

'WHIT'S HAPPENING!'

GETTIN INTAE AUTUMN N WINTER
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PLEASE IF YOU CAN,
DOWNLOAD THE PROTECT
SCOTLAND APP
PROTECT.SCOT

If you are a British Sign Language user 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

Produced by COPE Scotland www.cope-scotland.org @COPEScotland
During the COVID19 Pandemic its more important than ever, we all look out for each other wherever we live. Due to changes in funding some services maybe changed, please contact them directly for their current position thank you also with COVID19 things may change so contact them directly for latest updates,

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If you notice any errors or omissions please email 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"> 1 Latest information and guidance about coronavirus 2 Advice about illnesses and conditions, including symptom checkers. 3 Find local services and opening times | NHS Inform |
|  | <p>With physical distancing measures in place:</p> <ol style="list-style-type: none"> 1 Provide repeat prescription request/collection service 2 Dispense your prescription 3 Help if you run out of your repeat prescription 4 Give advice about medicines and treating many minor complaints | Pharmacist |
|  | 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. | GP Practice |
|  | <p>General information about coronavirus when you are well 0800 029 2154</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> | NHS 24 |
|  | <p>For urgent dental care during the day telephone your usual dental practice.</p> <p>If you are not registered, visit www.nhsinform.scot 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> | Dentist |
|  | 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 www.parentclub.scot | Social Care |
|  | <p>For tips on looking after your mental wellbeing during these uncertain times: www.clearyourhead.scot</p> <p>Information about mental health services visit NHS Inform/wellbeing or call Breathing Space on 0800 83 85 87</p> | Mental Well-being |
|  | <ul style="list-style-type: none"> • Severe injury • Suspected heart attack or stroke • Breathing difficulties • Severe bleeding | A&E or 999 |

If you're not sure where to go or who to see visit: 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
#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
- www.gov.scot/publications/coronavirus-covid-19-getting-tested
- www.gov.scot/publications/coronavirus-covid-19-getting-tested/pages/arrange-a-test/

Coronavirus (COVID-19): advice for employers and employees

www.acas.org.uk/coronavirus

Self-isolating support grant

www.gov.scot/news/new-grant-for-those-self-isolating

Guidance for the safe use of places of worship

www.gov.scot/publications/coronavirus-covid-19-phase-3-guidance-for-the-safe-use-of-places-of-worship/

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/

Useful information for parents and families during COVID19 pandemic

www.parentclub.scot/topics/coronavirus

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

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

Reducing Gambling Harm in Glasgow

A Community Conversation

The Health and Social Care Alliance (The ALLIANCE)
Zoom Meeting, Thursday 6th August 2020, 18.30- 20.30
Event Report

Welcome and introductions

Will Griffiths, the ALLIANCE

Will welcomed everyone and ran through the event housekeeping rules. The group agreed to an ALLIANCE co-facilitator taking notes during the event. These would be written up as a report, shared with those attending and posted on the ALLIANCE website following the event; identifiable information would not be report. Will introduced Michelle Gillies from the Scottish Public Health Network who would be speaking about a project in Glasgow to tackle gambling harms.

The event was attended by six people with direct lived experience of gambling harms and two social reporters. A member of the RCA Trust, a local treatment provider, was on stand-by to support anyone who felt affected by the discussion; people were signposted to the telephone contact in the event chatbox. Will shared with the group that he was SafeTalk and Scottish Mental Health First Aid trained.

Will described the ALLIANCE's role in leading a national programme of work to support the involvement of experts by experience in the National Strategy to Reduce Gambling Harms in Scotland.

The ALLIANCE are also leading on engaging people and communities in a local project to tackle gambling harms in the City of Glasgow. This was the first engagement event for the project, referred to as 'the Glasgow Project'.

The aim of the event was to bring together local people with lived experience of gambling harms to hear about the Glasgow project so that they could decide if, and how, they might like to get involved and have a 'What matters to you?' conversation about tackling gambling harms in the City.

¹ The social reporters were people without direct lived experience of gambling harm, but who have close contact with people with lived experience through the work they do. They attended the event to present the views of the people they work with, who wanted to share their views, but who did not wish to attend the event as doing so would identify them as experiencing gambling harm.

The Glasgow Project

Michelle Gillies, Scottish Public Health Network

Michelle shared a PowerPoint presentation with an overview of the Glasgow project. This is 3-year project that will use a 'Whole System Approach' to understand how people and communities in the City experience gambling harms and decide what actions we could take collectively to tackle them. The project is funded from settlement funds, agreed by the Gambling Commission, the UK gambling regulator. The project will look at all the factors that influence a person or communities experience of gambling harm rather than focus on individual gambling behaviours.

The project team have started collecting information to understand the ways in which people and communities are affected by gambling harms in Glasgow, to look at what the evidence tells us works in tackling gambling harms and to map what is already being done. This information will be used to help create a shared understanding of the problem and find solutions. Actions to tackle gambling harm will be agreed based on local needs and priorities. These will be tested and evaluated. The learning will be shared to help others working to tackle gambling harms or using the whole system approach to tackle other complex problems, for example obesity.

The project is looking for experts by experience to work alongside experts in policy, practice and research, sharing their ideas, insights and perspectives. Michelle said people can get involved in various ways depending on what they are comfortable with. She stressed that gambling harms is just one part of a person's story and the project team value all of an expert's experiences of growing up, living, studying, working and playing in Glasgow.

The group were asked if they had any questions or comments about the presentation or project. These are summarised below.

Are any education bodies in Glasgow involved in the project?

Michelle said that an elected member from Glasgow City Council who sits on the project advisory board has been in contact with Schools and Learning at Glasgow City Council. Michelle agreed that educational settings are important when thinking about prevention and early intervention opportunities.

How much will the Gambling Commission influence the project and what level of interaction will there be with them?

Michelle clarified that the Commission are the UK gambling regulator. The project was funded through a Regulatory Settlement approved by the Commission; this is money that has been taken from industry in fines, not funding from the voluntary levy. The funding application submitted to the Gambling Commission outlined what the project intends to achieve and some key milestones, but the project team have a lot of scope around the 'how'. For example, the project will produce an action plan to tackle gambling harms in the City. The Gambling Commission will have no influence over what is in this action plan; the action plan will be coproduced by local people and communities and partners and will reflect local needs and priorities. The Commission support the project. It has been called a 'pathfinder' in the National Strategy to Reduce Gambling Harms in Scotland. Michelle said that if local experts by experience felt they would like to arrange a session to engage directly with the Gambling Commission it would be possible to do so as part of the work of the project.

What outputs will there be from the project?

Michelle clarified that there will be a number of outputs from the project with the most important being the local action plan with agreed actions to tackle gambling harms across the whole system that are co-owned by partners. It will be important that we capture all of the learning from the process of making the action plan, not just any changes that happen as a result of the action plan being put in place, to understand what works and make sure the learning is shared more widely.

