  
childhood sexual abuse  
[moiraanderson.org](http://moiraanderson.org)

**NHSGG&C Glasgow Psychological Trauma  
Service**  
[www.nhsggc.org.uk/your-health/health-services/glasgow-psychological-trauma-service/](http://www.nhsggc.org.uk/your-health/health-services/glasgow-psychological-trauma-service/)

**Panda Foundation**  
The PANDAS Foundation is there to help support and advise any parent and their networks who need support with perinatal mental illness. They are also there to inform and guide family members, carers, friends and employers as to how they can support someone who is suffering Pandas FREE helpline  
**T: 0808 1961 776**  
**E: [info@pandasfoundation.org.uk](mailto:info@pandasfoundation.org.uk)**  
[www.pandasfoundation.org.uk/help-and-information/pre-ante-and-postnatal-illnesses/dad's-and-depression.html](http://www.pandasfoundation.org.uk/help-and-information/pre-ante-and-postnatal-illnesses/dad's-and-depression.html)

**Perinatal and Infant Mental Health Third Sector  
Service Directory**  
Find Support Near You  
[www.inspiringscotland.org.uk/perinatal-mental-health-services](http://www.inspiringscotland.org.uk/perinatal-mental-health-services)

**Phobic Awareness**  
Their website, forum, and chat room are all completely free! They are a community composed of people from all over the world who are suffering from panic, phobias and anxiety. They believe in support through the exchange of ideas information and coping skills. Phobias, anxiety, depression, and panic attacks can be chronic and incredibly damaging conditions, affecting not only the individual struggling, but loved ones as well. Even if you are not suffering with anxiety, if you are a loved one or family member of someone who is, you may find the support offered here of incredible value.

**W: [phobics-awareness.org/phobias](http://phobics-awareness.org/phobias)**

**SAMH - Let's Talk**  
SAMH's Let's TALK project is here to help during these unprecedented times. Whether for your staff, volunteers or the people you support in your local communities (service users, members or patrons) they offer support to those adults across Glasgow and Lanarkshire who may be experiencing poorer mental health.

The next time you have a team meeting, coffee catch up or wellness webinar why not have them 'drop in' to chat about mental wellbeing? They also have a range of workshops that can be offered through Zoom that look at mental health conditions, support and self care.

Please contact Emma Straughan by email **[Emma.Straughan@samh.org.uk](mailto:Emma.Straughan@samh.org.uk)** or by mobile **07595 244761** if you have any queries about this free support

**Scottish Recovery Network**  
[www.scottishrecovery.net/staying-connected-what-people-are-doing-to-stay-well](http://www.scottishrecovery.net/staying-connected-what-people-are-doing-to-stay-well)

**Shout (an affiliate of crisis text line)**  
**Text: SHOUT to 85258 in the UK to text with a trained Crisis Volunteer**



## Silver Cloud

[wellbeing.silvercloudhealth.com/signup/](http://wellbeing.silvercloudhealth.com/signup/)

As part of the national digital programme to support the health and wellbeing of staff in response to the impact of Coronavirus (COVID-19) and increase access to digital forms of self-help and psychological therapies, SilverCloud has released a number of online self-help modules. Everyone is now able to self-refer to CBT modules on Stress, Resilience and Sleep Problems, and there is one to help with managing mental health during the COVID-19 pandemic. This is independent of the computerised CBT service; the modules are not monitored, and no information is shared with their GP. Previously these modules were only available to staff, and they are now available to the wider public so that staff can signpost their patients and service users to them.

### How to access the modules:

- The modules can be accessed free of charge through the website [wellbeing.silvercloudhealth.com/signup/](http://wellbeing.silvercloudhealth.com/signup/)
- Visitors will be asked to sign up and identify what health board area they reside within.
- The pin '**Scotland2020**' should be used as the access code when signing up.
- More information about the modules can be found at SilverCloud's website at: [wellbeing.silvercloudhealth.com/onboard/nhsscotland/Staff](http://wellbeing.silvercloudhealth.com/onboard/nhsscotland/Staff)

## Support in Mind Scotland

[www.supportinmindscotland.org.uk](http://www.supportinmindscotland.org.uk)

## The Scottish Children's Services Coalition

(SCSC) is an alliance of leading independent and third sector service providers of care, support and education to vulnerable children and young people, as well as to their families.

[www.thescsc.org.uk](http://www.thescsc.org.uk)

## The Wee Retreat Meditation and Wellbeing Centre

[www.theweeretreat.co.uk](http://www.theweeretreat.co.uk)

## Thinking of Suicide?

Sometimes when life feels overwhelming people can think of suicide, if you are having thoughts of suicide, please do speak to someone:

### The Samaritans

Free Phone T: 116 123

[SAMH Mental Wellbeing and COVID-19](http://www.samh.org.uk)

[www.samh.org.uk](http://www.samh.org.uk)

### We Are With You

Support for people who have issues with drugs, alcohol and mental health, and their families and friends. We know our communities and understand the challenges they face.

[www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

### Wheatly-care.com

T: 0800 952 9292

Offer support around:

- Addictions
- Alcohol related Brain damage
- Homelessness
- Learning disabilities
- Mental Health
- Older Adults
- Young people and families

### Woodlands Community Mental Health Support

One to one support for people experiencing stress or anxiety. The Woodlands Community Outdoor Listening Service was piloted during June and July and will now be continuing through the rest of the summer and into the autumn.

If you are suffering from anxiety, stress or feeling isolated, then their mental health specialist Judy will be happy to meet with you in Woodlands Community Garden or other nearby green spaces. Text or call Judy on **07545 659 636** to arrange a free and confidential appointment at a time that suits.

# Community Mental Health and Wellbeing Supports and Services Framework

February 2021



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

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### Objective:

**Every child and young person in Scotland will be able to access local community services which support and improve their mental health and emotional wellbeing.**

**Every child and young person and their families or carers will get the help they need, when they need it, from people with the right knowledge, skills and experience to support them. This will be available in the form of easily accessible support close to their home, education, employment or community.**

### Aims:

#### This framework aims to:

- Set out a clear broad approach for the support that children and young people should be able to access for their mental health and emotional wellbeing within their community.
- Assist local children’s services and community planning partnerships with the commissioning and establishment of new local community mental health and wellbeing supports or services or the development of existing supports and services, in line with this framework.
- Facilitate the enhancement or creation of services that can deliver support which is additional and innovative wherever these are best placed.

How community mental health and wellbeing supports and services are constructed will vary according to local structures and the needs identified by children, young people and their families in each local area. The political agreement regarding delivery is based on a set of principles, attached as annex.

The kind of support described and addressed in this framework is additional to what can be provided through universal services, but involves prompt and early support to respond to concerns, a continuum of additional support within the community, and strong and direct links with Child and Adolescent Mental Health Services (CAMHS) to ensure a whole system approach. Accordingly, the management of risk and change must be managed across the whole system and across all services.

## Context

1. This framework specifically addresses establishing or developing community supports and services that target issues of mental and emotional distress and wellbeing rather than mental illness and other needs that may be more appropriately met through CAMHS. It supports an approach based on prevention and early intervention.
2. This framework is intended to be used to help partnerships to design and build services and supports that are in line with GIRFEC, national priorities and principles, relevant to local developments and are based on local needs assessment, responsive to the needs of local communities.
3. Children, young people and their families should receive the support they need, when they need it, underpinned by the values, principles and components of Getting it Right For Every Child (GIRFEC), and responsive to local needs and systems. This should support and improve their mental health and emotional wellbeing and be provided by people with the right knowledge, skills and experience to support them. GIRFEC is:
  - **child-focused** - it ensures the child or young person and their family is at the centre of decision-making and the support available to them; based on an understanding of the wellbeing of a child in their current
  - **situation** - it takes into consideration the wider influences on a child or young person and their developmental needs when thinking about their wellbeing so that the right support can be offered;
  - **based on tackling needs early** - it aims to ensure needs are identified as early as possible to avoid bigger concerns or problems developing;
  - **requires joined-up working** - it is about children, young people, parents, and the services they need working together in a coordinated way to meet their specific needs and improve their wellbeing.
4. The whole system model recommended by the Taskforce, involves both 'early support for mental health needs' and 'additional support from community services'. It recognises that there should be continuity in support around the child or young person. This framework is designed to enhance the development of services and supports that occupy the 'additional support' aspect of the Taskforce's vision. It is essential that additional support from community services is well integrated into the whole system with strong links with the early support provided by universal services and with specialist supports.

Diagram 1: CAMHS Services within the agreed Children and Young People's Mental Health and Wellbeing model:



5. This framework recognises that the current range of provision is variable across all local partnerships and that whilst there is much to build on, the full range of supports and services described in this framework will not be available across the age range in any area. The focus is therefore on the additionality that is required to ensure that a continuum of support and services is in place. **The framework sits alongside Scottish Government funding intended to resource that additionality and support Community Planning Partnerships or Children's Services Partnerships, in order to deliver more sustainable, effective and easily accessible community supports and services to address mental and emotional wellbeing.**

The framework sets out expectations for the kind of support that should be in place in every local area to ensure that no child or young person is left with nowhere to turn. It recognises the rights that children, young people and their families have to easily access consistent, sustained local support across Scotland, as part of our commitment to embedding Getting it right for every child (GIRFEC) which reflects the principles of the UN Convention on the Rights of the Child (UNCRC).

6. Through Children's Services Partnerships or Community Planning Partnerships, education, health including CAMHS and primary care, wider children's services, youth work and the third sector will work together taking a whole system approach to supporting children, young people and their families. Children and young people should experience a seamless pathway through supports.
7. These services and supports should initially focus on the 5-24 (26 for care experienced young people) age range. We are also committed to establishing an integrated infant mental health service to provide parent-infant relationship support for infants where there has been disruption to the parent/infant relationship.

8. Children's Services Partnerships or Community Planning Partnerships should work with children, young people and families in their communities to develop supports and services which are new or which build on existing effective support, where that exists, are appropriate and increase the opportunities to improve their mental health and emotional wellbeing, covering an age range of 5-24. It is likely that to cover the full age range and other requirements, local children's services partnerships or community planning partnerships will utilise a combination of supports and services some of which will be new and some of which will be enhanced.
9. We would anticipate that families and carers of any child or young person receiving support (from CAMHS, school, community supports or elsewhere) are also supported.
10. Local partnerships are also asked to clearly identify how community services and supports will be co-produced with children, young people and their families.

## A Whole System Approach

11. In line with (GIRFEC approach, it is vital that community mental health and wellbeing supports and services are integrated with and contribute to a whole-system approach. This should include use of the wellbeing indicators (**SHANARRI**) and the national practice model to identify, describe and evaluate needs, as a co-ordinated approach to children's planning that brings professionals across different disciplines together to deliver the right support at the right time.
12. The development and delivery of these supports and services should align with the whole-system approach to improving the mental and emotional health of children and young people set out in the 2020-23 children's services plans and other policy objectives
13. This opportunity to develop enhanced or new community mental health and wellbeing supports and services should sit alongside and complement the other local support and services provided by education, universal children's services, social work, health and care services, including primary care and other services that CYP might be involved with including employability, alcohol and drug support and youth work. Community support and CAMHS services should work together. Close relationships may also be required at times with community police and with developing new perinatal services. There should be appropriate links to out of hours and crisis services.
14. There should be clear accessible points of initial contact and access through **any** appropriate source to ensure that a child or young person is provided with the right help. Community supports and services should provide specific access for families, carers and siblings, to help build resilience and support them to support the child or young person. There should be no wrong way to access support.
15. These supports and services should recognise and respond to the factors, which contribute to poor mental health, distress and mental illness, such as poverty, homelessness, substance use etc. and have clear links to services, which can support with those.

16. Everyone involved in supporting mental health and wellbeing should be clear about the role of community supports and services.

### **Community Mental Health and Wellbeing Support – what is it?**

17. Children and families should receive support and services that are appropriate to their needs. For many children and young people, such support is likely to be community based, and should be easily and quickly accessible. A smaller number of children require a specialist response from a mental health professional.
18. Support and services should be provided to children and young people who will benefit from additional help to promote, manage and improve their mental health and wellbeing and to help them develop coping strategies and resilience. This support may be required for a variety of reasons and circumstances and should be holistic, recognising that children and young people may have a number of issues and need “whole-person” flexible support.
19. With appropriate professional oversight, community mental health and wellbeing supports and services can safely deliver help that targets a variety of issues. The following list is not exclusive but gives an indication of the kind of distress that should be addressed and the positive mental health that should be promoted:

#### Distress:

- Anxiety
- Attachment
- Bereavement support
- Depression (mild to moderate)
- Emotional and behavioural difficulties associated with neurodevelopmental disorders
- Gender identity
- Repetitive/perseverative behaviours
- Self-harm
- Self- injury
- Substance misuse
- Trauma

#### Positive Mental Health and Wellbeing:

- Body image and self esteem
  - Building resilience and coping strategies (emotional regulation)
  - Healthy and positive relationships
  - Healthy digital interaction
  - Parenting support for children and young people of all ages
20. Consideration should be given to different presentations of distress, particularly for children and young people with complex needs, neurodevelopmental conditions and where English is not a first language.
  21. There should be strong links with CAMHS, when considering issues such as substance misuse, self-harm, depression and trauma with shared risk assessments and clear pathways of escalation.



22. Each local community planning or children's services partnership should identify and demonstrate clearly any particular local need or priority that should be addressed by community support. Partnerships should actively engage with under-represented and "at risk" groups, including communities who may often find themselves excluded.
23. The support available should be highly flexible, personalised and adaptive to need and the changing circumstances of the child, young person or family/carer. Support should be compassionate, empathetic and kind, and take account of the evidence from stakeholders of what works, which includes:
- Continuity in provision – wherever appropriate, getting support from people that young people know and trust, who should be enabled to be confident in addressing mental wellbeing. This may include continued contact with practitioners from CAMHS within community based services;
  - Confidential services for those who choose them, for example not within their school or immediate community;
  - Relation-based practice, which enables support to be provided and change achieved through one-to-one professional relationships;
  - Self-referral services that are as accessible as possible. Consideration should be given to age and stage appropriate language, neurodevelopmental conditions and learning disabilities. Self-referral must remain accessible by other means e.g. through an advocate;
  - Peer support networks, including support groups, peer led programmes and facilitated peer to peer support;
  - Support for advocates or supports to attend with a child or young person.
24. The range of support that might be delivered through community mental health and wellbeing services is reflected below, and this list should inform local decisions about the additionality that is required from this framework:
- Additional community based support from staff trained in listening; counselling, or other psychological interventions in appropriate settings;
  - Additional early support in school for children and young people with identified needs;
  - Targeted interventions for specific groups - e.g. LGBT+ young people, deaf communities, young parents and carers, children and young people with learning disabilities, or complex needs;
  - Ensuring that all responders are trained in addressing needs of specialists groups including LGBT+ young people.
  - Universal youth work provision for early intervention, prevention, positive relationships and facilitating peer to peer support
  - Parenting support groups, which include information on child brain development, and help parents to understand and manage difficult behaviour and distress and empower them to strengthen their relationships with their children;
  - Supportive work with family members;

- Support for children and young people that helps them to contextualise their emotions by age and stage and understand brain development; emotional regulation skills based on Dialectical behaviour therapy (DBT), Cognitive behavioural therapy (CBT) or other relevant models and, support to develop self-care.

## **Design and Delivery**

25. This framework draws on existing national work that has included or focused on the views of children and young people and their families. This includes – Feels FM, the Rejected Referrals Report, the Youth Commission on Mental Health the Children and Young People’s Mental Health Taskforce and ongoing engagement through the Programme Board.
26. In discussing and designing your local supports and services, you should clearly set out how children, young people and families have been involved in providing views or designing support and how this input will be sought going forward to ensure that you continue to reflect local need. This should reflect the aim to support families and carers as well as children and young people and should reflect the age range from 5 to 24 (services should allow for access to support up to 26 in line with legislation for care experienced young people).
27. Design and delivery of supports and services should also be multidisciplinary and cross sector.
28. Partnerships should review their assessment and child’s plan processes alongside the expansion of provision, to ensure the right service at the right time for children with mental health needs. Where services require co-ordination, this should involve a lead professional and should be part of a single process with other needs the child may have. Such work might include process mapping to reduce delay and achieve an effective response to requests for help, wherever a child or family might ask for it.
29. In providing support and considering where such support should take place, partnerships should also consider the physical environments in which services are delivered with particular consideration around creating safe, non-clinical environments that are accessible to all. Young people consistently ask for somewhere comfortable and pleasant where they can feel relaxed talking about their mental health and wellbeing.