Who are the important local actors to influence?

Michelle confirmed that local supporters of this project include elected members and policy officers from the Glasgow City Council, representatives from the local Health and Social Care Partnership (HSCP), NHS, Community Planning Partnership (which includes community justice), Glasgow City Licensing board, academics from the University of Glasgow and the ALLIANCE as well as other local charities. Those sitting on the Project Advisory Board will help us access other people and organisations we need to influence and work with, from across the whole system. As the project develops, we hope to expand the network of people interested in tackling gambling harms locally and nationally.

How does the Glasgow project relate to Scotland Reducing Gambling Harms?

Will noted the Scotland Reducing Gambling Harms is a national project led by the ALLIANCE which will support and influence the Glasgow project, but the projects are separate. The Glasgow project is a great opportunity to do something in local. It is the first project of this kind in Scotland. Similar work is happening in Manchester.

Gambling is a class issue. Will it be recognised as such?

[Context: A participant described a disadvantaged area of Glasgow with a population of 41,000 that has 21 bookmakers, 2 arcades, 2 bingo halls and 2 pawn shops; an affluent area, with the same population, had only 2 bookmakers. The participant described this as evidence that the gambling industry is ahead of legislators and targeting vulnerable populations and issued a call for action].

Michelle described evidence of gambling harms disproportionately affecting disadvantaged people and communities, including the clustering of 'environmental bads' in disadvantaged areas of Glasgow. She said the Fairer Scotland Duty places a responsibility on all statutory agencies think about inequalities in decision making. Tackling inequalities is a key national public health priority. The Scottish Public Health Network are part of the new national public health agency, Public Health Scotland. Framing gambling harms as an inequalities issue is important.

What change is possible when so much tax revenue is generated from gambling?

[Context: Discussion around gaming machines in pubs and licensed premises]

Michelle said that licensing of land-based premises is complex and noted devolved powers are limited. Under the current legislation, Licensing Boards in Scotland do not have powers of enforcement or compliance and the Act 'aims to permit' gambling so approaches licensing boards and public health teams might use in response to licensing applications where there is evidence of overprovision in relation to alcohol can't be used for gambling. There are new approaches emerging, for example Newham have used a cumulative impact approach to address clustering of land-based bookmakers, but these can face costly legal challenge.

Which members of Glasgow Licensing Board are involved in the project?

Michelle said that Gillian McNaught, Senior Solicitor with the City of Glasgow Licensing Board sits on the Project Advisory Board. A number of policy officers and elected members from the City Council, who sit on a wide range of Committees are also involved, including Cllr Christie, Cllr Ferns and Cllr Hunter.

How would the project be affected by a review of the 2005 Gambling Act?

Michelle noted that although there was political commitment to review the 2005 Gambling Act a timeline had not been set. She said an advantage of the whole system approach is that it lets you to look at how changes in one part of the system, like new legislation, might affect other parts of the system and adapt in response.

Group discussion: key themes

Will introduced the 'Jigsaw lid', which was developed by COPE Scotland as a tool to capture and visualise themes arising from discussions between key stakeholders. The group were asked 'What matters to You?' in tackling gambling harms. Will explained that a Jigsaw lid of the key themes from the discussion would be made and shared with the group after the event. During the project there would be opportunities to carry out a similar exercise with other stakeholder groups and compare lids to help create a shared understanding of the perspectives of different stakeholders. Below are the key themes and messages that came up during this discussion.

The role of Experts by Experience

All participants agreed that experts by experience have an important role to play in reducing gambling harms, from prevention and education through to help, support and treatment. As an example, the "When the fun stops, stop" public awareness campaign was felt to be insensitive and ineffective; public information messages co-designed by experts by experience would be more likely to resonate with people experiencing harm. It was suggested that storytelling, through various media including the arts, could be used in school and educational settings to raise awareness of gambling harms. Sharing stories and supporting others to do so was seen a key step in a recovery journey for some people who have experienced harm. There was agreement of the importance of the experiences of those affected by the gambling of others, but a challenge engaging those people with shame and stigma being a significant barrier. The importance of involving experts by experience in all activities, from research through to policy and legislation, was noted.

Pathways to help, support and treatment

Societal awareness of the harm gambling can cause was felt to be low. It was noted that people experiencing gambling harms do not always know how to access help and support; for some stigma was identified as a barrier to doing so. It was noted that health and social care professionals do not screen for gambling problems and their awareness of the range of harms gambling can cause and pathways to help, support and treatment, is also low. Raising awareness of gambling harms with staff in primary care and mental health service providers was identified as a priority area. One participant described being mis-diagnosed by four different psychiatrists who failed to recognise that their mood swings were correlated to their gambling wins and losses. Participants described people affected by gambling harms being sent from pillar to post without having their needs met; community link workers were identified as having a potentially important role to play in addressing this. The lack of specialist treatment available in Scotland was highlighted; it was necessary for some people to travel to London to access specialist treatment. Ringfenced NHS funding for specialist treatment and public information campaigns was called for.

Meeting whole family needs

Gambling was recognised as a cause and consequence of adverse childhood experiences. The group agreed on the need to take a whole person, trauma informed approach to meeting the needs of people who have experienced gambling harms in all settings; examples of trauma informed practice in health care and education settings in Glasgow were given and a challenge laid down as to how this could be scaled across the City. The ripple effect of gambling harms highlighted the need for whole family care. The impact of gambling harms on wider communities, as a cause and consequence of inequalities, was also stressed.

Education

Preventing gambling harms through education was identified as a priority. The group debated the most effective way to deliver this for children and young people who were identified as a key group; one participant noted the existing evidence base in this area was limited. There was broad agreement that experts by experience could play a valuable role in sharing their stories to highlight the risks and harms associated with gambling. It was recognised that educational messages must be age appropriate; the age group 15 – 16 years old was identified as being an age at which young people could understand hard-hitting stories from experts by experience and those stories may influence their decision making given young people are not yet (legally) able to gamble at this age. The group discussed whether talks from experts by experience or information embedded in the wider school curriculum would be more effective. It was suggested that workshops to promote awareness, understanding and compassion could be delivered in schools. It was felt to be important that all preventative interventions take account of the wider societal context, including the normalisation and glamorisation of gambling by the industry; the importance of de-glamorising gambling was emphasised by all participants. The need to educate parents about the risk and harms associated with children and young people gambling was raised.

Children and young people

The group recognised gambling as a cause and consequence of adverse childhood experiences. Concerns were expressed over the normalisation of gambling and the impact of this on children and young people. The interface between gaming and gambling was seen as important. As well as being exposed to gambling products such as loot boxes, children and young people were said to be exposed to gambling advertising and sports sponsorship, and gambling-style products that reinforce potentially harmful behaviours; access to machines in high street arcades were given as an example. Glasgow was recognised as a City with a large student population; students were identified as vulnerable to gambling harms group (transitional point in their life, often away from home and with some disposable income) and often targeted by the gambling industry. Students were seen as a priority group to target.

Harmful products – machine gaming

The widespread availability of machine gambling was discussed. One participant described 22.5% of incomes from pubs being generated by fixed odds betting terminals (FOBT) machines. These machines were described as pervasive in settings beyond bookmakers, such as service stations and high street arcades. The risks and harms associated with these machines was highlighted with the participant describing £5 million per day being lost to fixed odds betting terminals in Scotland.

Licensing

The group considered the role of licensing, particularly in relation to machine gaming. This was recognised as a complex legal area with low awareness among the public and other key stakeholders about how licensing works in relation to gambling; this was clearly identified as a barrier to citizens and in particular, people and communities affected by gambling harm to engage in the process. The limited powers of enforcement and compliance in Scotland were noted. The group felt that it would be useful to hear from the local Licensing Board to understand how licensing works. The potential for experts by experience to work with licensing boards to build the evidence base and make the case for change was noted. It was recognised that local licensing boards had no powers over online gambling which is regulated by the Gambling Commission. Some participants identified opportunities to raise issues directly with the Gambling Commission through the Gambling Commission's Expert by Experience group.

Research

The group agreed that there is a need to build the evidence base around gambling harms and how to tackle these. The social and economic costs of gambling were identified as a key area to explore; examples of metrics that could be used to capture the economic costs of gambling included benefit claims. Glasgow was noted to be a centre of excellence in gambling research with examples given of the mapping work that showed clustering of 'environmental bads' in disadvantaged areas. All agreed that experts by experience should have a role in co-designing and co-producing research to inform policy and practice.

Closing statement

Michelle thanked everyone for being so generous in sharing their time and for their honesty and openness sharing their insights and experiences. The areas the group felt were important in tackling gambling harms would be explored further. Many of these, for example pathways to help, support and treatment had also been identified by other key stakeholders as priority areas for action.

Michelle said that there would be lots of opportunities for people to get involved in the project in different ways. She said that it would be important for people to think carefully about what they'd feel comfortable with. She also said it would be important to manage expectations. The project will be working with experts by experience as well as experts in policy, practice and research – everyone's voice should be heard. The project might identify some actions that are 'quick wins' but some will be longer term goals. Some areas identified as priorities for action at the event are outside of our control locally; legislation does not lie with the City Council or even the Scottish Government. This does not mean we can do nothing. We can work together to build an evidence base to argue for change.

Next steps and close

Will thanked all the people that attended the event and outlined the next steps:

- A note of meeting will be shared with Michelle's presentation slides.
- The ALLIANCE will follow up with everyone to see if they would to be involved in the project going forward and explore how.

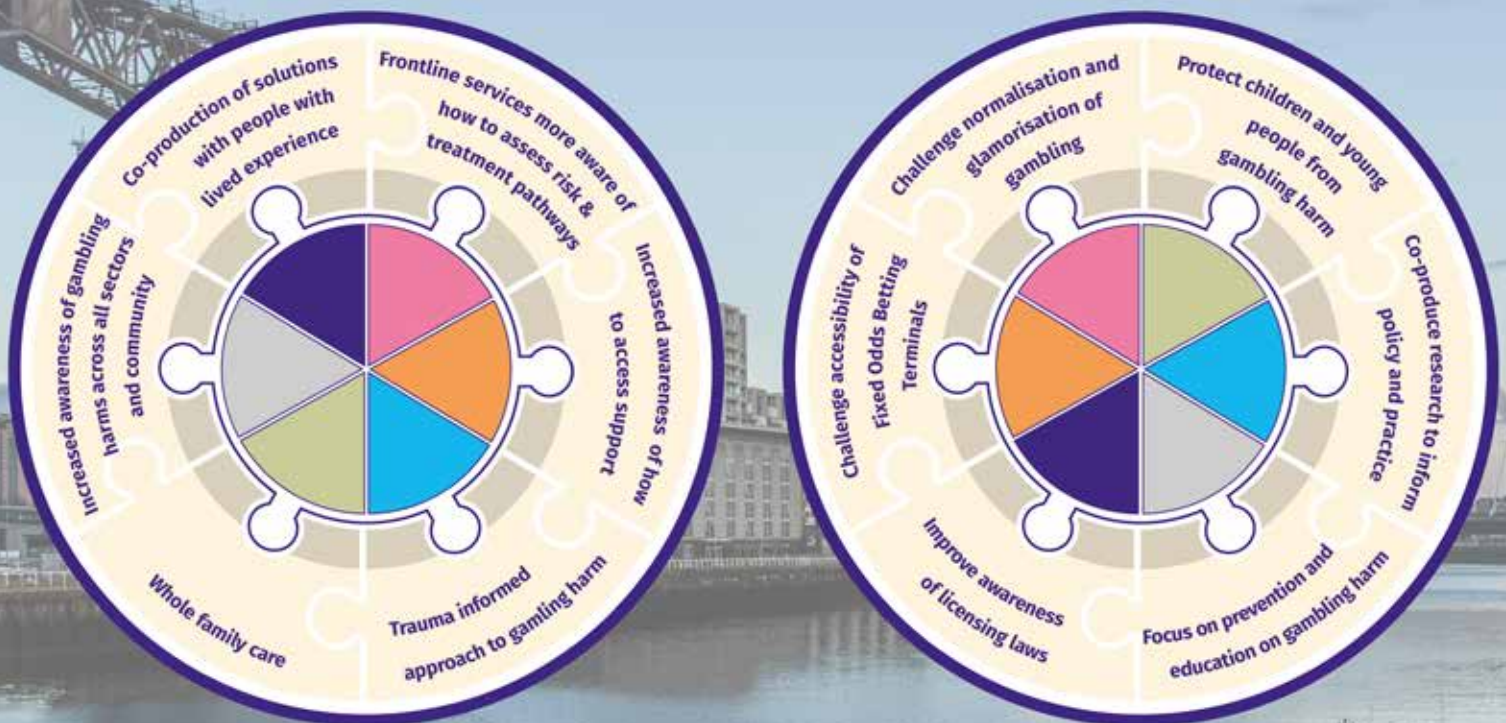
Everyone attending was invited to email Will if they have any thoughts of ideas they'd like to share about the project [william.griffiths@alliance-scotland.org.uk]

Appendix

Process for recruiting for the event

People were recruited for the event by publicising the opportunity to take part on the ALLIANCE webpage and sharing this link throughout the ALLIANCE's membership, key contacts working on reducing gambling harm and promoting on social media. Members of a Glasgow project working group on Equalities, Engagement and Experience were asked to share the event through their networks. A press release was also produced and shared with key Glasgow media institutions. COPE Scotland produced a postcard invitation to the event that was shared through their networks and through their Whit's Happening Magazine.