## Key Components

30. Every child and young person has a right to expect certain core principles applicable to their support:
- **Easily Accessible.** Support should be easily and quickly accessible to anyone requesting assistance. This may include online support and a support or assessment phone service as well as face-to-face support. It must include self-referral options. Community mental health and wellbeing services should be highly visible within the whole system so that children, young people, families/carers and professionals are aware of the support pathways available.
  - **Accessible to all.** In line with GIRFEC, community supports and services should be equitably accessible to those with additional and complex needs, there should be targeted provision for those considered “at risk” taking account of local need and there should be conscious efforts made to reduce health inequalities. This should systematically focus across all young people with protected characteristics as well as other groups of young people where there is evidence of poor mental health outcomes. Community services should be free of stigma, judgement and discrimination.
  - **Strengths based.** There should be a focus on building resilience, listening and talking, not over medicalising the child or young person.
  - **Relationship based.** Community support should be relationship based and where possible, should be delivered or supported by people already in a child or young person’s life. Those with a trusted relationship with the child or young person should be supported to support them. Services and supports should be sustainably resourced to allow for the development of relationships.
  - **Prevention focused.** Early intervention and prevention approaches should be prioritised. Community support should provide an early response to the first concerns or signs of distress, with prompt, proportionate and informed assessment that determines the response and assesses risk.
  - **Empowered.** Children, young people and their families should be at the centre, empowered to express their views regarding their needs and services, and to have these views acknowledged and recorded. Where appropriate, children, young people and families should take part in shared decision-making. All decisions made about a child or young person and family should consider the mental health impact. Children, young people and their families should be engaged in coproduction of the services and supports on a continuing basis.
  - **Get the right help at the right time.** Community supports and services should work closely with CAMHS and relevant health and social care partners, children’s services and educational establishments to ensure that there are clear and streamlined pathways to support where that is more appropriately delivered by these services. Local partners should be clear and explicit about how these different services should work together. Relationships will be an important part of this.
  - **Tell your story only once.** Children and young people should be able to tell their story once and should be supported through seamless transitions. There should be “no wrong door” to support. Where support is not appropriately located within the community service, professionals should facilitate transition into the most appropriate setting.

## Family and Carer Support

31. It is a clear intention of community support that help should also be available for families and carers, particularly for those in a parental role and for siblings. This should apply wherever the child or young person is receiving additional support. If the child or young person is receiving support at CAMHS or in school for example, the parents or carers (and siblings if relevant) should be able to access some community support when it is needed to support them in their role as parent or carer.
32. There is a need to provide preventative support to family members supporting their child or young person and to provide whole family support where there is already significant stress. Resilient families will be better able to provide support at home. This support should be flexible and delivered in a place and in a way that is most appropriate for the family. Attention should be given to confidentially concerns whilst ensuring that families continue to be supported.

## Access

33. Community mental health and wellbeing supports and services should be easily accessible and available to all children, young people and their families/carers.
34. Effective assessment and planning should ensure that the needs of children and families are understood, and appropriate supports and services are identified and put in place to address those needs.
35. Easily accessing supports and services will mean having this in place wherever children, young people and families are going to access it or ask for it – for example within school, within general practice, in youth work or through other community settings. A single approach may not be appropriate, particularly to cover the full age range of 5-24 (26 for care leavers). For many children, support should be integrated into aspects of their daily lives. For others, it will need to be outwith these settings.
36. In order for community mental health and wellbeing supports and services to be as accessible as possible they should consider the following:
  - Hours of operation – supports and services should be available at times that children, young people and families/carers can access them, not solely 9-5 or weekdays. The Scottish Government is also considering how to further develop access to support for people in a crisis where they or their families/carers consider that urgent support is required. We would expect community services to link with crisis support when that is more readily available.
  - Support should be available as close to 365 days a year as possible.
  - There should be clear pathways linking community supports and services with all other parts of the whole-system.
  - Self-referral is an essential element. A well-known source of support locally that is accepted, trusted and easy to access by self-referral. There should also be other non-referral entry points e.g. open access, drop in and digital.

37. To ensure fully accessible and integrated support and services, there should be specific consideration of “at risk” groups. This means children and young people who, despite being at heightened risk of experiencing poor mental health, are at risk of not receiving the right help at the right time. This includes; those who are living in a care situation, have experience of the criminal justice system, are experiencing poverty or whose distress prevents them actively seeking support. Partnerships should also consider the impact of health inequalities and barriers to support.
38. This should systematically focus across all young people with protected characteristics as well as other groups of young people where there is evidence of poor mental health outcomes.
39. There should be appropriate consideration of discrimination and stigma and how this can be addressed in the design of the service. Engaging in co-production and utilising peer-to-peer support will be central to reducing stigma.
40. Additional measures to ensure that services are accessible may include:
  - All aspects of the service follow NHS Education Scotland (NES) trauma-informed practice guidelines;
  - Facilitated transport is available;
  - Flexible locations– this may include providing support alongside other more general supports available to that age group that may be frequently or easily accessed e.g. youth or sport clubs,
  - Support is available to those who have existing relationships with the child or young person, including multi-disciplinary consultation on how best to support the child.

## **Workforce**

41. Ensuring safe and effective person centred practice aligned to GIRFEC, will require several elements to be in place in terms of workforce capacity and capability.
42. The most central of these will be a well co-ordinated system to provide quick assessment of need and access to staff with the relevant skills Workforce means both the public and third sector workforce as a considerable amount of community support is provided through third sector organisations.
43. The additional capacity required to supervise the delivery of these supports can draw on the increased investment in the CAMHS workforce. Local partnerships should consider the resource implications of ensuring support from local CAMHS teams.

**44. Specific knowledge and skills targeted at mental health and wellbeing needs and outcomes is required across sectors and disciplines in line with the following **four levels of practice transcending sector disciplines and professions:****

Informed	all staff working in health, social care and 3 <sup>rd</sup> sector settings
Skilled	staff who have direct and/or substantial contact infants, children, young people and their families
Enhanced	staff who have more regular and intense contact with infants, children, young people and their families, who are at risk of, or are experiencing mental health and wellbeing concerns
Specialist	staff who, by virtue of their role and practice setting, provide an expert specialist role in the assessment, care, treatment and support of infants, children, young people and their families, who are at risk of, or experiencing mental health and wellbeing concerns

45. It is expected that most workers in community supports and services would be practicing at the skilled and enhanced levels, providing relationship and listening based supports, with support from CAMHS staff for supervision, coaching and training. Health visitors, midwives, school, and family nurses should also be well integrated into the whole-system of community wellbeing support.

46. Children’s services offer a wide range of supports within whole-school approaches including nurture, targeted approaches including the use of mental health first-aid training, and support from school guidance staff, school counsellors, school nurses and other workers such as youth workers and link workers. The provision of counselling through schools is delivered in line with a range of aims and principles, which include:

- Delivered in partnership between national and local government, and relevant partners, and should build upon the services already in place wherever possible.
- Should be part of a holistic, child centred, approach to improving the mental health and wellbeing of children and young people.
- In recognition of the need to ensure young people are safe, services should ensure a robust assessment is carried out and that young people are supported to access alternative services as appropriate.
- Should align to, and/or enhance local services to support the mental health and wellbeing of children and young people.

47. These principles should broadly refer to the whole workforce involved in the delivery of community mental health and wellbeing supports.

48. All staff working across the four levels should themselves be supported, as well as, able to work safely. Priority should be given to staff wellbeing and ensuring that there is appropriate reflective practice or supervision structures to support staff to deliver safe, high quality, evidence-based, relational approaches while maintaining their own resilience and wellbeing. Key to supporting the workforce is having the right training and development in place.

49. CAMHS teams will support both universal and additional children and young people's services, including new and enhanced community mental health and wellbeing supports, by providing consultation, advice and training, and where appropriate, supervision of those staff providing psychological interventions. Children, young people and their families supported in CAMHS will also have access to supports provided within universal and additional services.

## **Risk**

50. The development of mental health and wellbeing supports and services within the community is likely to change the overall balance of provision, critically involving more children and families being supported in the community, and once established, fewer requiring referral to CAMHS.

51. As with all change, there is a level of risk involved with this process, and partnerships will require to manage that change and risk as confidence is built in new supports and services. This will require professional oversight, and necessary safeguards. This includes all staff being aware of the need to assess risk and of their own capacity to assess risk at a local level.

52. Each local partnership should collaborate on how risk will be managed and monitored across the range of local support and services. All agencies working with a child have a responsibility to deliver the right support at the right time without delay.

53. Important risk management aspects will include embedding community supports and services within the whole system locally, with excellent connections between community based and CAMHS services, and an explicit approach to staff training and support in place.

54. There should be clear escalation pathways both in hours and out of hours agreed with CAMHS. Usually this will be how to seek advice from a CAMHS clinician where a child or young person is not getting better or is raising increasing concern. It will also include how to support a child or young person to access urgent assessment from other professionals both in and out of hours including - GPs, mental health specialists, nurses or social work if required. This information needs to be easily accessible from anywhere 24/7.

55. It is recognised that in the majority of cases, supports and services will utilise evidence-based interventions but may use some less well-evidenced supports where these are considered to be best placed to help the child or young person. Practitioners should manage this risk as appropriate.

## Outcomes

56. Children's Services Partnerships or Community Planning Partnerships will be asked to monitor, evaluate and report on the provision of these supports and services on a basis to be agreed between the Scottish Government and COSLA and overseen by the Programme Board.
57. There will be evaluation, monitoring and reporting measures developed to support local partnerships. This will be designed to complement and work sensibly with any additional local monitoring. Measures will focus on some key statistics (which may be drawn in whole or part from national datasets) and outcomes based evaluation of the experience and journeys of children, young people and their families.
58. Outcome measures will be developed to reflect the views of children, young people and their families and we would anticipate that these are useful locally and inform local developments.

**January 2020**



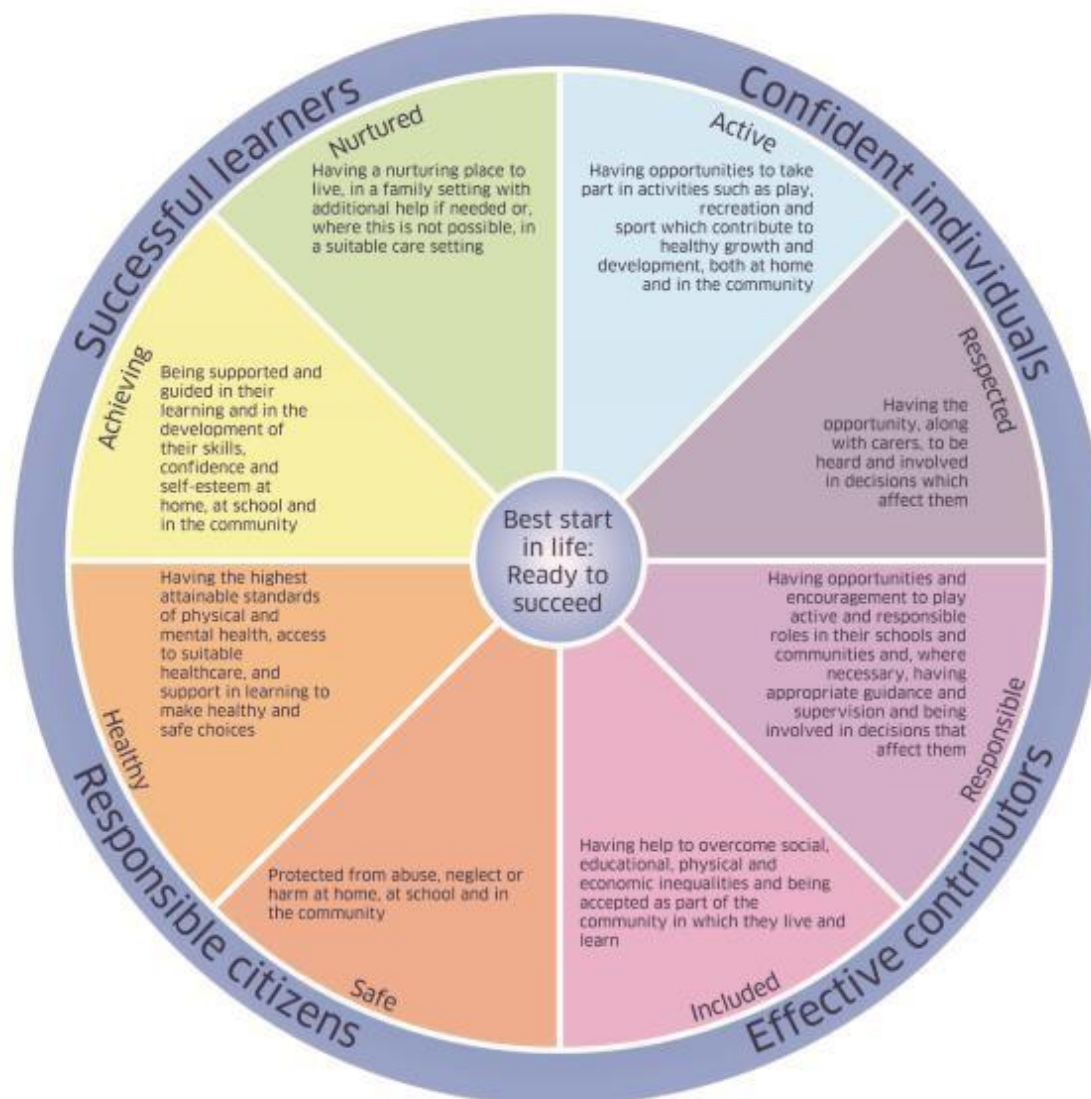
## Annex A: VALUES AND PRINCIPLES

- i. Children, young people and their families will receive the support they need, when they need it, underpinned by the values, principles and components of GIRFEC, and responsive to local needs and systems. This should support and improve their mental health and emotional wellbeing and be provided by people with the right knowledge, skills and experience to support them;
- i. Children's Services Partnerships or Community Planning Partnerships will work with children, young people and families in their communities to develop support and services which build on the existing effective supports and structures where appropriate and increase the opportunities to improve their mental health and emotional wellbeing, covering an age range of 5-24;
- ii. Through Children's Services Partnerships or Community Planning Partnerships, education, health including CAMHS and primary care, wider children's services and the third sector will work together taking a whole system approach to supporting children, young people and their families. Children and young people should experience a seamless pathway through supports;
- iv. These supports and services should recognise and respond to the factors which contribute to poor mental health, distress and mental illness, such as poverty, homelessness, substance use etc. and have clear links to services which can support with those;
- v. These supports and services should be in addition to what is provided through schools and CAMHS and focus on being there for children, young people and families at the earliest opportunity, with a focus on preventing distress and mental ill health worsening;
- vi. These supports and services should be visible and easily accessible with support to access where required; and everyone involved in supporting mental health and wellbeing should be clear about the role;
- vii. These supports and services will be delivered by a workforce which is appropriately skilled, supported and resourced;
- viii. Children and young people themselves should lead the thinking around how this looks locally, and be key in measuring the impact of these.
- ix. Children's Services Partnerships or Community Planning Partnerships will be asked to evaluate and report on the provision of these supports and services on a basis to be agreed by the Scottish Government and COSLA and monitored by the Programme Board

## Annex B: WELLBEING INDICATORS

For more information about the wellbeing indicators referenced please following the below link.

<https://www.gov.scot/policies/girfec/wellbeing-indicators-shanarri/>





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Riaghaltas na h-Alba  
gov.scot

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This publication is available at [www.gov.scot](http://www.gov.scot)

Any enquiries regarding this publication should be sent to us at

The Scottish Government  
St Andrew's House  
Edinburgh  
EH1 3DG

ISBN: 978-1-80004-640-5 (web only)

Published by The Scottish Government, February 2021

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA  
PPDAS824826 (02/21)

**w w w . g o v . s c o t**

## Nature Earth and Health

### Nature in Winter

Nature offers something in every season. Wrapping up warm, going a walking the woods, then home to Coorie with a warm cuppa tea or, a bowl of soup. For more information on woods near you please visit:

[www.woodlandtrust.org.uk/visiting-woods/find-woods](http://www.woodlandtrust.org.uk/visiting-woods/find-woods)

**Coorie** is that snuggly feeling we get when we are drinking a warm cup of soup having come in from a brisk walk in the cold. It's the feeling of wellbeing we get listening to the crackling of a log fire. It's the feeling of calm we get when curled up in a warm blanket and getting lost in a good book and so much more. Being in contact with nature then cooring in when we get home can help improve feelings of wellbeing.

For more information please consider reading [www.cope-scotland.org/index.php/latestblog/coorie-whits-that-got-tae-dae-wigettn-fitter](http://www.cope-scotland.org/index.php/latestblog/coorie-whits-that-got-tae-dae-wigettn-fitter) or watching this wee video [www.cope-scotland.org/index.php/videos/video/the-coorie-the-scottish-way-to-wellbeing](http://www.cope-scotland.org/index.php/videos/video/the-coorie-the-scottish-way-to-wellbeing)

You may also want to visit

[www.edenprojectcommunities.com/winter](http://www.edenprojectcommunities.com/winter)

'Spending time in nature can be great for your mental health! This is why @**mentalhealth** have chosen the theme 'Nature and the environment' for **#MentalHealthAwarenessWeek 10-16 May 2021**'



Useful websites and links for more information about how we can be kinder to the natural world. We will continue to add to this each issue, so please share if we have missed you and we will add next time.

### **Central Scotland Green Network**

The CSGN is a national development within the National Planning Framework which aims to make a significant contribution to Scotland's sustainable economic development. It involved public agencies and stakeholders working together to align their policies, programmes and actions to achieve a common aim.

For more information:

**[www.centralscotlandgreennetwork.org](http://www.centralscotlandgreennetwork.org)**

### **Community Energy Scotland**

Community Energy Scotland is a membership-based organisation. Members can share knowledge and connect to other Member groups who are developing, or who have already developed, community energy projects.

For more information:

**[www.communityenergyscotland.org.uk](http://www.communityenergyscotland.org.uk)**

### **Community Resources Networks Scotland**

Scotland's national reuse, repair, recycling charity. With members across Scotland, their network is all about connecting you with those who are delivering reuse, repair and recycling in your community. You can support your local community and environment by volunteering, donating items or purchasing from one of their members.