Attendees would approach the ALLIANCE as event organiser and ask to be part of the event. Informed consent to take part was obtained through email in line with the ALLIANCE's Privacy Policy.³



REDUCING GAMBLING HARM IN GLASGOW A COMMUNITY CONVERSATION JIGSAW LID



Future events to explore Gambling Harms

The first 'Come Chat With Me' zoom session is on **19th November, 6.30pm-8pm**. This is a friendly relaxed space to talk about what we can do to help reduce gambling harms.

An invitation to return and explore the issues which came up in the Alliance 2020 workshop on Encouraging community conversations in reducing gambling harms. And see where we go next **23rd Nov 10am-11.30am**.

Recover Me

COPE Scotland is delighted to be partnering with Recover Me, to explore how we can make the new app available as a pilot here in Glasgow. Those taking part would have free access to the APP as part of the pilot which we hope to launch during Safer Gambling week 2020. The programme we know of so far for this week includes:

- The launch of the Recover Me App here in Glasgow
- The first come chat with me zoom session to have a relaxed conversation around what we can do to help achieve the goals we recognise as needed to have a gambling harms safer community
- An invitation for those who attended the event during Alliance 2020 and anyone else interested in gambling harms to look at the emerging action plan and what we can do collectively to achieve the goals people have recognised as needed to reduce gambling harms

For more information on any of the above please email hilda@cope-scotland.org

The Alliance Humans of Scotland are sharing pieces offered by people with lived experience of gambling harms. These stories are quite inspirational and can be found at:

www.alliance-scotland.org.uk/humansofscotland/

RecoverMe Press Release

RecoverMe is available to download on the Google Play and App Store.

RecoverMe is a mHealth app that empowers individuals to manage their gambling addiction. It is available on Android and iOS devices.



RecoverMe is a novel mobile health app that offers individuals an opportunity to manage a gambling addiction from their pocket. It is launching today and will be available on Android and iOS devices.

LONDON - 12TH October 2020 - RecoverMe is now available to download for each one of those 2.4 million individuals in the UK who are either at risk or already suffering from gambling related harm. The app has an extensive research base as it delivers Cognitive Behavioural Therapy (CBT). CBT works by empowering individuals to reflect on their own gambling habits and develop tools to challenge their thoughts and feelings around gambling. CBT is one of the most effective treatment options to manage a gambling addiction with 80% of those seeking help at the National Gambling Clinic becoming gamble free on completion. Additionally, the app delivers a number of Mindfulness sessions which improve emotional regulation and the ability to focus on the present. Mindfulness has additional health benefits as well such as improved mental well-being and the ability to cope with difficult situations. Other features within RecoverMe include a diary that monitors their progress. The emergency section provides the users with immediate access to help in the form of a helpline and self-help exercises. Gambling addiction affects various aspects of one's life and the support tab offers help in this regard through signposting and connecting gamblers to one another.

The app has been developed in consultation with psychiatrists, psychologists and ex and current problem gamblers, all of whom have been instrumental in shaping the structured programme, features and design.



Features of RecoverMe



“I find myself utilising the tools more and more as my recovery progresses”

Karl*, ex-problem gambler on using RecoverMe

RecoverMe represents a two-year long journey by three junior doctors based around the country, who wanted to create a life changing app for a gentleman they met at medical school. James* had been suffering for a number of years from a gambling addiction. He started gambling at university and this spiralled out of control. To the extent that he had lost touch with his family, was struggling to hold down a job, and accumulated huge debts. He was seeking help for his mental health because he had reached a stage where he was considering taking his own life. The RecoverMe team witnessed the negative impact a gambling addiction can have on an individual's life. So, the team were determined to increase the accessibility to innovative solutions and redefine the treatment landscape. To offer each individual the chance at regaining control of their lives.

“Having seen first-hand the destruction that gambling addiction can cause we wanted to do more to support these individuals. From this we were inspired to create RecoverMe. We wholeheartedly believe this app will provide a lifeline to those suffering in silence”.

Minal Jain, Co-Founder of RecoverMe and Junior Doctor working in the NHS

The app is available to download from the United Kingdom. It is free to download, which provides users access to a limited number of features. To access all of them, users can purchase membership at £4.99/month or £49.99/year. RecoverMe is exploring opportunities to collaborate with organisations



to subsidise this cost for the end-user, as they are keen not to deny anyone that requires support access to the app.

Visit www.recovermeapp.co.uk for more information on the app.

*Names have been changed to remain confidentiality.

Bet On Me LTD,
Developers of RecoverMe
The People's Choice winner at the Santander Universities Entrepreneurship Awards 2019

###

If you would like more information on RecoverMe, or would like to schedule an interview, please contact Minal Jain, Co-founder at Bet On Me LTD

Email: contact@recovermeapp.co.uk

Facebook: @recovermeapp1

Twitter: @recovermeapp1

Instagram: @recovermeapp

To download the app on an iOS device: <https://apps.apple.com/gb/app/recoverme/id1530165509>

To download the app on an Android device:

https://play.google.com/store/apps/details?id=com.betonme.recoveru&hl=en_GB



Whole family approach to supporting women and young people affected by problem gambling

Join Gam Care for a 2-hour interactive members event which raises awareness of harms to young people and women caused by problem gambling

Date of event: 10/11/2020 at 10:00-12:00pm

For more information visit

www.alliance-scotland.org.uk/blog/events/whole-family-approach-to-supporting-women-and-young-people-affected-by-problem-gambling/

Consultations, what do you think?

Glasgow City Council is preparing three new transport plans for the City

- an updated Local Transport Strategy - the Glasgow Transport Strategy
- an updated City Centre Transport Strategy - the City Centre Transformation Plan
- a completely new Liveable Neighbourhoods Plan

And they want to hear your views on transport, the problems it causes you, what you'd like to see improved.

They would like your views on their proposed goals or "outcomes" for the new Glasgow Transport Strategy and your input to the kind of transport future you want in Glasgow.

The Public Conversation on the city's transport future will run for six weeks from 21 September to 30 October 2020. The aim of this public engagement is to gather views from the public and stakeholder organisations to help inform the new transport plans.

survey123.arcgis.com/share/eb02ec6ae8cf4443966bbaf1d2934aa2

Glasgow City Food Policy Partnership has launched a consultation about the Glasgow City Food Plan which is open until the end of December 2020.

The plan aims to tackle a range of environmental, health and well being challenges by improving the food system. They will be hosting an online discussion event in partnership with Glasgow Community Food Network - more info to follow soon

www.smartsurvey.co.uk/s/GFP2020/

Father's Network Scotland Community Feedback

Father's Network Scotland are keen to find out what resources would be useful for you, during this challenging time of social distancing and isolation. They would like to help in any way they can and are keen to see what information people are looking for

www.surveymonkey.co.uk/r/W38LK83

Scottish Recovery Network

The Scottish Recovery Network work with people, services and organisations to explore what recovery means for them and support them to develop their own approaches and tools to make recovery real in their service or community.