For more information: **[www.crns.org.uk](http://www.crns.org.uk)**

### **Energy Saving Trust**

Visit their site to explore free advice and information for people across the UK looking to save energy, conserve water and reduce waste

For more information:

**[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

### **Friends of the Earth Scotland**

Vision of a world where everyone can enjoy a healthy environment and a fair share of the earth's resources: **[www.foe.scot](http://www.foe.scot)**

### **Glasgow Eco Trust**

Glasgow Eco Trust is a local environmental charity and social enterprise based in west Glasgow that coordinates and delivers a range of environmental activities and services that enable local people to get active, get involved and make a difference. For more information:

**[www.glasgowecotrust.org.uk](http://www.glasgowecotrust.org.uk)**

### **Global Goals Scotland**

SDG Network Scotland is an open coalition in Scotland. For anyone committed to achieving the UN Sustainable Development Goals (SDGs) in Scotland, which was one of the first nations to sign up to the Goals. An unfunded coalition that is built on an active membership of over 500 people and organisations including charities, universities, schools, public sector bodies, and businesses. For more information:

**[www.globalgoals.scot](http://www.globalgoals.scot)**

### **Greener Scotland**

You can sign up for a newsletter around ideas for Greener Living as well as visit the site which has a heap of info and resources:

**[www.greenerScotland.org](http://www.greenerScotland.org)**

### **Greenspace Scotland**

Since 2002, greenspace Scotland has provided a national lead on greenspace, working towards their goal that everyone living and working in urban Scotland has easy access to quality greenspace which meets local needs and improves their quality of life. for More information: **[www.greenspacescotland.org.uk](http://www.greenspacescotland.org.uk)**



### Growchapel

Growchapel is a community led project which is currently in the planning and development stage in Drumchapel, Glasgow West. The site aims to use horticultural therapy as a way of helping those members of the community struggling with mental health issues, addiction and isolation as well as offering the local community a welcoming place to meet their neighbours, socialise with new people and spend more time growing and planting. If you would like to get involved or if you would like any more information on Growchapel, please do not hesitate to get in touch with the steering group on: [growchapel@gmail.com](mailto:growchapel@gmail.com) There are also feature pieces on Growchapel in issues 7 and 8 of what's happening

### Keep Scotland Beautiful

A One Planet Picnic is a picnic that is good for you and good for the planet. It is a fun way to make your food and drink choices environmentally friendly. Look at the step by step guide in their website for inspiration and ideas. Register your One Planet Picnic to receive a support pack.  
[www.keeptoscotlandbeautiful.org/sustainable-development-education/food-and-the-environment/one-planet-picnic/](http://www.keeptoscotlandbeautiful.org/sustainable-development-education/food-and-the-environment/one-planet-picnic/)

### Little Green Space

Maybe give a follow [@LGSpace](https://twitter.com/LGSpace) to, or visit [www.littlegreenspace.org.uk/](http://www.littlegreenspace.org.uk/) which offers super tips on positive action and how to create your own little green space at home or in your local community – and to enjoy the benefits of enjoying nature and reducing your carbon footprint.

### RSPB Give Nature a Home

[www.rspb.org.uk/get-involved/activities/give-nature-a-home-in-your-garden/](http://www.rspb.org.uk/get-involved/activities/give-nature-a-home-in-your-garden/)

### Scottish Environment Link

Scottish Environment LINK is the forum for Scotland's voluntary environment community, with 38 member bodies representing a broad spectrum of environmental interests with the common goal of contributing to a more environmentally sustainable society.  
[www.scotlink.org](http://www.scotlink.org)

### Scottish Wildlife Trust

From major species and landscape projects to managing wildlife reserves, education work and campaigning for nature, Scottish Wildlife Trust protect Scotland's wildlife for the future  
[scottishwildlifetrust.org.uk](http://scottishwildlifetrust.org.uk)

### Zero Waste Scotland

Zero Waste Scotland exists to lead Scotland to use products and resources responsibly, focusing on where we can have the greatest impact on climate change. For more information: [www.zerowastescotland.org.uk/content/who-we-are](http://www.zerowastescotland.org.uk/content/who-we-are)



## Older Age

**Alzheimer's Scotland**  
[www.alzscot.org](http://www.alzscot.org)

### **Deafness and Dementia**

Full report available on their website:

[www.deafscotland.org](http://www.deafscotland.org)  
[admin@deafscotland.org](mailto:admin@deafscotland.org)  
T: 0141 248-2474  
SMS: 07925 417 338

### **Dementia Helpline**

T: 0800 888 6678  
[www.dementiauk.org/get-support/coronavirus-covid-19/](http://www.dementiauk.org/get-support/coronavirus-covid-19/)

**Generations working together, Directory of intergenerational resources to use during COVID19 pandemic**  
[generationsworkingtogether.org/news/directory-of-intergenerational-resources-to-use-during-pandemic-27-05-2020](http://generationsworkingtogether.org/news/directory-of-intergenerational-resources-to-use-during-pandemic-27-05-2020)

**Glasgow East Mattie Carwood Centre**  
T: 0141 766 0000

**Glasgow's Golden Generation**  
[www.glasgowgg.org.uk](http://www.glasgowgg.org.uk)

They are delivering packages of food and essentials to older adults across Glasgow, including pictures, paintings and messages of hope from local children and young people. Parcels are being delivered to older adults'

doorsteps to minimise contact. This free service is open to anyone over the age of 55. Please contact your nearest centre if you need essentials or have someone in mind who needs urgent assistance.

**Glasgow North and West Fred Paton Centre**  
T: 0141 353 0720

**Glasgow South David Cargill Centre**  
T: 0141 632 7391

**Independent Age Grants Fund Reaching** older people most likely to be missing out – now and beyond the coronavirus pandemic  
[www.independentage.org/community/grants-fund](http://www.independentage.org/community/grants-fund)

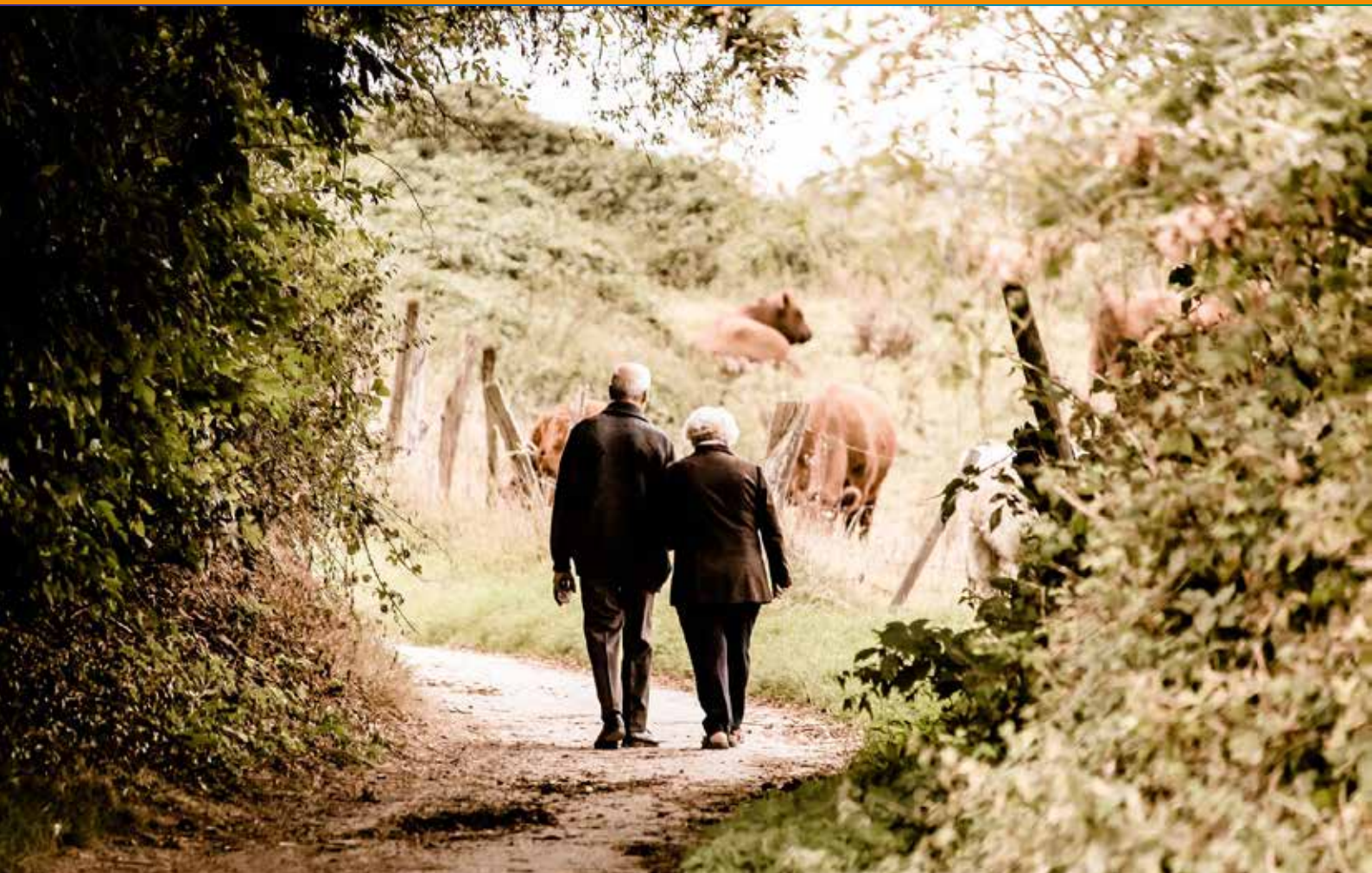
### **Playlist for Life**

Connect through music during isolation and build your loved ones' personal playlist  
[www.playlistforlife.org.uk/mp3-music-players-dementia/](http://www.playlistforlife.org.uk/mp3-music-players-dementia/)  
[www.playlistforlife.org.uk/connectthroughmusic/](http://www.playlistforlife.org.uk/connectthroughmusic/)

### **Roar**

Connections for life is a charity with a mission to reduce loneliness and social isolation in older age by enabling people to stay mobile and connected.  
<https://www.roarforlife.org/>





**Scottish Pensioners Forum**  
[www.scottishpensioners.org.uk](http://www.scottishpensioners.org.uk)

**Silverline (older people)**  
**T: 0800 4 70 80 90**

**The Age Scotland Helpline**  
**is a free, confidential phone service for older people, their careers and families in Scotland**  
**T: 0800 12 44 222**

**The Good Morning Service**  
**T: 0141 336 7766**  
[www.goodmorningservice.co.uk](http://www.goodmorningservice.co.uk)

**WeekdayWOWFactor**

Thanks to Funding from Big Lottery, GSEN and Foundation Scotland. Offering a 7 day free service at present using Zoom platform- Daily 5pm Daytime discos with chat and fun quiz. Mondays and Fridays Zooming at 3pm for Virtual Adventure walks in cities and natural wonders around the world as well as a chat and a fun quiz.

**[Weekdaywowfactor@gmail.com](mailto:Weekdaywowfactor@gmail.com) or**  
**call 07717 732 542 for more information.**  
**Active Facebook page: Weekday Wow Factor**

**Wheatly-care.com**

**T: 0800 952 9292**

Offer support around:

- Addictions
- Alcohol related brain damage
- Homelessness
- Learning disabilities
- Mental health
- Older adults
- Young people and families



## Menopause and Perimenopause

### Useful Links

#### **NHS – Menopause Overview**

An overview of the menopause, together with information about symptoms and treatment options

[www.nhs.uk/conditions/menopause](http://www.nhs.uk/conditions/menopause)

#### **Menopause Café**

Offers the opportunity to discuss the menopause with no agenda, objectives or themes

[www.menopausecafe.net](http://www.menopausecafe.net)

#### **National Institute for Health & Care Excellence (NICE) guidelines**

Outlines how a GP will determine what types of treatments/interventions they can offer

[www.nice.org.uk/guidance/ng23/ifp/chapter/about-this-information](http://www.nice.org.uk/guidance/ng23/ifp/chapter/about-this-information)

#### **Menopause Matters**

Gives up-to-date information about the menopause, menopausal symptoms and treatment options

[www.menopausematters.co.uk](http://www.menopausematters.co.uk)

#### **British Menopause Society**

Information and guidance to healthcare professionals specialising in all aspects of reproductive health

[thebms.org.uk](http://thebms.org.uk)

#### **Daisy Network Charity**

Provides information and support to women with Premature Ovarian Insufficiency (POI) / premature menopause

[www.daisynetwork.org](http://www.daisynetwork.org)

#### **Hysterectomy Association**

Gives an insight into surgically induced menopause as a result of having a hysterectomy

[www.hysterectomy-association.org.uk](http://www.hysterectomy-association.org.uk)

#### **Macmillan Cancer Support**

Support and information to women undergoing treatment which may cause menopausal symptoms

[www.macmillan.org.uk/information-and-support/coping/side-effects-and-symptoms/menopause](http://www.macmillan.org.uk/information-and-support/coping/side-effects-and-symptoms/menopause)

#### **NHS – Periods Overview**

An overview of periods, together with information about different products and problems

[www.nhs.uk/conditions/periods](http://www.nhs.uk/conditions/periods)

#### **Endometriosis UK**

Provides information and support to women with Endometriosis

[Endometriosis-uk.org](http://Endometriosis-uk.org)

#### **Verity**

Provides information and support to women with Polycystic Ovary Syndrome (PCOS)

[www.verity-pcos.org.uk](http://www.verity-pcos.org.uk)

#### **Women's Health – Menstrual Cycle**

Provides information and resources regarding periods

[www.womenshealth.gov/menstrual-cycle](http://www.womenshealth.gov/menstrual-cycle)

#### **Diabetes.co.uk (the global diabetes community)**

A community of people with diabetes, family members, friends, supporters and carers, offering their own support and first-hand knowledge.

[www.diabetes.co.uk/menopause-and-diabetes](http://www.diabetes.co.uk/menopause-and-diabetes)  
[www.diabetes.co.uk/periods-and-diabetes](http://www.diabetes.co.uk/periods-and-diabetes)

#### **Fertility Network**

Support for those who have ever experienced fertility problems

[fertilitynetworkuk.org](http://fertilitynetworkuk.org)

#### **NHS – Mindfulness**

An overview of mindfulness, together with tips on how to be more mindful

[www.nhs.uk/conditions/stress-anxiety-depression/mindfulness](http://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness)

# wee changes can make a **big difference** to help you be kind to yourself during menopause

## Menopause awareness

The menopause is when a person stops having periods, it is a natural part of ageing and while it usually starts around 45 to 55 it can begin earlier. Perimenopause is the lead up to menopause when oestrogen levels begin to decline and this can start for some people as early as their, 30's Menopause can also occur as a result of surgery (hysterectomy) or as a result of some cancer treatments. If in doubt please speak to your GP or other health care provider.

**Symptoms can vary and not everyone's experience is the same, but symptoms can include:**

- **Hot flushes**
- **Reduced libido**
- **Changes in mood**
- **Breast tenderness**
- **Irregular periods aches and pains possibly urinary problems**
- **Weight gain**
- **Thinning hair**

If not sleeping well due to hot flushes this can cause fatigue which can affect mood and concentration.



There can be other reasons why people may have these symptoms so it's worth going to your GP, they can discuss your symptoms and advise whether they think this is the menopause and if any other tests need to be done. They can also offer advice around treatment, including lifestyle options and medical management, including HRT. Many women find discussing options, with their GP, for managing the menopause, including doing nothing, helpful.

Small things which can help. Wear light clothing and layer so if you become hot you can remove layers. Use cool showers, compresses and cold drinks to help with flushes, maybe carry a fan.



Other changes can happen at this time, children have grown and are leaving home, career, caring for older relatives, perhaps other health challenges for you or a loved one. Learning to be aware of the signs of stress and how-to manage this is really important.

Making time to have fun, be active, work out something you enjoy relaxing can all help at this time, also become aware of any triggers which make symptoms worse and maybe avoid them e.g. you notice a flush after you drink coffee.



It's important at this time you don't feel alone, so share with others how you are feeling. There are also opportunities to connect with others and share experiences of menopause e.g. **www.menopausecafe.net** find a menopause café near you, or organise one of your own

While the menopause is a natural part of the ageing process, it can be a challenge, be aware of the signs and symptoms of menopause and seek advice to help you work through this in a way most helpful for you.

This may be useful to print out and take along to your GP to help enable conversations about the menopause **Symptoms Checker: [www.menopausesupport.co.uk](http://www.menopausesupport.co.uk)**

These are some contacts maybe useful:

**British Menopause Society: [www.thebms.org.uk](http://www.thebms.org.uk)**

**Menopause in the workplace: [archive.acas.org.uk/menopause](http://archive.acas.org.uk/menopause)**

**Meno Martha International Menopause Directory: [www.menomartha.com](http://www.menomartha.com)**

**NHS Inform: [www.nhsinform.scot/illnesses-and-conditions/sexual-and-reproductive/menopause](http://www.nhsinform.scot/illnesses-and-conditions/sexual-and-reproductive/menopause)**

**People sharing their stories and experiences: [healthtalk.org/menopause/overview](http://healthtalk.org/menopause/overview)**

**The Menopause Doctor website seeks to empower women with information about their, menopause and the treatments available: [www.menopausedoctor.co.uk](http://www.menopausedoctor.co.uk)**

**Independent website providing up-to-date information about the menopause, symptoms and possible treatment options: [www.menopausematters.co.uk](http://www.menopausematters.co.uk)**

**Improving the lives of women through mindfulness, relaxation and sleep. This app is a drug free option to help with menopause anxiety, insomnia, loss of libido, hot flushes, relaxation: [clarity.app](https://www.getglad.com/clarity)**

Many life challenges can lead people to thoughts of suicide, if you are having thoughts of suicide, please speak to someone now:

**The Samaritans: [Freephone Tel: 116 123](tel:116123)**

**Shout (an affiliate of crisis text line): [Text: SHOUT to 85258 in the UK to text with a trained Crisis Volunteer](https://www.shouttextline.com/)**

**Please support the online campaign to raise awareness of menopause: [www.Pausitivity.co.uk](http://www.Pausitivity.co.uk)**

Remember and consult with your GP or other health care provider if you are struggling with symptoms of the menopause.

Produced by COPE Scotland

[www.cope-scotland.org](http://www.cope-scotland.org)

[@COPEscotland](https://www.twitter.com/COPEscotland)



## Physical Health

### Alzheimer's Scotland

[www.alzscot.org](http://www.alzscot.org)

T: 0808 808 3000

### Asthma UK

T: 0300 222 5800

[www.asthma.org.uk/coronavirus](http://www.asthma.org.uk/coronavirus)

### Bladder and Bowel Community

This small community is growing so if you are looking to share stories, experiences or just simply chat with others with a bladder and/or bowel condition then head over to Facebook and join the Bladder & Bowel Community Support Group.

[www.bladderandbowel.org/news/new-bladder-bowel-community-facebook-support-group/](http://www.bladderandbowel.org/news/new-bladder-bowel-community-facebook-support-group/)

### Brittle Bones

[www.brittlebon.org](http://www.brittlebon.org)

### Brugada Syndrome

[www.bhf.org.uk/information-support/conditions/brugada-syndrome](http://www.bhf.org.uk/information-support/conditions/brugada-syndrome)

### Charcot-Marie-Tooth Disease

Charcot-Marie-Tooth Disease is a genetic condition that damages peripheral nerves. These nerves are responsible for passing on commands from the brain to the muscles (motor nerves) and for passing information to the brain about sensations, such as pain, heat, cold, touch, importantly for balance – where your joints are in space (sensory nerves). When these are damaged, people are said to have a neuropathy. For more information visit:

[www.cmt.org.uk](http://www.cmt.org.uk)

### Charles Bonnet Syndrome

T: 0303 1239999

[www.charlesbonnetsyndrome.uk](http://www.charlesbonnetsyndrome.uk)

### Chest Heart and Stroke Scotland

T: 0808 801 0899

[www.chss.org.uk](http://www.chss.org.uk)

### Chronic Pain

[www.nhs.uk/your-health/healthservices](http://www.nhs.uk/your-health/healthservices)

[painassociation.co.uk](http://painassociation.co.uk)

[www.youtube.com/](http://www.youtube.com/watch?v=4I8dUJgCj0I&feature=youtu.be)

[watch?v=4I8dUJgCj0I&feature=youtu.be](http://www.youtube.com/watch?v=4I8dUJgCj0I&feature=youtu.be)

### Crohn's and Colitis UK

[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

### Chron's disease

[www.crohnscolitisfoundation.org/what-is-crohns-disease](http://www.crohnscolitisfoundation.org/what-is-crohns-disease)

### Cystic Fibrosis Trust

[www.cysticfibrosis.org.uk](http://www.cysticfibrosis.org.uk)

### Diabetes UK

[www.diabetes.org.uk](http://www.diabetes.org.uk)

**Endometriosis UK** recognises that the COVID-19 pandemic is a source of significant worry and uncertainty for everyone. They also understand that if your medical care has been affected then this time may feel even more challenging for you.

They have included a page on their site contains latest information and resources available on COVID-19 and endometriosis. They have developed resources in collaboration with various healthcare practitioners, to both guide you with regards to some of the current recommendations on medical treatments and to offer some strategies for the management of some of the associated symptoms for more information visit:

[www.endometriosis-uk.org/covid-19-and-endometriosis-information-hub](http://www.endometriosis-uk.org/covid-19-and-endometriosis-information-hub)

### Epilepsy

[www.epilepsyscotland.org.uk](http://www.epilepsyscotland.org.uk)

### Fibromyalgia

[www.fmuk.org](http://www.fmuk.org)

### Foetal Alcohol Spectrum Disorder

Foetal Alcohol Spectrum Disorders (FASD) is a term used to describe impacts on the brain and body of individuals prenatally exposed to alcohol during pregnancy. FASD is a lifelong disability. Individuals with FASD have their own unique areas of difficulties and may experience challenges in their daily living and need support with motor skills, physical health, learning, memory, attention, emotional regulation, and social skills. They also have a unique set of strengths and many are showing talents, that when nurtured and supported, demonstrates their unlimited potential in those areas. For more information:

[www.fasdnetwork.org](http://www.fasdnetwork.org)

### GUTSUK

Committed to fighting all digestive disorders  
[gutscharity.org.uk](http://gutscharity.org.uk)

### HIV

**Terrance Higgins Trust**

[www.tht.org.uk/centres-and-services/glasgow](http://www.tht.org.uk/centres-and-services/glasgow)

**Lynch Syndrome UK** aims to ensure that for the public benefit, people and their families affected by Lynch Syndrome are provided with support in the form of information, signposting and listening, also to increase public awareness of the syndrome, educating members of the general public and healthcare professionals.

[www.lynch-syndrome-uk.org](http://www.lynch-syndrome-uk.org)

### MacMillan Cancer Support



COVID-19 (coronavirus) update  
In these extraordinary times, Macmillan's priority is

the health and wellbeing of people with cancer, Macmillan professionals, our staff, supporters and volunteers. Right now, Macmillan nurses, doctors and other health professionals up and down the country are continuing to support people living with cancer whilst doing all they can to help alleviate the immense strain put on the NHS by coronavirus. Many Macmillan services are having to take the difficult decision to change the way they operate or even close so we would advise you contact them.

**The Macmillan Support Line is open 7 days a week between 8am-8pm**

**T: 0808 808 00 00**

**T: 0141 287 2903**

[www.macmillan.org.uk/coronavirus](http://www.macmillan.org.uk/coronavirus)

### Macular Society

[www.macularsociety.org](http://www.macularsociety.org)

**T: 0300 3030 111**

### Menopause

[www.nhs.uk/conditions/menopause](http://www.nhs.uk/conditions/menopause)

**Menopause Café** [www.menopausecafe.net](http://www.menopausecafe.net)

### Multiple Sclerosis National Therapy Centres

Find your nearest MS Therapy Centre

[www.msntc.org.uk/find-a-centre](http://www.msntc.org.uk/find-a-centre)

**T: 01296 711 699**

### National Eczema Society

[www.eczema.org](http://www.eczema.org)

### Parkinson's UK Scotland

[www.parkinsons.org.uk/about-us/parkinsons-uk-scotland](http://www.parkinsons.org.uk/about-us/parkinsons-uk-scotland)

[www.parkinsons.org.uk/information-and-support/mindfulness-and-parkinsons](http://www.parkinsons.org.uk/information-and-support/mindfulness-and-parkinsons)

[www.parkinsons.org.uk/information-and-support/beat-panic](http://www.parkinsons.org.uk/information-and-support/beat-panic)

**Tel: 0808 800 0303**

### Primary Immunodeficiency UK

[www.piduk.org](http://www.piduk.org)

### Sarcoidosis UK

[www.sarcoidosisuk.org](http://www.sarcoidosisuk.org)

### Scoliosis Association UK

**T: 020 8964 1166**

[www.sauk.org.uk/types-of-scoliosis/scheuermanns-kyphosis](http://www.sauk.org.uk/types-of-scoliosis/scheuermanns-kyphosis)

### Scottish Huntington's Association

[hdscotland.org](http://hdscotland.org)

**T: 0141 848 0308**

### Sign Health

Health video library on range of conditions and issues for people who use British Sign Language [www.signhealth.org.uk](http://www.signhealth.org.uk)

**The Scottish Government** has developed a framework for how recovery and rehabilitation services will support people affected by the pandemic. For more information:  
[www.gov.scot/publications/framework-supporting-people-through-recovery-rehabilitation-during-covid-19-pandemic](http://www.gov.scot/publications/framework-supporting-people-through-recovery-rehabilitation-during-covid-19-pandemic)

**The Thistle Foundation** support people living with disabilities, long term conditions or facing challenging life situations to live well, whatever that means to them [www.thistle.org.uk](http://www.thistle.org.uk)

**Tips to Help Reduce the Suffering of Living with Chronic Pain**  
[www.cope-scotland.org/index.php/latest-blog/wee-tips-to-help-reduce-suffering-caused-by-chronic-pain](http://www.cope-scotland.org/index.php/latest-blog/wee-tips-to-help-reduce-suffering-caused-by-chronic-pain)

**Ulcerative Colitis**  
[www.crohnsandcolitis.org.uk/about-crohns-and-colitis/publications/ulcerative-colitis](http://www.crohnsandcolitis.org.uk/about-crohns-and-colitis/publications/ulcerative-colitis)

**Urology Foundation**  
The Urology Foundation a charity in the UK and Ireland that tackles all urology diseases. For more information:  
[www.theurologyfoundation.org](http://www.theurologyfoundation.org)

**Useful information if recovering from COVID19**  
[www.rcot.co.uk/recovering-covid-19-post-viral-fatigue-and-conserving-energy](http://www.rcot.co.uk/recovering-covid-19-post-viral-fatigue-and-conserving-energy)

**Versus Arthritis**  
[www.versusarthritis](http://www.versusarthritis)  
T: 0800 5200 520

**Wheatly-Care.com**  
Offer support around  
Addictions  
Alcohol related Brain damage  
Homelessness  
Learning disabilities  
Mental Health  
Older Adults  
Young people and families  
T: 0800 952 9292.

## Edinburgh Young Parkinson's Support Group (Working Age)



We're a friendly, active group for people of working age who have Parkinson's. You don't have to live in Edinburgh to join – we have members from Fife, South Lanarkshire and Stirling. We understand what it's like to be diagnosed with and to live with early onset Parkinson's. You don't need to explain. Anyone of working age is welcome as well as their partner, friends or family members. We're an open group, so you can still join us even if you already attend another group.

We get together on the first Thursday of each month from 6.30pm until about 8pm. In normal times we meet in a private room in The Steading – [www.thesteadingedinburgh.co.uk/](http://www.thesteadingedinburgh.co.uk/)

Currently, we meet on Zoom where we have a chance to chat about ups and downs or to just listen. We have occasional speakers on a range of interesting topics including gentle exercise, mental health strategies and research – see this news item about Joy Milne who talked about her collaborative work on developing a smell-led approach to diagnosing Parkinson's. [www.edinburghparkinsons.org/eypsg-meeting-smelling-parkinsons/](http://www.edinburghparkinsons.org/eypsg-meeting-smelling-parkinsons/)

You can dip in and out of the meeting when it suits you, make a cup of tea and if you are having a bad hair day you can leave your camera switched off!

We run a closed Facebook page [www.facebook.com/groups/eypsg/](http://www.facebook.com/groups/eypsg/)

If you would like to join the page or the group meetings (membership is free) or to be added to our mailing list please contact:

**Scott Wilson: 07835 820898** or [scottwils180@gmail.com](mailto:scottwils180@gmail.com) for more information. We won't share your details without your consent.

If you would like to know about other Young Parkinson's groups in your area check out this link -  
<https://www.parkinsons.org.uk/information-and-support/local-groups-younger-people>

Or contact **Alice Hall** to find out more, including how to set up a group:  
[ahall@parkinsons.org.uk](mailto:ahall@parkinsons.org.uk) or tel: **0334 225 3725**.

**Gina Allen**

Edinburgh Young Parkinson's Support Group  
Volunteer  
[www.edinburghparkinsons.org.uk](http://www.edinburghparkinsons.org.uk)



## Parents and Families

### The Aberlour Family Support Service

Help some of the most disadvantaged children, young people and families living in Glasgow.  
For more information: [www.aberlour.org.uk](http://www.aberlour.org.uk)

### Action for Children

Launching Parent Talk – a new national online service which connects parents with trained parenting coaches

[www.actionforchildren.org.uk/news-and-blogs/press-releases/2020/july/one-in-three-parents-out-of-their-depth-as-children-struggle-with-pandemic-fallout/](http://www.actionforchildren.org.uk/news-and-blogs/press-releases/2020/july/one-in-three-parents-out-of-their-depth-as-children-struggle-with-pandemic-fallout/)

### Association for Child and Adolescent Mental Health

[www.acamh.org](http://www.acamh.org)

### Babies in Lockdown

New report from Best Beginnings, Home Start UK and the Parent Infant Foundation on the impact of COVID19 and subsequent measures on those pregnant, giving birth, or at home with a baby or toddler. For more information [babiesinlockdown.info/download-our-report](http://babiesinlockdown.info/download-our-report)

### Child Bereavement UK

T: 0141 352 9995

### Childs Health Scotland

Children and young people, Families and carers, Schools, professionals

<https://www.childrenshealthscotland.org/>

### Children's Health Scotland

A charity based in Scotland dedicated to informing, promoting and campaigning on behalf of the needs of all children and young people within the healthcare system. For more information: [www.childrenshealthscotland.org](http://www.childrenshealthscotland.org)

### (Help prevent) Childhood Abuse

T: 0808 1000 900

### Childline

T: 0800 1111

[www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus](http://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus)

### Dads Rock

Their aim is to improve outcomes for children in Scotland to ensure the best start in life by providing support to Dads and Families

[www.dadsrock.org.uk](http://www.dadsrock.org.uk)

### Differabled Scotland

Parent to parent, peer to peer support for parents whose children have additional support needs

[www.differabledscotland.co.uk](http://www.differabledscotland.co.uk)

[www.facebook.com/differabledscotland](https://www.facebook.com/differabledscotland)

### Down's Syndrome Scotland

[www.dsscotland.org.uk](http://www.dsscotland.org.uk)

### Fathers Network Scotland

Vision a safe and compassionate Scotland where all children, their families and communities are enriched and strengthened through the full and welcome involvement of their fathers.

[www.fathersnetwork.org.uk](http://www.fathersnetwork.org.uk)

### Families Outside

• T: 0800 254 0088

• Webchat [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk)

• Text FAMOUT to 60777

• Email [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)

### Home Schooling

[www.parentingacrossscotland.org/info-for-families/resources/steps-clubfoot-hip-dysplasia-or-any-other-lower-limb-condition/](http://www.parentingacrossscotland.org/info-for-families/resources/steps-clubfoot-hip-dysplasia-or-any-other-lower-limb-condition/)

### How to Help an Addicted Parent

[www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent](http://www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent)



**Licketyspit** is a family drama-led play and children's theatre charity based in Glasgow. To take part: Families can join the Children & Families Network at:  
**[www.licketyspit.com/families/network](http://www.licketyspit.com/families/network) or contact ruby at [cfm@licketyspit.com](mailto:cfm@licketyspit.com) or via text 07413 800 342.** You can find all of Licketyspit's online content for imaginative play at home at **[www.licketyspit.com/families/coronavirus](http://www.licketyspit.com/families/coronavirus)**

### **Notre Dame Child Guidance Clinic**

Providing support for children, young people and their families. For more information:  
**[www.notredamecentre.org.uk](http://www.notredamecentre.org.uk)**

**One Parent Families Scotland**  
**[mylifeandme.opfs.org.uk](http://mylifeandme.opfs.org.uk)**

### **Parent infant Foundation**

Their vision is that all babies have a sensitive, nurturing relationship to lay the foundation for lifelong mental and physical health  
**[parentinfantfoundation.org.uk](http://parentinfantfoundation.org.uk)**

**Parent Network Scotland**  
**[www.parentnetworkscotland.org.uk](http://www.parentnetworkscotland.org.uk)**

**Parenting Across Scotland**  
**[www.parentingacrossscotland.org](http://www.parentingacrossscotland.org)**

**PNS Toolkit Registration**  
Follow link for anyone wanting to register for new PNS wellness toolkit learning targeting parents  
**[docs.google.com/forms/d/e/1FAIpQLSeV8085eAxTtLa4x3xoGWPPcjlTKOCCVNWHLZ1uvrtKF4bOw/viewform?vc=0&c=0&w=1](https://docs.google.com/forms/d/e/1FAIpQLSeV8085eAxTtLa4x3xoGWPPcjlTKOCCVNWHLZ1uvrtKF4bOw/viewform?vc=0&c=0&w=1)**

**Positive Parenting Campaign**  
**[www.alliance-scotland.org.uk/blog/news/positive-parenting-campaign-by-parent-club](http://www.alliance-scotland.org.uk/blog/news/positive-parenting-campaign-by-parent-club)**

**Pregnant and New Parents**  
**[www.parentclub.scot](http://www.parentclub.scot)**

**Scottish Families Information Services**  
Information for parents and carers of children and young people **[scottishfamilies.gov.uk](http://scottishfamilies.gov.uk)**

**Solihull Approach Training Online**  
**[solihullapproachparenting.com/online-course-for-parents](http://solihullapproachparenting.com/online-course-for-parents)**

### **Storm Break**

Aim to improve children's mental health through movement, equipping them with sustainable, transferable skills and coping strategies to thrive during the complex demands of growth into adult life.  
**[www.stormbreak.org.uk](http://www.stormbreak.org.uk)**

### **Summer Holiday Programme for Families**

Each year GCC invest funds in food and activity programmes for summer, the following link offers more info on same,  
**[www.gcv.org.uk/blog/glasgow-summer-holiday-programme-2020/](http://www.gcv.org.uk/blog/glasgow-summer-holiday-programme-2020/)**

### **Take a Break Scotland**

**[takeabreakscotland.org.uk/applications/](http://takeabreakscotland.org.uk/applications/)**  
Take a Break can accept applications from either a parent carer of a disabled child, or from a disabled young person in their own right

**The PANDAS Foundation** is there to help support and advise any parent and their networks who need support with perinatal mental illness. They are also there to inform and guide family members, carers, friends and employers as to how they can support someone who is suffering Pandas FREE helpline  
**T: 0808 1961 776**  
**[info@pandasfoundation.org.uk](mailto:info@pandasfoundation.org.uk)**

### **Triple P**

Online training **[www.triplep-parenting.uk.net/uk-en/find-help/triple-p-online/](http://www.triplep-parenting.uk.net/uk-en/find-help/triple-p-online/)**

### **Wheatly-Care.com**

Offer support around  
Addictions  
Alcohol related Brain damage  
Homelessness  
Learning disabilities  
Mental Health  
Older Adults  
Young people and families  
**T: 0800 952 9292.**

### **With Kids**

With Kids offers a range of therapeutic services to children, parents and carers

**[www.withkids.org.uk](http://www.withkids.org.uk)**

**Glasgow Tel: 0141 550 5770**

**Edinburgh Tel: 0131 453 9400**

### **3D Drumchapel**

3D Drumchapel is a charity based in Drumchapel in the West of Glasgow working with children and families providing a range of activities and support:

**[3ddrumchapel.org.uk](http://3ddrumchapel.org.uk)**



# Wellbeing for Wee Ones Campaign Toolkit

Version 1.0 – 23-02-2021



Visit [ParentClub.scot](https://ParentClub.scot)

## What is Parent Club?

### Introduction

Parent Club was set up to help the Scottish Government communicate with parents. Parent Club speaks to parents and carers in a supportive, non-judgemental way and creates a genuine sense of community through peer-to-peer content.