They are currently working towards a refreshed vision and strategy for mental health recovery in Scotland and want as many people as possible to have their say in the future for mental health recovery and peer support in Scotland. You can do this by taking part in their national survey.

www.surveymonkey.co.uk/r/SRNwhatsnextNEW

People at the Centre Engagement Programme

Ensuring a person centred approach to re-mobilisation across health and social care services in Scotland.

The Cabinet Secretary has invited the ALLIANCE as a member of the Mobilisation Recovery Group, **www.gov.scot/groups/mobilisation-recovery-group/** to lead engagement work with people in Scotland to ensure there is 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 is heard.



To achieve this the ALLIANCE has designed the People at the Centre Engagement Programme, which will inform short and longer term reform of the health and care support system, following the COVID-19 pandemic outbreak in Scotland.

This programme includes, amongst other elements:

- A national conversation on health and care in Scotland
- This national conversation seeks to engage all parts of Scottish society in a dialogue about the future of health and care in Scotland, to discover what matters to them and to co-produce practical proposals for creating services fit for a 'New Reality' post-pandemic.
- Join in on the conversation and register for one of their online events www.alliance-scotland.org.uk/wp-content/uploads/2020/10/Flyer-Join-the-Conversation-with-dates-and-links.pdf

A Citizens' Panel Survey

In partnership with HIS Community Engagement the People at the Centre Engagement Programme will engage with people who use health and care services, carers and the public through the Citizens' Panel.

The People at the Centre Reference Group

The People at the Centre Reference Group is made up of ALLIANCE member third sector health and social care organisations, and delivery partners and stakeholders. Reference group members will share their first-hand knowledge and experience, and access to their wider networks of people with lived experience, to support and inform the re-mobilisation of health and social care services.

Creating a living profile of health inequality challenges and solutions

Working with partners this programme will create a clear picture of the impact the pandemic has had on health inequalities in Scotland's communities. The programme will develop case studies of experience and testimonies, catalogues of the services people are calling on, details of solutions currently being delivered and thematic information relating to health inequalities.

Capturing community resilience best practice.

Case studies will be gathered from communities, organisations and individuals, drawing on examples of local resilience shown during COVID-19. These will highlight innovative approaches that have taken place during the pandemic, demonstrating how individuals and communities have drawn upon their individual and collective assets to support the response to COVID-19.

If you would like to hear more about this programme of activity, or are interested in contributing then please contact people@alliance-scotland.org.uk



Consultation on restrictions to single-use plastics

Four-fifths of Scotland's carbon footprint comes from all the goods we produce, use and often throw out.

As part of a wider package of measures aimed at tackling our throwaway society, the Scottish Government has launched a twelve-week public consultation on the introduction of market restrictions on certain single-use plastic items. Scotland has already taken such action with the existing ban on plastic-stemmed cotton buds and microbeads.

For more information visit:

www.zerowastescotland.org.uk/our-work/single-use-plastics-public-consultation



Awareness Days, Weeks, Months

Anti-Bullying Week 2020 16th and 20th November

Anti bullying Week 2020 is being held between the 16th and 20th November and is organised by Anti-Bullying Alliance. This year the theme is 'United Against Bullying'. Follow the events on social media using #antibullyingweek and #abw20. For more information:

www.bullying.co.uk/anti-bullying-week/anti-bullying-week-2020/

During anti bullying week, worth reflecting on how we can all play a part in reducing bullying. Treating others as we would want someone, we love to be treated would go a long way to building a kinder world. Bullying words can destroy someone's confidence and self-belief, may even lead to significant impacts on their mental health and wellbeing. May even cause someone to think of suicide. Kinder conversations can help rebuild even save lives. During anti bullying week lets all aim for kinder conversations and challenge bullying, gossip, and all other behaviours which we can control which if left unchecked lead to distress. We all have enough to be dealing with during the current pandemic, lets, where we can, put some love back in the world as it really needs it just now.



A
CONVERSATION
CAN

INSPIRE US

OFFER HOPE

ENABLE US TO BE LISTENED TO

HELP US FEEL CONNECTED

SHARE OUR IDEAS

MAKE US LAUGH

SAVE A LIFE

KINDER CONVERSATIONS HELP
BUILD A KINDER WORLD



Safer Gambling Week 2020 19th to 25th November

Safer Gambling week is a cross industry initiative to promote safer gambling in the United Kingdom and Ireland for more information safergamblinguk.org

FOBTs
Chasing the losses,
you lose more than
you can ever win

COPE scotland
Different Choices Different Lives

National Gambling Helpline (0808 8020 133)

WHEN THE FUN STOPS STOP

Autism

COPE the project has noticed an increase in people seeking support where a loved one is an autistic person and the additional challenges of COVID19 has been a challenge for them and those in their family perhaps due to disruptions in services, changes to routines. We asked people what would help, and one thing was more information on Autism in the 'What's happening' so we are delighted to include Different minds. One Scotland. The first national campaign on autism created in response to The Scottish Government Consultation on The Scottish Strategy for Autism. For more information on the strategy visit:

www.gov.scot/publications/scottish-strategy-autism/

People also shared the value of having space to be listened to without judgement and also the need to be linked to services and told how to access them, it's not just enough to know they are there, also the value of being offered tools to support self-managing stress, improve sleep, manage anxiety and more,.

We hope over the coming months to build on this section adding new resources and feature pieces and would be delighted for any help in doing this.

People also valued Peer Support and we are keen we can share information on where people may find that so would value anyone who has details of peer support groups for family or autistic people to email that to Hilda **admin@cope-scotland.org** so we can include in future issues.



Different minds. One Scotland.



Stakeholder Toolkit



Fairer
Scotland
Scottish
Government

Different minds. One Scotland.

Stakeholder toolkit | Page 2

The world needs people
who think differently.
In a world where
everyone thinks the
same, nothing would
ever change.



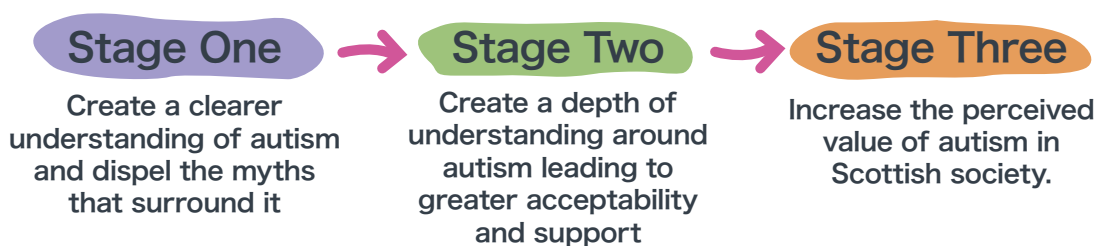
Different minds. One Scotland. is the first national campaign on autism and was created in response to The Scottish Government Consultation on [The Scottish Strategy for Autism](#), which highlighted the stigma and discrimination that autistic people face.

Introduction

The campaign has been developed to deliver a clearer understanding of autism to the non-autistic population.

Currently at stage one of a three stage approach, **Different minds. One Scotland.** aims to dispel the myths surrounding autism and build solid knowledge foundations to build upon.

A three stage strategic approach has been developed:



The campaign

As 1 in 100 people in Scotland are autistic, it is vital that we work towards creating a fair society where difference is understood and accepted.

Stage one of this campaign aims to address the misconceptions surrounding autism and will have a focus on delivering the following messages:

- 1 in 100 people in Scotland are autistic
- Autism is **not** something that you grow out of
- Autism is **not** a mental health condition
- Autism is a **neurological difference** that you are born with.

How you can get involved

There are lots of ways you can get involved with **Different minds. One Scotland.**

Firstly, by showing your support on social media. The campaign goes live on **Monday 5th October** we'd love for everyone to come together and share the following message and campaign visual on your social media channels on Monday 5th October:



Social media








As the campaign progresses we will share visuals, films and updates on social media on a regular basis. These can also be found on the campaign assets page of the differentminds.scot website.

Please follow our social media channels and feel free to share our content with your followers:

- Our Facebook page is here facebook.com/Fairer.Scot
- Our Twitter handle is [@ScotGovFairer](https://twitter.com/ScotGovFairer)
- The campaign hashtag is [#DifferentMinds](https://twitter.com/hashtag/DifferentMinds)
- A shortened URL which links to the website is <https://bit.ly/36enxa4>
- A shortened URL which links to the ad is <https://youtu.be/6lp09wSMPeM>

Example posts

-  At least 1 in 100 people in Scotland are autistic, which means that 1% of our population thinks in a different way. [#DifferentMinds](https://bit.ly/3ckh52B) <https://bit.ly/3ckh52B>
-  Autism is a neurological difference; put simply, autistic brains work differently to non-autistic brains. [#DifferentMinds](https://bit.ly/3ckh52B) <https://bit.ly/3ckh52B>
-  Many people don't understand autism. There are a lot of myths and negative perceptions. Find out more here <https://bit.ly/3ckh52B> [#DifferentMinds](https://bit.ly/3ckh52B)
-  The world needs people who think differently. In a world where everyone thinks the same, nothing would ever change. [#DifferentMinds](https://bit.ly/3ckh52B) <https://bit.ly/3ckh52B>
-  One of the best ways to understand more about autism is to understand what it is not and to listen to the experiences of autistic people themselves. [#DifferentMinds](https://bit.ly/3ckh52B) - find out more here <https://bit.ly/3ckh52B>

Advertising

Stage one of the campaign goes live on **Monday 5th October 2020** and includes advertising on TV, radio, outdoor posters and digital media channels.

View the ad here: <https://youtu.be/6lp09wSMPeM> and please feel free to share it with your followers from Monday 5th October.

You can also download posters, digital assets and short myth films on the campaign assets page of the differentminds.scot website.*



*Please don't share website content until 5th October.





PR

PR and social media activity is also running alongside the advertising campaign to help dispel the myths that surround autism.

Real stories featuring real people have a greater impact in terms of communicating campaign messages in the media and we are always on the lookout for people to be involved.

If you would like to contribute to the PR campaign as a spokesperson or to tell your story, want to update us about local initiatives, or just need some advice about getting local publicity, please contact autism@smarts.agency

Website

It is important that we gather as many real life stories as possible for the website differentminds.scot* and we will continue to update this throughout the campaign.

There are a number of ways to do this, some people have written a poem, some may want to do a drawing with a supporting narrative - however you wish to express your story is fine by us.

Please get in touch if you'd like to discuss this further.

*Please don't share website content until 5th October.

Key messages

If you are writing about the campaign to your followers or on your website, here are some campaign key messages that might be useful to include:

- ★ **Autism is a part of everyday life.** At least 1 in 100 people in Scotland are autistic, which means that one per cent of our population sees and experiences the world around them differently.

- ★ **Autism is a neurological difference,** from birth; put simply, autistic brains work differently to non-autistic brains.

- ★ The best way to understand more about autism is to **understand what it is not** and to listen to the experiences of autistic people themselves.

- ★ **Every autistic person is unique.** If you've met one autistic person, you've met one autistic person! Each experiences the world in a way that's completely unique to them.

- ★ Whilst many people may be aware of autism it is usually known and spoken about in the context of children, **not many relate it to adults.**



The facts

- ★ **People do not develop autism**, they are born autistic, some may not get diagnosed or realise until later in life.
- ★ **Many autistic people see autism as an integral part of who they are.** They are not a person with autism, but an autistic person, they cannot leave autism at the door should they want to, many wouldn't. Autism affects the way they experience the world around them, in both positive and negative ways.
- ★ **Autism is often thought of as a mental health condition, it is not**, however it is true to say that many autistic people experience anxiety and depression. We all need to look after our mental wellbeing
- ★ **You can't tell if someone is autistic just by looking at them**, autism doesn't have a look, autistic people can be of any race, gender, age. It's often an invisible difference with many autistic people feeling they need to hide or 'mask' their autistic characteristics.
- ★ **Autism is not caused by vaccines nor is it curable.** Many autistic people would neither want or need a 'cure' as being autistic is who they are.
- ★ If you'd like to understand more visit **differentminds.scot**



Different minds. One Scotland.

We're looking forward to working with you during the Different minds. One Scotland. campaign. If you want to get involved or have any questions, suggestions or comments, please contact the team.

 **Lee-Anne Chapman**
Scottish Government
leeanne.chapman@gov.scot

 **PR**
Katrina Muir
Smarts
autism@smarts.agency



**Fairer
Scotland**
Scottish
Government

Services and Support

Autism

Autism Advice Line (Scotland)

T: 01259 222 022

www.scottishautism.org

Differabled

www.differabledscotland.co.uk/about

National Autistic Society Helpline

T: 0808 800 4104.

www.autism.org.uk.

www.autism.org.uk/services/helplines/coronavirus/resources/how-nas-can-help.aspx

Carers

Advice and Information Carers Hub

www.rethink.org/advice-and-information/carers-hub/

Advice for Unpaid Carers

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

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

Carers Voices Project

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/

Dementia UK

Dementia Helpline

T: 0800 888 6678

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

Glasgow Association for Mental Health

www.gamh.org.uk/carers-information-line

Mainstay Trust

Provide care services to the people of Glasgow
www.mainstaytrust.org.uk/

PAMIS

Support people with profound and multiple learning disabilities, PMLD - their families, carers and professionals
pamis.org.uk

Take Break Scotland

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



Charity Advice

Worth joining Wren Greyhound mailing list which includes regular free useful resources us19.campaign-archive.com/e/?u=775c51c6f1955813188a5d5b2&id=67324628a8 for more info 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.gcvso.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

Glasgow Social Enterprise Network

www.gsen.org.uk

Impact Funding Partners

T: 01383 620 780

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

Just Enterprise

T: 0300 302 3333

justenterprise.org/events/event/charitable-trading/

Scottish Council Voluntary Organisations

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

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

- thirdsectorlab.co.uk/covid-19/
- www.facebook.com/ThirdSectorLab/videos/b.53154337720/801038073737494/?type=2&theater
- open.spotify.com/show/5x2s9GleJufexYgm5JZ20X





National Lottery Community Fund Update

Posted by Christie McAlpine on 4th Sept. 2020

The National Lottery Community Fund have announced upcoming changes to ensure they can continue to support the sector to recover from the impact of the pandemic. Some of the programmes will remain the same while others will become more focused on Covid-19 recovery. Here are the key changes:

Headlines:

National Lottery Awards for All and **Young Start** funds will remain open and unchanged. They are particularly interested in hearing from new projects for Young Start funding.