**ParentClub.scot** is an invaluable resource for parents.

It features hundreds of helpful articles across dozens of topics, from tips on dealing with challenging behaviour, to advice on how to interact with their wee ones.

During the pandemic, ParentClub.scot has been a source of not only the most up-to-date advice on covid restrictions, but also of support, and reassurance for parents, to help them manage their own, and their family's mental health.



Visit [ParentClub.scot](https://ParentClub.scot)

## What is Wellbeing for Wee Ones?

Simple things like making up stories and doing silly voices as well as hugging and making eye contact with babies and young infants from the moment they are born, can have a huge impact on their brain development and emotional and social wellbeing - now and in the future.

The Parent Club and Scottish Government 'Wellbeing for Wee Ones' campaign provides guidance and reassures caregivers that they're already doing much more than they think to help their baby feel happy, loved and emotionally supported.

As a campaign partner, we would like to help you in supporting parents through these crucial early years. This toolkit contains assets that can be used to reassure parents that their natural interactions are making a big difference to their baby's development, and also to let parents know how important those simple interactions can be.

There's also a Wellbeing for Wee Ones hub on the Parent Club website that has lots of hints and tips. Parents can visit [parentclub.scot/wellbeing](https://parentclub.scot/wellbeing) to find out more about the science behind how this all works.



Visit [ParentClub.scot](https://parentclub.scot)



## Wellbeing for Wee Ones Key Messages

- We all want to have happy, secure kids and it is never too early to help you and your little ones feel content. From the day your child is born there are so many things you can do to boost their emotional development, things that you're probably already doing a great job of.
- Those little interactions with your child every day is doing more good than you realise. It's helping your wee one feel happy and loved and is boosting their social and emotional wellbeing now and in the future.
- Children and babies have three basic needs - to feel safe, connected and cared for. Meeting these needs, helps them to be more resilient in the future.
- Bringing up a child is one of the most rewarding but also challenging things we ever do, but the good news is that the science behind communication is showing us that even the simplest of interactions can have the biggest impact on wellbeing and development. And you may already be doing those things.
- While you're doing your everyday activities, whether it's shopping, bathing or changing nappies, making eye contact while talking, playing, singing or telling a story, as well as enjoying time together, you'll encourage your little one to be calmer, more content, as well as boosting their social and emotional wellbeing – and that's good for you both!



Visit [ParentClub.scot](https://parentclub.scot)

## Wellbeing for Wee Ones Key Messages

- Science has shown us how important it is for us all to feel connected to loved ones. This is even more true for babies and young children. Every time we interact with a young child, 1000s of new brain connections are made. This builds the brain systems that your child will use to manage stress, understand language, develop confidence, and learn new things – for their entire lives!
- If babies and children have fairly stable routines, then this helps their brain develop and start to learn to make choices. If they have interesting things to do, then they develop curiosity and learn how to learn. And if they know they will be comforted, fed and helped to get enough sleep, then they don't have to use up brain space worrying but can use it to grow up happy and confident.
- For at least the first 18 months of a baby's life, the most interesting thing in the world, and the thing they will learn most from, is their parents, carers and those who are around them day-to-day. Remember they do not need complicated or expensive toys, just love and attention from their loved ones.
- Little ones love to play, so play along and copy what they do – spending some fun time together can make you both feel good now, while helping them to feel secure and grow.



Keep helping your baby's brain grow, find out more at: [parentclub.scot/wellbeing](https://parentclub.scot/wellbeing)



Visit [ParentClub.scot](https://parentclub.scot)

## How to use the resources

To help you support the campaign and to help spread the campaign messaging to parents across Scotland, a number of communication materials have been created for you to use on your own channels. Below is an overview of the assets available and how to use them.

### Newsletter text

Download the newsletter text, copying and pasting it into your newsletters or online notice boards where relevant.

[Download here](#)

### WhatsApp and SMS text

Use the suggested SMS/WhatsApp copy to share Wellbeing for Wee Ones tips directly and quickly to those who may not be receiving online communications.

[Download here](#)



Visit [ParentClub.scot](https://parentclub.scot)

**Social media image and text**

The social media posts can be used as follows:

- Download the images and pair with the text at the link below.
- You may adapt the copy to suit your followers, however please be sure to link to **ParentClub.scot**, as this will be the most up-to-date resource for parents.

[Download here](#)

Please use #ParentClubTips and #ParentClub to help us track engagement across social media, and mention our relevant Parent Club social channels:

**Facebook**

[@ParentClubScotland](#)

**Twitter**

[@ParentClubScot](#)

**Instagram**

[@ParentClubScotland](#)



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[Visit ParentClub.scot](#)

**Links to campaign materials**

Links to campaign assets including the campaign video, campaign summary document, social media image and accessible materials:

**FTP login details:**

**Username:** union-sgcovid\_read

**Password:** 9-9rS80\*@xsFd@Z

[FTP site](#)

[Dropbox folder](#)



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[Visit ParentClub.scot](#)

### Thank you

Thank you so much for your continued support of Parent Club and these important campaigns.

Parent Club can also share posts from our partners and stakeholders. If you would like us to reshare any content from your channels, please do get in touch.

We want to be sure these resources and communications are working for you and would welcome any thoughts, suggestions or requests regarding our campaigns.

**Please contact [Aisling.Cotter@union.co.uk](mailto:Aisling.Cotter@union.co.uk) with any feedback.**

#### Useful contacts

**For more information and support, please contact:**

Aisling Cotter  
Senior Account Manager  
Union Connect  
0131 625 6000

[Aisling.Cotter@union.co.uk](mailto:Aisling.Cotter@union.co.uk)

**For more further campaign information, please contact:**

Rachael Vassallo-Watson & Sheena Booth  
Parental Audience Marketing Team  
Scottish Government

[Rachael.Vassallo-Watson@gov.scot](mailto:Rachael.Vassallo-Watson@gov.scot)  
[Sheena.Booth@gov.scot](mailto:Sheena.Booth@gov.scot)

## Pets

This can be a challenging time also for pets, the following websites may offer some advice. Please also at this time be extra considerate of someone who is using a guide or assistance dog. A guide dog has not been trained to know to keep people 2metres away from the person they are protecting and the person with sight loss may not be able to see you, so please, be considerate. If we treat others, the way we want treated more of us will come through this.

### **Advice for Animal Owners from the Government**

[www.gov.scot/publications/coronaviruscovid-19-advice-for-animal-owners/](http://www.gov.scot/publications/coronaviruscovid-19-advice-for-animal-owners/)

### **Advice for People who use a Guide Dog**

[www.guidedogs.org.uk/coronavirus/Services](http://www.guidedogs.org.uk/coronavirus/Services)

### **From Scottish Society for Prevention of Cruelty to Animals**

[www.scottishspca.org/our-work/campaigns/coronavirus-and-caring-for-pets](http://www.scottishspca.org/our-work/campaigns/coronavirus-and-caring-for-pets)

We know people may worry who will walk my dog if I need to self-isolate, perhaps some of the following links maybe helpful to explore?

### **Borrow My Dog**

Looking for dog minding or to help someone by minding their dog?

[www.borrowmydoggy.com](http://www.borrowmydoggy.com)

### **Cat Protection**

**T: 0345 371 2722**

[www.cats.org.uk/glasgow](http://www.cats.org.uk/glasgow)

### **Dogs Trust**

**T: 0141 773 5130**

[www.dogstrust.org.uk](http://www.dogstrust.org.uk)

Also speak to them about fostering.

### **PDSA**

**T: 0141 332 6944**

[www.pdsa.org.uk](http://www.pdsa.org.uk)

### **Pet Fostering Service Scotland**

**T:0344 811 9909**

[www.pfss.org.uk](http://www.pfss.org.uk)

### **SPCA**

**T: 03000 999 999**

[www.scottishspca.org](http://www.scottishspca.org) also

Also speak to them about fostering.

It can be very sad when we loss a loved pet, these resources maybe helpful for Pet Bereavement.

### **RSPCA**

[www.rspca.org.uk/adviceandwelfare/pets/bereavement](http://www.rspca.org.uk/adviceandwelfare/pets/bereavement)

### **Pet Bereavement Service**

[www.petbereavementservices.co.uk](http://www.petbereavementservices.co.uk)





## Places of Worship

Places of worship are also subject to the guidelines on social distancing for more information [www.gov.scot/publications/coronavirus-covid-19-phase-3-guidance-for-the-safe-use-of-places-of-worship/](http://www.gov.scot/publications/coronavirus-covid-19-phase-3-guidance-for-the-safe-use-of-places-of-worship/); if we have missed any places of worship please let us know and we shall add these to the next edition.

While we cannot list every single place of worship in every community, we wanted to share sources where you may find out what is happening in your local community:

### **Ahmadiyya Mosque**

[www.facebook.com/baiturrahmanmosqueglasgow/](https://www.facebook.com/baiturrahmanmosqueglasgow/)

### **Archdiocese of Glasgow**

[www.rcag.org.uk](http://www.rcag.org.uk)

### **Baptists Church**

[www.baptist.org.uk/Groups/337630/Coronavirus.aspx](http://www.baptist.org.uk/Groups/337630/Coronavirus.aspx)

### **Central Mosque Glasgow**

[centralmosque.co.uk/coronavirus-covid-19-announcement](http://centralmosque.co.uk/coronavirus-covid-19-announcement)

### **Church of Scotland**

[www.churchofscotland.org.uk/resources/covid-19-coronavirus-advice/advice-for-churches-covid-19-coronavirus](http://www.churchofscotland.org.uk/resources/covid-19-coronavirus-advice/advice-for-churches-covid-19-coronavirus)

### **Glasgow Buddhist Centre**

[www.glasgowbuddhistcentre.com](http://www.glasgowbuddhistcentre.com)

### **Glasgow City Free Church**

[www.glasgowcityfreechurch.org](http://www.glasgowcityfreechurch.org)

### **Glasgow Gurdwara**

[www.glasgowgurdwara.org](http://www.glasgowgurdwara.org)

### **Glasgow Reform Synagogue**

[www.grs.org.uk](http://www.grs.org.uk)

### **Greek Orthodox Church Glasgow**

[www.greekcommunitystluke.scot](http://www.greekcommunitystluke.scot)

### **Hindu Temple Glasgow**

[www.hindumandirglasgow.org](http://www.hindumandirglasgow.org)

### **Jehovah's Witnesses**

[www.jw.org/en](http://www.jw.org/en)

### **Methodist Church**

[www.methodist.org.uk/about-us/coronavirus/official-guidance](http://www.methodist.org.uk/about-us/coronavirus/official-guidance)

### **Orthodox Synagogue**

[www.jscn.org.uk/small-communities/garnethillsynagogue/](http://www.jscn.org.uk/small-communities/garnethillsynagogue/)

### **Quaker Religious Society of Friends**

[www.quakerscotland.org/glasgow](http://www.quakerscotland.org/glasgow)

### **Salvation Army**

[www.salvationarmy.org.uk/glasgow-city-centre](http://www.salvationarmy.org.uk/glasgow-city-centre)



## Redundancy

### If affected by redundancy these maybe useful contacts

- [www.indeed.co.uk](http://www.indeed.co.uk)
- [www.reed.co.uk](http://www.reed.co.uk)
- [www.s1jobs.com](http://www.s1jobs.com)
- [www.swifthires.com](http://www.swifthires.com)
- [www.mygov.scot/find-job](http://www.mygov.scot/find-job)
- [www.myjobscotland.gov.uk](http://www.myjobscotland.gov.uk)
- [Turn2us.org.uk](http://Turn2us.org.uk)
- [www.citizensadvice.org.uk/work/leaving-a-job/redundancy/check-if-your-redundancy-is-fair/discrimination-during-redundancy](http://www.citizensadvice.org.uk/work/leaving-a-job/redundancy/check-if-your-redundancy-is-fair/discrimination-during-redundancy)
- [www.acas.org.uk/your-rights-duringredundancy](http://www.acas.org.uk/your-rights-duringredundancy)
- [www.scotland.org/work/career-opportunities](http://www.scotland.org/work/career-opportunities)
- [www.gov.scot/policies/employment-support/fairstart-scotland-employment-support-service](http://www.gov.scot/policies/employment-support/fairstart-scotland-employment-support-service)
- Fair Start | Tel: 0800 804 8108
- Business Support Scotland | Tel: 0300 303 0660
- [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk) | Tel: 0800 917 8000
- [Employersdirect.org.uk/redundancy-advice](http://Employersdirect.org.uk/redundancy-advice)  
Tel: 0800 464 0966

### Family Finances Approach

Funded through the Scottish Government from the Better Employment Fund.

Julie Maguire and Justin Hanley are the contacts and are happy to take any queries about this citywide service.

This service would be of benefit to many families within our communities.

They can be contacted on:

Julie Maguire: [Julie.Maguire@glasgowlife.org.uk](mailto:Julie.Maguire@glasgowlife.org.uk)

Justin Hanley: [justin.hanley@glasgowlife.org.uk](mailto:justin.hanley@glasgowlife.org.uk)



## Relationship and Family Breakdown

### Info Site

[www.mygov.scot/relationship-counselling](http://www.mygov.scot/relationship-counselling)

### Relate

[www.relate.org.uk](http://www.relate.org.uk)

Website also shares advice and tips on keeping relationships healthy during self-isolation and social distancing

### Relationships Scotland (Family Mediation)

[www.fmwest.org.uk](http://www.fmwest.org.uk)

T: 0141 332 2731

### The Spark

[www.thespark.org.uk/relationship-support-for-couples-individuals/relationship-helpline](http://www.thespark.org.uk/relationship-support-for-couples-individuals/relationship-helpline)

T: 0808 802 2088

Tips for successful communication within the family [www.pubs.ext.vt.edu/350/350-092/350-092.html](http://www.pubs.ext.vt.edu/350/350-092/350-092.html)

[vt.edu/350/350-092/350-092.html](http://vt.edu/350/350-092/350-092.html)



## Safety and Protection

### Act Fast

Support to the protective parent/carer of sexually abused children. Acts Fast also support partners and family members affected by a loved one downloading indecent images online.

[actsfast.org.uk](http://actsfast.org.uk)

T: 01202 797217 Text or call 07468 694068

### Anti-Bullying Alliance

The Anti-Bullying Alliance is a coalition of organisations and individuals that are united against bullying. For more information:

[www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

### COVID19 Adults with incapacity guidance

[www.gov.scot/publications/coronavirus-covid-19-adults-with-incapacity-guidance](http://www.gov.scot/publications/coronavirus-covid-19-adults-with-incapacity-guidance)

### Cyber Safety

[www.neighbourhoodalert.co.uk](http://www.neighbourhoodalert.co.uk)

### Disability Safety Hub

To raise awareness of disability hate crime, helping disabled people to understand what a hate crime is. The Hub also wants to help disabled people to report hate crime, and shows the different ways you can do this.

[disabilitysafety.scot/](http://disabilitysafety.scot/)

### Domestic Abuse

It is recognised during lockdown and the social isolation measures, the increased incidence of domestic abuse. It is really important people feel safe. For anyone needing support for domestic abuse as well as family members, this is a confidential, sensitive service for anyone to call. You can speak to a professional in your preferred language

[sdafmh.org.uk](http://sdafmh.org.uk)

### Domestic Abuse and Forced Marriage Helpline

T: 0800 027 1234 or email

[helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

**GCA** have been working with Inspiring Scotland and the other Survivor Scotland organisations to develop and present #NeverMoreNeeded video.