Improving Lives grants remain open, but will be shorter, quicker to access, and will fund a wider range of work focused on recovery from COVID-19.

Community-Led Activity grants remain open. They are currently reviewing these and will make any changes before the end of 2020. COVID-19 response is still a priority across all funds– but they remain open to non-COVID-19 related work too.

There will be some further changes to priorities for both Improving Lives and Community-Led Activity before the end of 2020, but there will be no other large-scale changes to the main grants programmes until at least 2022.

Detail and Deadlines:

Improving Lives

From October 1, 2020 the maximum available Improving Lives grant will be £200K over one to three years. It will be a single stage application.

They will only accept applications for more than £200k or more than 3 years until noon on Wed 30 September.

New priorities are in development, but these will expand the types of work they can currently fund rather than replace them.

Community-Led Activity Grants

Community-Led Activity grants remain open. They are reviewing the fund to make sure it's relevant for current situation, and will make any changes before the end of 2020.

They plan to increase the maximum grant to £200K.

More details will be available on the changes to Improving Lives and Community-Led Activity in the next few months, they will let you know what these are once they have been confirmed.

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

Bereavement Advice

W: 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

COPE Scotland have a piece on their website, maybe helpful at this time 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

Coping with Grief In Your Body

A Relaxation for Grief Exercise

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

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/

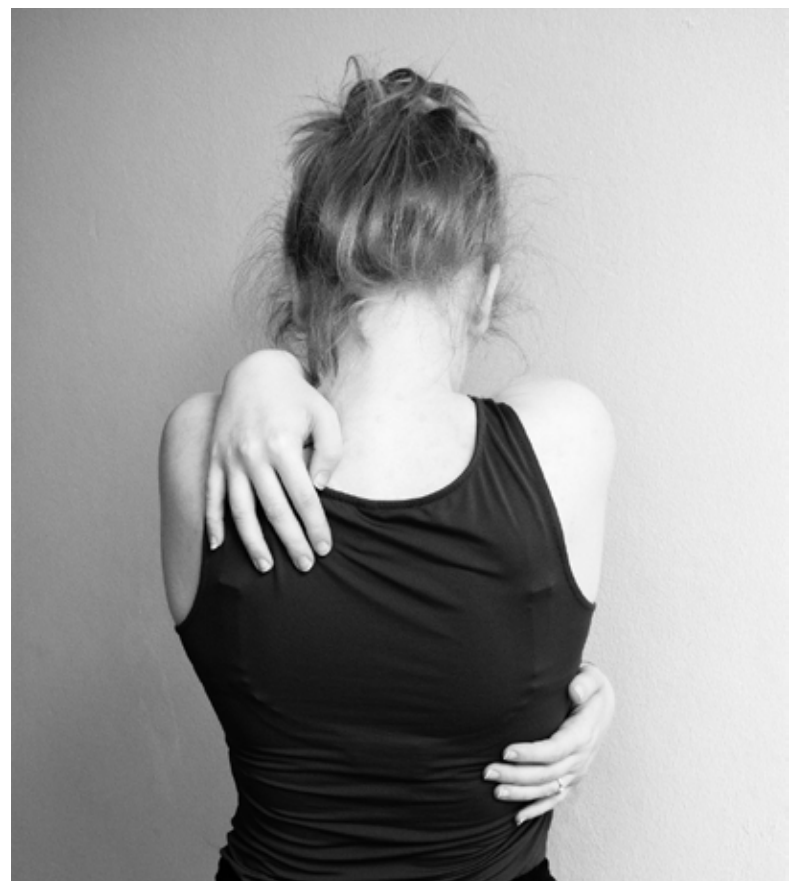
Good Life, Good Death, Good Grief

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

How to Cope With the Physical Effects of Grief

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

Petal Bereavement Support

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

Supporting Bereaved Parents and Their Families

T: 0345 123 2304

W: www.tcf.org.uk

The Good Grief Trust

www.thegoodgrieftrust.org

The Lullaby Trust

T: 0808 802 6868

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

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

Glasgow Life – Digital Support Freephone Helpline



T: 0800 158 3974

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

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

For more information about GDA's wider COVID Response contact info@gdaonline.co.uk

Glasgow Life

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.

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 Community Learning & Development Network Session

2 Dec 2020 1-3pm

The next CLD Network sessions will hear updates on Digital Inclusion and Digital Health. There will also be a demonstration of the expanded Glasgow Helps website and a proposed pilot 'Toolbox and Learning Planning' to book a place visit:

www.eventbrite.co.uk/e/glasgow-community-learning-development-network-meeting-tickets-125022412401

Carnegie UK Trust

If people would like to get in touch to find out more information or share their thoughts on the Carnegie report (pages 23-26) "Learning from Lockdown, 12 steps to eliminate digital exclusion". Please contact Anna Grant anna.grant@carnegieuk.org Senior Policy and Development Officer





Learning from lockdown

12 steps to eliminate digital exclusion

Time to act on digital exclusion

Since the outbreak of Covid-19, the scale of digital exclusion in the UK has been exposed and exacerbated beyond previous understanding. In response, new initiatives have been rapidly developed and delivered. These new initiatives have substantially accelerated progress towards ensuring that those in all corners of the UK have the digital device, internet connectivity and skills to access all of the essential connections that digital provides.

These interventions have been of huge value – but there remains so much more to do. Ofcom research shows that 11% of the UK population still do not have access to the internet at home at all; in addition there are those who do not have the appropriate device, quality of connection or required skills in order to make use of the digital potential.¹ Digital exclusion has existed for many years – the current crisis has simply highlighted the depth and breadth of the challenge and demonstrated why tackling it is so urgent. As restrictions change there is an opportunity to build on all that has been learnt, and set a powerful new ambition to eliminate digital exclusion in the UK – so that a crisis response is never required again.