[vimeo.com/430085213](https://vimeo.com/430085213)

### **GDA Support to report hate crime**

Many people feel unable to report direct to the Police – as part of the Third-Party Reporting scheme - GDA are committed to helping victims and witnesses to speak out about Hate Crime. They can make a report on your behalf and can provide ongoing support after the report has been made. If you have experienced or witnessed a Hate Crime, Don't stay silent – Report it online, or through Third Party Reporting: contact GDA on **0800 432 0422**, text **07958 299 496** or via **Contact Scotland BSL**

### **Fearless Campaign**

Fearless Scotland have launched a campaign encouraging children and young people to be alert to signs of abuse and neglect in their families and communities

[www.fearless.org/campaigns/harm-neglect](http://www.fearless.org/campaigns/harm-neglect)

### **Issues with Neighbours and Antisocial Behaviour**

[www.your-place.net](http://www.your-place.net)

### **Male Victims of Domestic Abuse Helpline**

**T: 0808 800 0024**

**W: [abusedmeninscotland.org](http://abusedmeninscotland.org)**

### **Moira Anderson Foundation**

Supporting children and adults affected by childhood sexual abuse

[moiraanderson.org](http://moiraanderson.org)

### **National Bullying Helpline**

<https://www.nationalbullyinghelpline.co.uk/>

**T: 0845 22 55 787**

**Progress Housing Group** are a social housing provider with nearly 11,000 homes in England & Scotland, delivering homes, independence and opportunities to their tenants and communities  
[www.progressliving.org.uk/current-tenants/anti-social-behaviour-asb/hate-crime/](http://www.progressliving.org.uk/current-tenants/anti-social-behaviour-asb/hate-crime/)

### **Redress for Abuse in Care**

A scheme that offers recognition and acknowledgement to survivors of historical childhood abuse in care has made payments of £10,000 each to 417 people in its first year. The Advance Payment Scheme provides redress payments to those who were abused in care in Scotland and who are terminally ill or aged 68 or over. For more information:

[www.gov.scot/news/redress-for-abuse-in-care](http://www.gov.scot/news/redress-for-abuse-in-care)

### **Respect Me (Scotland's Anti-Bullying Service)**

Our vision is of a respecting, just, equal and inclusive Scotland in which all children and young people can live free from bullying and harassment and are encouraged to reach their full potential. Our work is driven by a focus on children's right.

[respectme.org.uk](http://respectme.org.uk)

**SAY Women** offers safe semi-supported accommodation and emotional support for young women aged 16 to 25 who are survivors of sexual abuse, rape or sexual assault and who are homeless, or threatened with homelessness.

[www.say-women.co.uk](http://www.say-women.co.uk)

### **Stop it Now Helping Prevent Childhood Sexual Abuse Helpline**

**T: 0808 1000 900**

[www.stopitnow.org.uk](http://www.stopitnow.org.uk)

### **The Survivors Trust Support**

The Survivors Trust is a national umbrella agency for over 120 specialist voluntary sector agencies providing a range of counselling, therapeutic and support services working with women, men and children who are victims/survivors of rape, sexual violence and childhood sexual abuse

**Advice & Info: 0808 801 0818**

[thesurvivorstrust.org](http://thesurvivorstrust.org)

### **Trading Standards**

Site alerts to latest scams

[mailchi.mp/0029ab105224/scam-share](mailto:mailchi.mp/0029ab105224/scam-share)

**Police Scotland** share, they are beginning to see evidence that fraudsters are increasingly targeting the public and organisations with emails, texts, telephone calls and WhatsApp messages offering advice and treatment for the coronavirus. For more information [www.scotland.police.uk/keep-safe/personal-safety/shut-out-scammers](http://www.scotland.police.uk/keep-safe/personal-safety/shut-out-scammers)

### **Ubuntu**

Is a new charity based in Glasgow, set up to provide emergency support for women with no recourse to public funds, facing destitution and violence, check their site for more info [www.ubuntu-glasgow.org.uk](http://www.ubuntu-glasgow.org.uk)

### **UNICEF**

How to keep your child safe online while stuck at home during the COVID-19 outbreak [www.unicef.org/coronavirus/keep-your-child-safeonline-at-home-covid-19](http://www.unicef.org/coronavirus/keep-your-child-safeonline-at-home-covid-19)

**We can all help protect each other, please wear a face covering if you can**

[www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/](http://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/)

Information for people exempt from wearing a facemask

[disabilityequality.scot/news/face-covering/](http://disabilityequality.scot/news/face-covering/)

### **Women's Aid**

Have created an online resource for children and young people. check their site for more info: [thehideout.org.uk](http://thehideout.org.uk)

### **WSREC Hate Crime Helpline**

With recent times WSREC would like to highlight that they are still running their hate crime project, within this Covid-19 epidemic. If you have been a victim or a witness of hate crime then they can help support you, within a safe environment by filling out forms, communicating with the police, providing an interpreter and answering queries. For further assistance, please phone **07497 187 992** (Mondays and Thursday 9am - 1pm) or email then for more info. [www.wsrec.co.uk](http://www.wsrec.co.uk)

It is also important at this time as always, that children are protected. This link maybe helpful [www.celcis.org/news/news-pages/public-urgedlook-out-signs-child-abuse-or-neglect-duringcoronavirus-crisis](http://www.celcis.org/news/news-pages/public-urgedlook-out-signs-child-abuse-or-neglect-duringcoronavirus-crisis)

It is also important with children online more that they are safe NSPCC offer some useful tips [www.nspcc.org.uk](http://www.nspcc.org.uk)



## Self-harm



### Self Injury Support

is still here for you. Self injury Support has been running UK-wide emotional support services around self-harm

for over 30 years and they've always wanted to run a complementary information/navigation service alongside.

The great news is that they now have funding to pilot this service and they really want to collect as many views as possible to make sure it does something useful and is easy to access.

They'd really appreciate it if you can take 5 minutes to fill in this survey and let us know what you think.

Please also feel free to send this survey on to anyone you think would be interested in responding - the service will be open to people who self-harm, friends and family who support them and people who are working to support people who self-harm.

For more information about the other support they offer please visit: [selfinjurysupport.org.uk](http://selfinjurysupport.org.uk)

### Blogs About Self-harm and Coronavirus:

[www.selfinjurysupport.org.uk/Blogs/coping-with-coronavirus-and-lockdown/Category/coping-with-covid-19](http://www.selfinjurysupport.org.uk/Blogs/coping-with-coronavirus-and-lockdown/Category/coping-with-covid-19)

### Dealing with self-harm in lockdown:

[www.selfinjurysupport.org.uk/self-care-and-self-advocacy](http://www.selfinjurysupport.org.uk/self-care-and-self-advocacy)

### Distractions and Displacement:

[www.selfinjurysupport.org.uk/Pages/FAQs/Category/distractions-and-displacement](http://www.selfinjurysupport.org.uk/Pages/FAQs/Category/distractions-and-displacement)

### Exploring Alternatives:

[www.selfinjurysupport.org.uk/Pages/FAQs/Category/alternatives](http://www.selfinjurysupport.org.uk/Pages/FAQs/Category/alternatives)

### First Aid for self-harm:

[www.selfinjurysupport.org.uk/Pages/FAQs/Category/first-aid](http://www.selfinjurysupport.org.uk/Pages/FAQs/Category/first-aid)

### Harm Minimisation:

[www.selfinjurysupport.org.uk/Pages/FAQs/Category/harm-minimisation](http://www.selfinjurysupport.org.uk/Pages/FAQs/Category/harm-minimisation)

### Seeking Treatment and Self-Advocacy:

[www.selfinjurysupport.org.uk/Pages/FAQs/Category/seeking-treatment-and-self-advocacy](http://www.selfinjurysupport.org.uk/Pages/FAQs/Category/seeking-treatment-and-self-advocacy)

### A range of other self-help and information:

[www.selfinjurysupport.org.uk/Pages/Category/self-help-resources](http://www.selfinjurysupport.org.uk/Pages/Category/self-help-resources)

They welcome all feedback on these pages and suggestions of things to add from your own experiences.

Self injury Support also wanted to let people know that during this very difficult time their text-based support services are still open and they are there to listen and support. Their TESS service offers emotional listening support for women and girls affected by self injury and a space where you can explore what is going on for you alongside a trained female volunteer with knowledge of self injury.

**All of their services are open from 7pm -9.30, Tuesday-Thursday.**

### You can:

- Text them on **07537 432 444**
- Email them at **tessmail@selfinjurysupport.org.uk**
- Or start a webchat here **www.selfinjurysupport.org.uk/Pages/FAQs/Category/webchat-support**

Webchats are for up to half an hour.

If you don't know where to start just text or message 'hello' and they will be there with you.

All their services are confidential and anonymous.

## Things To Do

### Knightswood Connects

Knightswood Connects is a community project set up to tackle loneliness and isolation in Knightswood and the surrounding area in people over the age of 50, usually by sharing information, encouraging people to engage within the community in the hope of improving health and social wellbeing. Usually by referring to groups and services within the area, organising events and activities and community meetings. During the pandemic, the project has adapted to offer support, refer to appropriate services, assist with essential needs and basically keeping in touch.

At the end of 2020 the project wanted to reflect the feelings of seniors in the area and asked Michael Clark to create this in a short film to raise awareness and highlight how the pandemic has affected the area from an older person's point of view, and how important it is to work together at this time as a community to tackle increased loneliness and isolation.

Michael Clark is a local musician (band Acoustic Butterfly) who made a similar lockdown film about Glasgow (on his webpage link from YouTube post) and we asked him to make a similar one local to Knightswood. The local organisations really have pulled together to help as many people as possible.

[https://m.youtube.com/watch?v=VAKOLv2\\_4Zw&feature=share](https://m.youtube.com/watch?v=VAKOLv2_4Zw&feature=share)



## Things To Do



**CHSS** are opening recruitment for up to four new Trustees to join their Board.

They are excited to share this great opportunity and welcome your support in spreading the word to reach as many people as possible who may be interested in joining them.

It is a very important time for the charity as they continue to work to fulfil their No Life Half Lived strategy. They are recruiting up to four positions and would particularly like to take this opportunity to speak with people who have one or more of the following areas of knowledge, skills and experience:

- Lived experience of our conditions, particularly chest or heart conditions
- Finance
- Qualified accountancy
- Retail
- Clinical practice and medical research
- Governance and audit
- Fundraising

They welcome applications from everyone. However, they would welcome applications from groups currently under-represented on our Board, including:

- Women
- People from Black & Minority Ethnic backgrounds
- People under 50
- People with disabilities

**Applications close 26/3/21** - more information and details of how to apply can be found on their website at the link below. Please help them by sharing this opportunity with your networks and anyone who you think may be interested. [www.chss.org.uk/us/work-us/become-a-trustee/](http://www.chss.org.uk/us/work-us/become-a-trustee/)



**Qigong zoom session**

[https://www.eventbrite.](https://www.eventbrite.co.uk/e/qigong-based-relaxation-revitalisation-resilience-zoom-tickets-140971923819?)

[co.uk/e/qigong-based-](https://www.eventbrite.co.uk/e/qigong-based-relaxation-revitalisation-resilience-zoom-tickets-140971923819?)

[relaxation-revitalisation-](https://www.eventbrite.co.uk/e/qigong-based-relaxation-revitalisation-resilience-zoom-tickets-140971923819?)

[resilience-zoom-](https://www.eventbrite.co.uk/e/qigong-based-relaxation-revitalisation-resilience-zoom-tickets-140971923819?)

[tickets-140971923819?](https://www.eventbrite.co.uk/e/qigong-based-relaxation-revitalisation-resilience-zoom-tickets-140971923819?)





## Sexual Health Support and Advice

**Sandyford Sexual Health Services**  
[www.sandyford.scot](http://www.sandyford.scot)

**Sexual Health Info Line**  
T: 0800 567 123 but changing to  
T: 0300 123 7123

**Terrance Higgins Trust**  
[www.tht.org.uk/centres-and-services/glasgow](http://www.tht.org.uk/centres-and-services/glasgow)

**Waverley Care**  
Offers HIV, hepatitis C and sexual health support and advice. They will be continuing to provide support to people who need it by phone, text, and email, and through their live chat service.  
[www.waverleycare.org](http://www.waverleycare.org)

## Veterans

We are delighted to introduce a new section to the 'Whit's Happening' dedicated to veterans. In this edition we are grateful to Sight Scotland Veterans for their feature piece.

For further information contact Richard Baker:  
**07900 510 544**

**ABF The Soldiers' Charity** is the national charity of the British Army, providing a lifetime of support to soldiers, veterans and their families when they are in need.  
[www.soldierscharity.org](http://www.soldierscharity.org)

**The Army Families Federation (AFF)** is the independent voice of Army families and works hard to improve the quality of life for Army families around the world – on any aspect that is affected by the Army lifestyle.  
[www.aff.org.uk](http://www.aff.org.uk)

**The Army Widows' Association** was formed by widows in 2004. We are a volunteer run Organisation and Charity. Our aim is to offer comfort, support and friendship to the widows and widowers of service men and women.  
[www.armywidows.org.uk](http://www.armywidows.org.uk)

**Blesma**, The Limbless Veterans, is dedicated to assisting serving and ex-Service men and women who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight in the honourable service of our country.  
[www.blesma.org](http://www.blesma.org)

**The Burma Star Association** exists to relieve need, hardship or distress among men and women who served in HM and Allied Forces or the Nursing Services in the Burma Campaign of the 1939-45 war or are otherwise entitled to be holders of the Burma Star or Pacific Star with Burma Clasp and for their widows, widowers or dependants.  
[www.burmastar.org.uk](http://www.burmastar.org.uk)

**Combat stress** for veteran's mental health.  
**T: 0800 138 1619**  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

**Erskine** provides support to veterans in Scotland, through four care homes and a Veterans Village, comprising of 44 cottages, an Activity Centre, five Assisted Living Apartments and 24 Single Living Apartments (currently under construction). [www.erskine.org.uk](http://www.erskine.org.uk)  
Forces line help desk for any member of the armed forces, veterans, and their families  
**T: 0800 731 4880**  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

**Garelochhead Station Trust** are a veterans hub just a few miles from Faslane. Morevain Martin is their manager.  
**E: [morevain@garelochheadstationtrust.co.uk](mailto:morevain@garelochheadstationtrust.co.uk)**

**Glasgow Help for Heroes** a partnership between SSAFA and Glasgow City Council to help those who are serving or have served in the Armed Forces, or their families.  
**T: 0800 731 4880**  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

**Ghurkha Welfare Trust** provide financial, medical and development aid to Gurkha veterans, their families and communities.  
[www.gwt.org.uk](http://www.gwt.org.uk)

**National Gulf Veterans and Families Association** The charity's mission is :

- To enhance and improve the quality of the day-to-day lives of all veterans of desert conflicts and their families, partners and carers, through support, information, advocacy and counselling.
- To provide a safe haven for veterans of desert conflicts and their families, partners and carers to be able to talk about the impact their service has had on their lives.
- To educate and provide information for the public and health care professionals to assist and improve the support and health care provided for veterans of desert conflicts and their families, partners and carers

[www.ngvfa.org.uk](http://www.ngvfa.org.uk)

**Poppyscotland** believes that those who serve in the Armed Forces, and their families, deserve special recognition and support.  
[www.poppyscotland.org.uk](http://www.poppyscotland.org.uk)

**PTSD Resolution** provides counselling for former armed forces, reservists and families  
**T: 0300 302 0551**  
[www.tsdresolution.org](http://www.tsdresolution.org)



## Workers and Volunteer's Wellbeing

### **At My Possible Self**

Our app has clinically proven modules to help you manage stress, anxiety and low mood. Based on face-to-face therapy, we'll teach you psychological strategies and coping skills to tackle stress and anxiety, and boost your mood

You can also use our mood tracker to see how activities, places and people influence your mood – so you can focus more on the things that help, and less on the things that don't.

We'll continue to offer our app for free until we're on the other side of this crisis' For more information and to sign up  
[www.mypossibleself.com/blog/free-mental-wellbeing-tools-for-the-covid-19-pandemic/](http://www.mypossibleself.com/blog/free-mental-wellbeing-tools-for-the-covid-19-pandemic/)

### **BASW**

Help for key workers during COVID19 pandemic  
[www.basw.co.uk/help-key-workers-scotland](http://www.basw.co.uk/help-key-workers-scotland)

### **COPE Scotland**

[www.cope-scotland.org](http://www.cope-scotland.org) offers a range of tools and tips for wellbeing

### **Compassion Fatigue**

[compassionfatigue.org](http://compassionfatigue.org)

### **Iriss**

For tips and information for staff resilience as well as the wider public  
[www.iriss.org.uk/resources/reports/resilience-resources](http://www.iriss.org.uk/resources/reports/resilience-resources)

### **Mental Health and Wellbeing for Staff**

[www.learn.nes.nhs](http://www.learn.nes.nhs)

### **National Wellbeing Hub**

[www.promis.scot](http://www.promis.scot)

**NHS Greater Glasgow and Clyde** has pulled together a number of resources to support the physical and mental health of staff.

[www.nhsggc.org.uk](http://www.nhsggc.org.uk)

### **The Scottish Social Services Council**

For care providers who are providing support to people with palliative and end of life care needs

[www.news.sssc.uk.com](http://www.news.sssc.uk.com)

### **New Helpline for Staff**

#### **Mental health hotline for social care staff in Scotland**

The health and social care workforce mental wellbeing support line (**0800 111 4191**) operated by NHS 24 on a 24/7 basis

### **5 Ways to Wellbeing at Work Toolkit**

[www.mentalhealth.org.nz/assets/5-ways-toolkit/Five-Ways-to-Wellbeing-at-Worknew.pdf](http://www.mentalhealth.org.nz/assets/5-ways-toolkit/Five-Ways-to-Wellbeing-at-Worknew.pdf)

### **You Cannot Pour** from an empty cup

Hints and tips for people caring for others on making sure you also make time for you  
[www.qnis.org.uk/blog/you-cannot-pour-from-an-empty-cup/](http://www.qnis.org.uk/blog/you-cannot-pour-from-an-empty-cup/)



## Suicide Prevention and Winter Wellness for Glasgow Monday 7th December 2020, 10.30am to 12.30pm



Glasgow  
Council  
for the  
Voluntary  
Sector

### Key themes:

#### Self-Care

- It is becoming difficult to separate your home and work life – with issues for boundaries when you are supporting people whilst working at home. Time management – of work, or life, and of finding time to look after yourself.

- We need to take care of our own health first – this is

something you learn in peer support work more generally. People need compassion and you can't deliver that if you are struggling.

- Finding ways to be physically active and away from the computer – walks, stretches, walking calls, yoga in the morning.

- Doing more of what you enjoy – allowing yourself to have bad days but monitor them – and appreciate that this is all new, we've not done this before, and we will have a unique response to it. Give permission to ask for help, down tools and be very self-aware.

- Patience with self, not feeling the need to do everything. Allowing a bad day & some self-pity. Taking one day at a time.

- Admiring Nature, Glasgow Mural Trail & Glasgow Necropolis Walk. Quiz nights, comedy events. Walking, cycling, virtual kilt walk & teaching online yoga. Spending time with family particularly teenagers. Having tasks organised for after work, cooking reading. Watch trash TV at time. Joined Arts Class. Taking a half day.



## Burn-out/Guilt/Compassion Fatigue

- Guilt and burn-out – people feel guilty for not being as productive (or not feeling as productive) as they were in the office. Thinking of yourself as lazy because you are sat in one space all day or because it took a long time to do something you would usually expect to finish quickly, or because workloads have shifted, and you haven't had much to do one day (even though you may be busy other days). A background sense of 'have I done enough?' but also the exhaustion and burn out of trying to always do more – either giving more of your time, being more compassionate, or feeling more productive.
- Balance of acknowledging the negatives with being positive e.g. yes it is hard right now but how do we keep upbeat and not get dragged down by other people
- Anger, people feeling emotional.
- General agreement that the second lockdown is proving much harder for most folk, compared with the first-time round, and that this includes a lot more people feeling in distress and/or expressing suicidal thoughts.
- Also, a lot of lonely and isolated people, including those fearful of leaving their homes and worried about the end of the lockdown and how to take up more normal social interactions again, even when it is safer via vaccination etc.
- A sense that seeing some of the checklists of potential burnout was striking a chord with people realising how many of the list they could check off.
- A sense that while there is hope for the future, it feels a long way off and that we have a cold, dark winter to get through.
- For some the big issue is time on hands, but loss of motivation to engage with friends (e.g. Remotely), activities etc – for some of course this is forced on via furlough or job loss.



## Peer Support



- Getting zoom fatigue – fed up of only seeing people on a screen “overnight my life has shrunk to this screen.” Some reported keeping in touch with colleagues using Whatsapp –sharing stories/experiences/ funny videos – trying to keep up some of those informal contacts you'd enjoy in the office was beneficial.
- Trying, where possible, to actually see people face to face – some had been able to get groups going, others it was about going out for walks. Really noticing that Zoom/virtual working isn't an exact copy of the day to

day support we get in 'normal' times and that we need some actual contact where possible

- Team meeting wellbeing session. Open space time with colleagues and clients. Supporting others with lack of hope and uncertainty. Sometimes intense not having colleagues to reason thing out.
- Taking one day at a time. Some organisations are setting up lots of different ways to stay in touch and that is really helpful (quizzes, social zooms, daily/weekly check-ins), gives you a chance to stay connected – but need to balance within yourself when you need a break from that as well (which is difficult to do, especially with work).
- Idea – have a pact with a work colleague to get in touch 10-15 minutes before the end of your working day to check-in and make sure you are switching off.
- Morale checks with colleagues.

## **New Work Strategies**

- Feeling low can take you by surprise, and even when practising self-care, you can still experience days where you aren't great. This person was able to speak to their boss, who advised to down tools and take the rest of the day to do something enjoyable. A supportive boss who could be flexible like this was considered invaluable. Also noted that checking in with yourself regularly, taking a 'temperature check' on how you are that day/hour/week/month is helpful.
- Importance of training particularly Asist.
- Looking after staff who experience suicidal participants.
- Learning more about the papageno effect and its implementation.
- Needing to find/learn new strategies to support people – and to support ourselves/each other.
- Zoom/screen fatigue – with mental and physical impacts (e.g. headaches). Everyone is sick of virtual connection and wants something more tangible – missing hugs and the physicality of meeting in the real world.
- People looking forward to getting more of the practical resources and ideas that were shared during the session and have already been taking up some of these along the way, e.g. online training, self-help info resources, support sessions and services etc.
- Commentary on the need to keep focusing on a wide range of definitions of need including minority groups
- Anxiety about going out having been told to stay in, isolating etc. Support to transition to going out again.
- From an organisational / community group point of view – a recognition and badge of pride for how versatile and imaginative and tenacious we have all been in solving so many problems, learning new skills, getting and learning new kit, reaching out, connecting and supporting so many vulnerable people.

## **Links from Chat:**

<https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/resources/mental-health-resources-in-response-to-covid-19/#>

<https://www.qnis.org.uk/blog/you-cannot-pour-from-an-empty-cup/>

<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/>

<https://www.epione-training.com/wp-content/uploads/2020/05/Epione-Toolkit-Managing-Anxiety-During-COVID-19-1-1.pdf>

"Ask Tell Save A Life" Online Suicide Awareness Training - [Susie.heywood@ggc.scot.nhs.uk](mailto:Susie.heywood@ggc.scot.nhs.uk)  
Please also contact Susie if you'd like to be involved in the safety online work across the city.

<https://www.nationalelfservice.net/mental-health/suicide/suicide-awareness-materials-2/>

### Resource for accessibility support:

<https://contactscotland-bsl.org/deafblind-access/>

<http://www.saheliya.co.uk/>

<https://www.mecopp.org.uk/regional-links>

<https://www.samaritans.org/about-samaritans/media-guidelines/>

<http://www.cope-scotland.org/index.php/latest-blog/whit-s-happening-issue-11-1>

[www.cope-scotland.org/indew.php/videos/video/the-coorie-the-scottish-way-to-wellbeing](http://www.cope-scotland.org/indew.php/videos/video/the-coorie-the-scottish-way-to-wellbeing)

If you would like more info on the SAMH online learning available in Glasgow City as part of a Greater Glasgow & Clyde wide programme, please contact [jane.kelly3@ggc.scot.nhs.uk](mailto:jane.kelly3@ggc.scot.nhs.uk)

[www.mindthemen.co.uk](http://www.mindthemen.co.uk)

Time Out Scotland mental health peer support group - [www.timeoutscotland.org.uk](http://www.timeoutscotland.org.uk)

### Poll results from 50 responses:

**62%** said yes they'd like more information

**98%** said they'd like future events like this

**40%** said they'd identified something that they'd like support with

### Learning from the day:

**46%** taking away info re suicide contagion

**88%** taking away ideas/thoughts re supporting themselves or their team

**48%** taking away ideas about support to clients/people they support



### Future event topics suggested:

- Avoiding the stress of zoom fatigue
- How we support staff across partner organisations
- Gambling and impact on mental health
- Supporting people with additional support needs and English as a second language to access resources and supports
- Suicide contagion, the papageno effect and its implementation
- Supporting staff with issues and experience re suicide

**If you would like to discuss your organisations support needs**, please contact us at GCVS: [sheena.arthur@gcvs.org.uk](mailto:sheena.arthur@gcvs.org.uk) or **07944 688 301** for adult services, [suzie.scott@gcvs.org.uk](mailto:suzie.scott@gcvs.org.uk) for children and family services

## Youth

### **Al A Teen (for teenagers affected by others alcohol misuse)**

[al-anon.org/newcomers/teen-corneralateen/](http://al-anon.org/newcomers/teen-corneralateen/)

### **Article on COPE Scotland's website which maybe of interest**

[www.cope-scotland.org/index.php/latest-blog/being-young-in-lockdown](http://www.cope-scotland.org/index.php/latest-blog/being-young-in-lockdown)

### **Beat Eating Disorders**

[www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

Helpline: 0808 801 0677

Studentline: 0808 801 0811

Youthline: 0808 801 0711

### **Child Bereavement UK**

[www.childbereavementuk.org](http://www.childbereavementuk.org)

### **DRC Youth Project**

Provides free activities and support for young people aged 8-26. Specialise in youth employability and use holistic methods with CLD at the core Twitter: [@DRCYouthProject](https://twitter.com/DRCYouthProject)

### **G15 Youth Project**

Voluntary organisation based in Drumchapel Glasgow; support Youngsters aged 12-25  
[www.facebook.com/g15youth](https://www.facebook.com/g15youth)

### **How to Help an Addicted Parent**

[www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent](http://www.childrenssociety.org.uk/advice-hub/how-tohelp-an-addicted-parent)

### **Lifelink Youth**

T: 0141 552 4434

[www.lifelink.org.uk](http://www.lifelink.org.uk)

### **Papyrus**

A specific young people's suicide prevention charity

[papyrus-uk.org](http://papyrus-uk.org)

T: 0800 068 41 41

Text: 07860 039 967

### **Parent Helpline**

T: 0808 802 5544







### **Royston Youth Action**

Provide facilities for recreation, education or leisure time for young people, children and families residing or working in their area of operation.

**[roystonyouthaction.co.uk](http://roystonyouthaction.co.uk)**

### **Storm Break**

Aim to improve children's mental health through movement, equipping them with sustainable, transferable skills and coping strategies to thrive during the complex demands of growth into adult life.

**[www.stormbreak.org.uk](http://www.stormbreak.org.uk)**

### **Take Break Scotland**

**[takeabreakscotland.org.uk/applications/](http://takeabreakscotland.org.uk/applications/)**

Take a Break can accept applications from either a parent carer of a disabled child, or from a disabled young person in their own right

### **The Mix Helpline**

Life's tough, we know that. It can throw a lot your way and make it hard to know what to do with it all. So, welcome to The Mix. Whether you're 13, 25, or any age in between, we're here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud

thoughts you have. We give you the information and support you need to deal with it all. Because you can. Because you're awesome. We'll connect you to experts and your peers who'll give you the support and tools you need to take on any challenge you're facing – for everything from homelessness to finding a job, from money to mental health, from break-ups to drugs. We're a free and confidential multi-channel service. That means that you choose how you access our support, without the worry of anyone else finding out. Whether it be through our articles and video content online or our phone, email, peer to peer and counselling services – we put the control in your hands. You can even volunteer with us too.

**T: 0808 808 4994**

**[themix.org.uk](http://themix.org.uk)**

### **Young Minds**

**T: 0800 018 2138**

### **Young Minds' Parents Helpline**

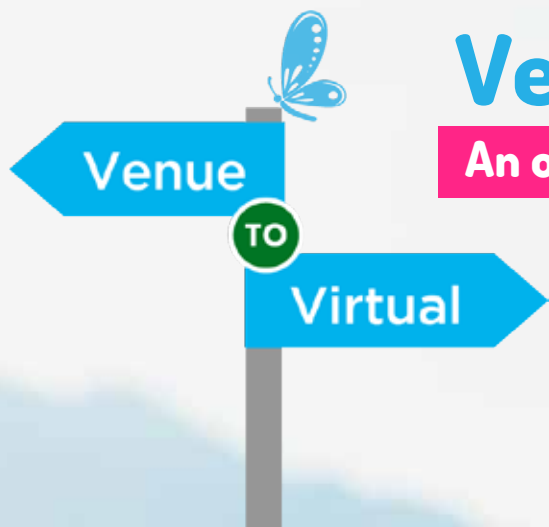
Available to offer advice to parents and carers worried about a child or young person under 25's behaviour, emotional wellbeing, or mental health condition

**[www.youngminds.org.uk](http://www.youngminds.org.uk)**

# Venue to Virtual 2021

An online event organised by Disabled Living

Week Commencing 1<sup>st</sup> March



FREE  
EVENT!

50+  
Exhibitors

Live Q&A  
Chat  
Facility



Dedicated to children & young adults with disabilities and additional needs, their families and all the professionals who support them.

For more information and to register for your free ticket visit: [www.kidzexhibitions.co.uk/venue-to-virtual/](http://www.kidzexhibitions.co.uk/venue-to-virtual/)

This event is proudly sponsored by:

**COSMOPOLITAN CARE**



**Disabled Living**  
Practical solutions supporting disabled adults, children & older people

[www.kidzexhibitions.co.uk](http://www.kidzexhibitions.co.uk)

[info@disabledliving.co.uk](mailto:info@disabledliving.co.uk)

0161 214 4592

Kidz to Adultz is a Trademark registered to Disabled Living. Registered charity no: 224742

# VENUE TO VIRTUAL IS BACK!

Venue to Virtual is proudly  
sponsored by:

**COSMOPOLITAN  
CARE** 



## Kidz to Adultz Venue to Virtual

**Free online event week commencing 1<sup>st</sup> March 2021**

**If you have or support a child with a disability or additional need (parent, carer or professional) then this FREE online event is totally dedicated to YOU.**

From week commencing 1 March, [Kidz to Adultz](#) Venue to Virtual is set to return with a host of exhibitors, services and discussions pertinent to children with disabilities and additional needs, their parents, carers and all professionals who support them.

By [registering for your free ticket](#), you will get unlimited access to all the wonderful exhibitors taking part.

Organised by the Kidz to Adultz Team at Disabled Living, the Venue to Virtual platform was developed following on from a massive influx of enquiries to their helplines from very anxious parents, carers and professionals on where they could access information on vital equipment, products and services to support them during these very uncertain times. A range of Facebook Live presentations from a number of companies and organisations (who would normally exhibit at our Kidz to Adultz 'face to face' events) took place during the first lockdown. The uptake of the streams highlighted the crucial need for people to be connected to disability specific businesses, products and services as these unprecedented times continued.



Ensuring parents, carers, professionals and more have access to the relevant information is what the Kidz to Adultz Team at Disabled Living do best. For the Team the most rewarding part has been the knowledge that they have still been key in supporting attendees of these virtual events in getting answers to those all-important questions, enabling access to the vital information they require for their child, or a child or young adult they support which can make their lives so much easier. This comes through clearly from all the wonderful feedback which has been absolutely priceless.

Boasting an array of companies, voluntary and support organisations, plus a large number of new exhibitors – and some familiar faces – there is a lot to look forward to this March. From custom made safe rooms, high sided beds and sleep areas; assistive technology; PA carer and payroll services; to learning opportunities for young people with learning difficulties; training opportunities; not to mention free, impartial equipment advice: Kidz to Adultz Venue to Virtual is the only event where you can find all of the above and more all in one place.

And, if the success of last year's Venue to Virtual is anything to go by, you won't want to miss the March instalment. A showguide including the full timetable of all the exhibitors taking part will be sent on to all those who register to attend in advance to help you plan and get the most out of the event.

***Registration is FREE for attendees. For more information and to register visit the Kidz to Adultz website [www.kidzexhibitions.co.uk/venue-to-virtual/](http://www.kidzexhibitions.co.uk/venue-to-virtual/)***

**Organised by the Kidz to Adultz Team, Disabled Living  
(registered charity no: 224742)**

**Tel:0161 214 4592 [Info@disabledliving.co.uk](mailto:Info@disabledliving.co.uk) [www.disabledliving.co.uk](http://www.disabledliving.co.uk)**



# Glasgow Police Scotland Youth Volunteers

## Newsletter

### PSYV

Welcome to the first edition of our Greater Glasgow Police Scotland Youth Volunteer newsletter.

Glasgow PSYV formed in 2014 and every year they have added to their success.

What started with a handful of young people volunteering in their community has expanded to over 140 young people aged between 13 – 17 years old. They are supported by adult volunteers, from all walks of life.

We now have groups in Glasgow South West, Glasgow North, Glasgow South and Glasgow East. East Dunbartonshire and East Renfrewshire.

Our newsletter is to celebrate the great work, commitment and dedication of our volunteers, especially during 2020 which was an extremely difficult year.

### Thank You

Without partnership working Glasgow PSYV would not be as successful as it is. Our young people are continually given fantastic opportunities by local communities, businesses and organisations.

We would like to give a special thank you to our Adult Volunteer Mark Don from the East Dunbartonshire group and the Company Shop, Renfrew who donated over 100 care packages during the pandemic which contained a variety of fresh produce and tinned goods. These were provided to Glasgow PSYV's most vulnerable members and their families.

Being able to provide this support during the unprecedented times that we were faced with in 2020 was extremely humbling.

We cannot thank you enough for affording us this opportunity and we look forward to working with you in the future.

Thank you from us all at Glasgow PSYV.

## 2020

2020 started off great for Glasgow Police Scotland Youth Volunteers with a range of diverse and exciting events planned for the forthcoming year. Then came the pandemic and quashed all the eagerly anticipated events our youths were looking forward to volunteering at.

Like everyone, our young people were struggling to adjust to their new way of life. Spirits were low, they could no longer volunteer their time, at a time their communities required it the most.

During the first lockdown the youths came together to find a way they could still reach out to the public, safely. They came up with some fantastic ideas. One of them was to donate their 2 way radios to the NHS to enable staff and families of Covid-19 patients to communicate safely and effectively.

Glasgow PSYV switched from face to face sessions to weekly virtual sessions. The youths were continually assessing and looking for ways in how they could assist their communities through volunteering virtually most of which was done through donating their own fundraising money to small, local, struggling charities.

This was a new way to operate and proved them to be extremely resourceful and resilient.

As soon as restrictions allowed and the relevant safety measures were put in place our youth volunteers were eager to get back out into their communities to volunteer their time and give back.

Over and above the virtual training sessions the youths volunteered a staggering 692 hours of their own time during the pandemic at over 35 volunteering events.



**Police Scotland**  
**Youth Volunteers**

## Supporting Policing Priorities

During the pandemic certain crime trends changed. Scamming/Bogus work and Bicycle thefts were rising.

In response to this the youth volunteers assisted with Police Scotland's bike marking initiative, they security marked over 750 bikes.

Our youth volunteers also visited over 500 homes to deliver crime prevention information.

This was done across the Glasgow, East Renfrewshire and East Dunbartonshire areas.

By taking part in these initiatives the youth volunteers are supporting their local policing teams while assisting with crime prevention and community safety.

I think you will agree the young people of Glasgow Police Scotland Youth volunteers go above and beyond to volunteer their own time to give back to their communities. Especially during 2020 which has been especially tough on the younger generation. They did not use this as an excuse, instead they reinvented themselves and altered the way they work in the most selfless manner by dedicating their own time to help keep their local communities safe during extremely testing times.





## AWARD WINNERS

“PSYV Greater Glasgow have done a tremendous job of flying our Fearless flag in Scotland by raising awareness of our 100% anonymous reporting service in a reachable, authentic way that other young people find accessible. They bring ideas, enthusiasm and real dedication to the role which, I believe, has contributed to Fearless Scotland’s massive growth this past year. I could not be happier that their efforts were recognised when they were crowned our Crime stoppers Youth Volunteers of the Year.”

**Lyndsay McDade |  
Senior Youth Projects  
Officer**



## Our Youth Volunteers are our greatest success

There are so many good news and success stories over the last year which is a great testament to all the youth volunteers' hard work. We have had youths move into university, college, health sector, care sector and employment as they continue their success after PSYV which is fantastic for to see.

Six youth and adult volunteers from our Glasgow groups are participating along with other young scots and international students in a yearlong course run by IT firm, Cisco systems. On completion of the study period, which also has the backing of Glasgow Caledonian University and Scotland Women in Technology (SWiT), participants will receive a Cisco qualification which can provide a direct route into the technology industry.

Well done to everyone involved!

In early 2020 Senior Youth Volunteer Liam Dougan from our Glasgow South group secured himself a job with Police Scotland, working as a call handler in the control Room at Govan. It is fantastic to see him continue his Police Scotland journey and we all wish him the best in his future career.

Well done Liam!

Liam Harvey Senior Youth Volunteer from our Glasgow North group is one of many success stories from Glasgow PSYV. Liam's determination has taken him to being employed in the Police Scotland control room to recently being successful in his ultimate goal to become a Police Officer where his journey will continue in 2021 at the Scottish Police College, Tulliallan.

Good Luck Liam!

## ADULT VOLUNTEERS



Our Adult Volunteers are the foundation and pillars of support for the young people in PSYV. Here is a testimony from one of our Glasgow East Adult Volunteers.

“I joined PSYV as I was looking for a worthwhile volunteering opportunity.

Since doing so I have experienced a lot about Police Scotland and the great work they do within the community.

I have enjoyed every moment of it. I feel it gives you a very rewarding feeling knowing that you may in some way make a difference towards the community and the youths we work with.

I am privileged to be part of the PSYV family”

Lesley

## Quotes from our Partners

“A huge thank you to Police Scotland Youth Volunteers for their wonderful donation of Easter eggs this year. These chocolate treats truly helped to bring a little bit of brightness to the families who were residing at the House at the time.

Since the outbreak of the Covid-19 pandemic, all our lives have changed, and the uncertainty surrounding us all just now can definitely feel daunting. The families who have stayed and are currently staying with us are facing the challenges of Covid-19 on top of their own uncertain and exceptionally difficult times and such lovely donations like these make those hard days just a little bit brighter so thank you.”

Sophie Coyle

Ronald McDonald House



From Carol Burt-Wilson MBE - I Am Me Scotland charity founder and project manager.

'Keep Safe is a partnership initiative with Police Scotland and community charity I Am Me Scotland. Glasgow Police Scotland Youth Volunteers (PSYV) have been a fantastic support in assisting with the annual checks to ensure Keep Safe places have the stickers on display. In addition to this, the group have been supporting the initiative by helping to identify potential new Keep Safe places and by providing information about the initiative. Thank you to all volunteers for your incredible support and we look forward to working with you in 2021.'

"... I would like to say a big thank you to everyone at PSYV for the donation as this has been a very tough year and it will make a difference to our charity and to the independence of people who need Guide Dogs..."

Lyn Hetherington

## Oatlands Allotments

"The young people, adult volunteers and co-ordinators at the Glasgow Police Scotland Youth Volunteers whose energy and enthusiasm made this project the success it was...it also inspired other members of the allotment association to join in with the works and bring further value to the site. Despite atrocious weather on several of the work party dates, the young people from PSYV showed their commitment and desire to see the project completed and deserve credit for their application and attitude towards the project"

## Bellahouston Allotments

"The Food Growing Team at GCC were delighted to welcome Glasgow PSYV as ploholders at Bellahouston Demonstration Garden earlier in 2020 after their welcome contribution to Oatlands Gate Allotments. We trust that the plot will allow the young people to become further engaged with their environment and the benefits gained from outdoor activities and accessing healthy locally grown produce. The Demonstration Garden supports a variety of specific needs groups in a safe and secure setting and we believe the welcome addition of some enthusiastic young people will only enhance the garden further. We look forward to the loosening of restrictions in 2021 so PSYV can have another "fruitful" year"

Sandy Paterson

“Thank you so much to Glasgow Police Scotland Youth Volunteers for their donation of £100 in gift vouchers. This has been a difficult year with many families left struggling to manage. This donation has enabled parents and carers to buy gifts for Christmas morning and spread some much needed cheer this year. We wouldn't be able to do this without the support of others and being part of such an amazing community really does make all the difference!

Thanks so much again, your support is invaluable in helping us to support children and families.”

Suzy Blair  
With Kids

## Thank you for taking the time to read our newsletter

Further information in relation to PSYV can be found on the Police Scotland Website via following link.

<https://www.scotland.police.uk/recruitment/police-scotland-youth-volunteers/>

At the moment our recruitment process is currently closed due to ongoing Covid 19 restrictions as we adhere to government guidelines. When safe to do so recruitment will commence and information can be found via Campus Police Officers or the Greater Glasgow Police Facebook page.

If you need any further information please contact  
[GreaterGlasgowPSYV@scotland.pnn.police.uk](mailto:GreaterGlasgowPSYV@scotland.pnn.police.uk)

Our next newsletter will be released in April/May



Police Scotland  
Youth Volunteers

# Glasgow's Young Persons

## Guarantee

Are you...

- \* Aged 16-24?
- \* Not currently in employment, education or training?
- \* Interested in volunteering with ongoing support?

**VOLU**

Get the most out of  
**Glasgowlife**<sup>™</sup>



Glasgow  
Council  
for the  
Voluntary  
Sector

# HARD FACTS



**400+**  
VOLUNTEER OPPORTUNITIES  
ACROSS SCOTLAND

**150+**  
CHARITY PARTNERS  
ACROSS SCOTLAND



**76%**  
OF VOLUNTEERS BENEFIT  
FROM THE SUPPORT OF  
A MENTOR



**65%**  
OF VOLUNTEERS FACE  
BARRIERS TO EMPLOYMENT,  
TRAINING OR FURTHER  
EDUCATION



**77%**  
OF OUR VOLUNTEERS  
CONTINUE ON TO  
EMPLOYMENT, EDUCATION  
OR TRAINING



**3 MILLION+**  
VOLUNTEERING HOURS  
SINCE 2005



# FACTSHEET

## VOLUNTEERING



PROJECTSCOTLAND

# GET ON IN LIFE THROUGH VOLUNTEERING

How do you dazzle future employers, become a superstar in your community, and have fun? Volunteer with ProjectScotland of course!

We work with charities all over Scotland to create a range of volunteering roles for young people. Whatever experience you're looking for, we're here to help you get on in life.

## WHO CAN APPLY?

- Are you aged 16-30?
- Do you live in Scotland?
- Are you available for 20-30 hours per week (Mon-Fri) for 3 months?
- Do you want to learn new skills, enhance your CV, and be extra-awesome?

If your answers are yes, then you're exactly who we're looking for. If you're claiming benefits, don't worry, they won't be affected.

## WHERE WILL VOLUNTEERING TAKE ME?

It's up to you. Volunteering could launch your dream career, reveal new talents, and grow your confidence. In fact, everything short of actual super powers.

We have opportunities across Scotland in sectors like the arts, sports, youth work, the environment, and animal care. You could be writing articles, planting trees, playing sports, tweeting tweets, helping people, or cuddling cats. You name it, we've got it!\*

## WHAT SUPPORT WILL I GET?

We're here every step of the way to make sure you get the most from your experience.

### MENTORING

We'll offer you a Mentor to help you to think about your experience, identify the things you've learned, and explore your next steps. They generally provide a brain to pick and an ear to listen.

### TRAVEL EXPENSES

We'll ensure you won't be out of pocket from volunteering.

### LINE MANAGER AT YOUR PLACEMENT

We'll make sure you have a manager at your placement to show you the ropes. They will be on hand to offer guidance, and make sure you've got everything you need.

\*Unless you want to teach clowns to salsa, that's just weird.



“

**I DIDN'T KNOW THESE KIND OF OPPORTUNITIES EXISTED, I'M DOING THINGS THAT WILL HELP ME GET WHERE I WANT TO BE.**

Rhiannon Wright | Volunteer Museum Designer, Frigate Unicorn

”

## SIGN ME UP!

☎ 0131 281 7364

✉ info@projectscotland.co.uk

[WWW.PROJECTSCOTLAND.CO.UK/VOLUNTEERS](http://WWW.PROJECTSCOTLAND.CO.UK/VOLUNTEERS)

ProjectScotland is a Scottish registered charity (SC035464) and is a company limited by guarantee (SC267476) with its registered office at Hayweight House, 23 Lauriston Street, Edinburgh, EH3 9DQ.



# Wee steps can make a **big difference**

## Tips for journaling



### What is journaling?

There are many kinds of journals. The tips here are for journaling which can help setting goals to support wellbeing and capture your own thoughts in a way which helps you get to know yourself better. Journaling means writing down how you are feeling, or what you are thinking. When we put pen to paper and see something written before us, it can often make it easier to understand what we are thinking and may help us begin to work through what we need to do to help regain a sense of balance and wellbeing.



### Journaling in therapy

Some people experiencing particular challenges e.g., around trauma may find journaling useful. However, please note, this is something best done with professional support. While using journals for some lifestyle changes or choices, or for improving is something which we can do ourselves. Using journaling in a therapeutic way can bring up many emotions and feelings and its important you have appropriate support from someone who is qualified and experienced enough to help you work through this.

### Journaling and goal setting

How often do we say, we want to be happier, more confident, feel better? But what does that actually mean? What would we be doing, saying, thinking, how would we be responding to others and situations in our life if we were happier, more confident, felt better? Journaling is a way to help us to look at where we are now, and where we want to be, it can also help us plan and keep a record of our progress towards achieving what matters to us in a way we can see, touch, feel, measure. This wee piece may be helpful [www.cope-scotland.org/index.php/latest-blog/have-fun-achieving-what-matters-to-you](http://www.cope-scotland.org/index.php/latest-blog/have-fun-achieving-what-matters-to-you) It offers a tool to help set goals.

### Making journaling a Habit

The more we journal, the more we may find it useful in helping us to achieve our goals. These can be, around improving wellbeing, planning for a career change, moving to a new house, moving to a new country, dealing with a problem or challenge, understanding ourselves better. Whatever the goal is we have decided will be better for our lives. However, this takes time and a change in our routine to make time for this to become a regular part of our day. This piece may be helpful. [www.cope-scotland.org/index.php/latest-blog/healthy-routines-lead-to-healthier-habits](http://www.cope-scotland.org/index.php/latest-blog/healthy-routines-lead-to-healthier-habits) This may also be a useful piece around tips for problem solving. [www.cope-scotland.org/index.php/latest-blog/there-are-things-which-are-an-inconveniencethen-there-are-problems](http://www.cope-scotland.org/index.php/latest-blog/there-are-things-which-are-an-inconveniencethen-there-are-problems)

### Tips for journaling act

Most of us, if not all of us can usually offer many reasons why something didn't happen. Or feel defensive if perhaps someone says something which to them was neutral, but triggers something in us we react to and may be even feel hostile about. In journaling we may find we write something which requires us to take a step back and think 'oh, okay, maybe I do have more choices and have used excuses, or blame to stay stuck' remember, if you have something which you need to work through seek counselling. These tips are for self-management. To help 'own it' use 'I' as in 'I feel' 'I think' 'I want' also to help us move towards what we are wanting to achieve, use terms which suggest it's happening now e.g. 'Now I am visioning this great new job and how much more valued I feel, I am so excited' Making your dreams come true need action, so after each session capture even in a couple of sentences, how you feel after doing your journaling today and what action or next steps you plan to take towards the vision you want to achieve.



## Journaling and motivation

Working towards change does take effort, and sometimes we may feel we can't be bothered, it's too hard, it's not happening, another challenge has cropped up. Our journals are a reminder of how far we have come. Why we are doing this and can also capture what we learned to overcome when our motivation slipped. We don't have to do it all at once, and we don't have to have it all done by tomorrow. Small measured considered steps help us work towards what we want to achieve at our pace. Our visualisations when captured in our journal offer us something to reflect on why the effort just now matters and what the benefits shall be for the future.

### Visualisation and journaling

To help clear your mind so you can focus on what you want to visualise you may want to try some relaxation technique or some breathing exercises. Find one which works for you. These are two examples [www.cope-scotland.org/index.php/videos/video/relaxation-in-just-3-minutes](http://www.cope-scotland.org/index.php/videos/video/relaxation-in-just-3-minutes) and [www.cope-scotland.org/index.php/videos/video/using-the-senses-to-relax](http://www.cope-scotland.org/index.php/videos/video/using-the-senses-to-relax) Even 5 or 10 minutes a day can make a big difference over time. Do this before you journal or visualise in your mind the change you want to see. It maybe you are enjoying packing up to move to a new home, picking colours for the décor. It maybe you have moved on from a relationship which was not healthy for you. You see yourself free, confident, making the choices which matter for your wellbeing. The focus is one of positivity, imagine it like a film of how you want your life to be as if it was already happening. The using the senses to relax video is helpful in becoming aware of all of our senses so when we visualise the way we want our life to be we can add as much detail as possible. Which we then capture in our journal. Imagine you have succeeded, what that looks like. This is why setting goals for what we want to achieve matter so we set goals which are achievable and something we can see ourselves working towards.

### Writing as a meditation

Some people may call it journaling, some may call it meditation. There are many kinds of meditation, there is meditation associated with Mindfulness. You may find this site useful [www.freemindfulness.org/download](http://www.freemindfulness.org/download) There is also a piece on this website around tips for living mindfully. [www.cope-scotland.org/index.php/latest-blog/tips-for-living-mindfully](http://www.cope-scotland.org/index.php/latest-blog/tips-for-living-mindfully) However, there is also a form of meditation called visualisations meditation. Journaling can be used as a tool to help support this.

### Tips for journaling Time

Make time where you can do this without being distracted or concerned someone may see what you are writing. Your journal is private, its yours. Even in therapy you may discuss if you want, what is in your journal, but you don't feel obliged to hand it over. This is your private space where you can write what you are thinking and how that makes you feel. Try and build in time each day not only to write in your journal, but also to have the space to read, and reflect on what you have written. There are many ways to journal, find a way that works for you. If you are using journaling therapeutically don't feel you need to write about the traumatic event, its your journal, its about what is right for you in this moment.

### Tips for journaling purpose

Take some time to think what it is you want to write about, what is it you hope to achieve and take time to do this. If when you write it down it doesn't look right, no problem change it, the clearer we are on what we want to move towards the more energy we have to invest in taking those steps. This is why making space to feel calm and visualise the outcome you are seeking matters. Don't worry if at times your mind and your writing wanders, that's always something to be curious about later. This is why building in space to reflect matter and learning to be mindful so we can respond to what we see written in a way that is helpful for us.

Produced by COPE Scotland  
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Funded by Glasgow  
Communities Fund

# “Don’t Quit”

When things go wrong, as they sometimes will,  
When the road you’re trudging seems all uphill,  
When the funds are low but the debts are high,  
And you want to smile but you have to sigh,  
When care is pressing you down a bit,  
Rest if you must, but don’t you quit.

Life is strange with its twists and turns,  
As every one of us sometimes learns,  
And many failures turn about  
When we might have won had we stuck it out.  
Don’t give up though the pace seems slow –  
You may succeed with another blow.

Success is failure turned inside out –  
The silver tint of the clouds of doubt,  
You can never tell how close you are,  
It may be near when it seems so far;  
So stick to the fight when you’re hardest hit –  
It’s when things seem worst that you must not quit.

**Edgar A. Guest**