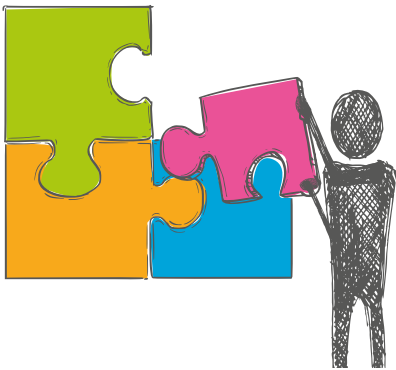


¹ Ofcom Technology Tracker 2020, released 30 April 2020, <https://www.ofcom.org.uk/research-and-data/data/statistics/stats20/QE2>. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc)?

12 recommendations for action

1. Commit to digital inclusion strategies

We are calling for the UK government and each of the devolved governments to publish revised digital inclusion strategies, setting out how they will build on what has already been achieved in their jurisdiction. These strategies should build on the interventions deployed prior to and in response to Covid-19. They should set out clear commitments and time horizons for eliminating digital exclusion. Annual updates on progress should be published.



2. Prioritise co-production

The new digital inclusion strategies produced by the UK government and the devolved governments should be co-produced with those who have lived experience of digital exclusion. Strategies must incorporate tailored approaches for meeting the needs of different groups including: children and young people; people who face additional barriers related to disability and lack of accessible content or assistive technology; and those with low literacy or English language skills. These approaches should build on the good practice already established by organisations working with these groups, and be delivered through these organisations wherever possible and appropriate.

3. Collect quality digital data

A systematic review of the available national statistics on digital inclusion should be carried out, to ensure that robust, high quality data is provided regularly across a range of key measures, broken down by jurisdiction and by demographic group.



Page 3

Recommendations for action

4. Establish a robust baseline

A new Minimum Digital Living Standard should be established to create a deeper, more comprehensive, universally recognised baseline for what it means to be digitally included in the UK. This Standard should be informed by in-depth consultation with the public, including those with lived experience of digital exclusion.

5. Embed across public services

All public services including health, education, energy and social care should build an increased focus on tackling digital inclusion into their work to support individuals and communities, particularly those experiencing disadvantage. Public service providers should assess how this increased focus might support them to achieve their wider public policy goals.

6. Align with anti-poverty efforts

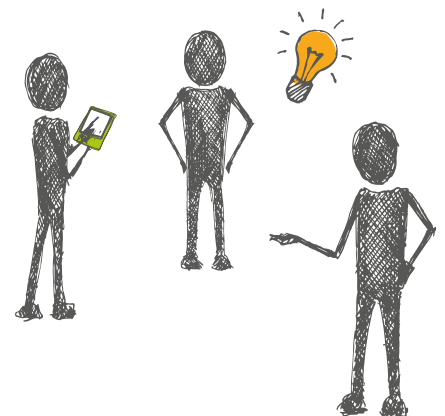
All national and local anti-poverty strategies should include a commitment to improving digital inclusion, and set out interventions to enhance digital inclusion, demonstrating how this will contribute to anti-poverty targets. Ownership of the digital inclusion agenda needs to be shared across government at all levels, while businesses and charities also have vital roles to play.

7. Measure programme impacts

National and large-scale digital inclusion programmes should regularly publish and promote their impact and outcomes data, to support shared learning and contribute to better longitudinal tracking and understanding of progress.

8. Regulate for online harms

The UK government should deliver on its commitment to establish world-leading, effective online harms regulation, based on a duty of care model, backed by an independent regulator. Such an approach would tackle online harms at a system design level, reducing individuals' exposure to harm as well as societal harms while promoting a safer online environment for all users.

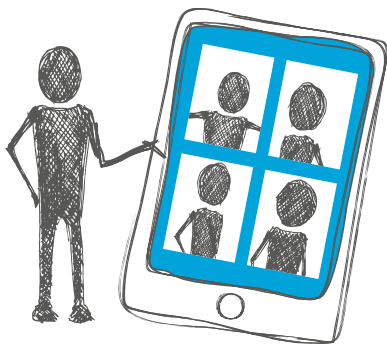


Page 4

Recommendations for action

9. Invest and build capacity

Further support, resources and incentives should be provided for public, charity and community organisations delivering digital inclusion interventions, locally and nationally, to undertake the activities but also to invest in their own digital capabilities. Local networks should be established to ensure joined-up approaches to design and delivery, effective collaboration and best use of community assets.



10. Champion the role of business

The significant contribution from businesses to donate or refurbish devices for digital inclusion initiatives should be recognised and further encouraged. Businesses in all sectors should also be encouraged to invest in the digital capabilities of their employees, to develop a more skilled and confident workforce.

11. Innovate for inclusion

Governments, technology providers and civil society organisations should continue to work together to explore market innovations that reduce the cost of digital access and enhance protection for those on low incomes. This might include building on initiatives such as data donation, zero-rating, expanded social tariffs and public WIFI; or by establishing home internet as an essential utility and giving vulnerable customers the right to greater protections, similar to the gas and electricity markets.

12. Ensure a public safety-net

Public provision of digital access through libraries, health and welfare services and community organisations should continue to be made available. This will provide a vital digital safety net to those who need it.



These recommendations have been developed by the Carnegie UK Trust following our work on digital inclusion over 10 years, and particularly drawing on learning and reflections from the coronavirus outbreak and lockdown period. Further context is available below, and for our previous reports and digital inclusion blog series, please visit:

carnegieuk-trust.org.uk

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Context

Why digital exclusion matters

While digital exclusion is a long-standing problem, it has often struggled for attention and resources in recent years in a crowded public policy landscape.

We have a relatively poor comprehension of the impact that digital exclusion has, compared to other aspects of social and economic life. This is partly due to a historic lack of coherent, consistent national statistics on digital access and skills, combined with challenges of linking between this data and other administrative and health data.

However, the current crisis has re-emphasised both our increasing reliance on technology as a society, as communities and as individuals; and the significant disadvantage experienced by those who are not sufficiently digitally connected.

The negative impacts of digital exclusion are felt in all areas of life, from our ability to access work and resulting impacts on income, quality of education, availability of healthcare, costs of goods or services, and even the ability to connect with loved ones during incredibly challenging times.

Digitally excluded individuals risk losing their voice and visibility as government services and democratic engagement are increasingly moved online and digital exclusion impinges on children's rights to education, information and participation.

Building on crisis response

Responses to the Covid-19 crisis have shown what can be done to help overcome deeply entrenched barriers to digital inclusion for some groups.

New initiatives have sprung into action providing devices, connectivity and skills support. The work of many public, voluntary and commercial organisations during this time should be recognised and commended. But interventions are not yet sufficient to meet the scale of the challenge. Only a small proportion of those digitally excluded have been reached, some jurisdictions and geographic areas have responded better than others, and there has often been a reliance on a few very committed individuals.

While many initiatives have been open to learn from one another in a way we have rarely seen before, there has also been duplication of effort with limited time and space for sharing best practice or lessons learned.

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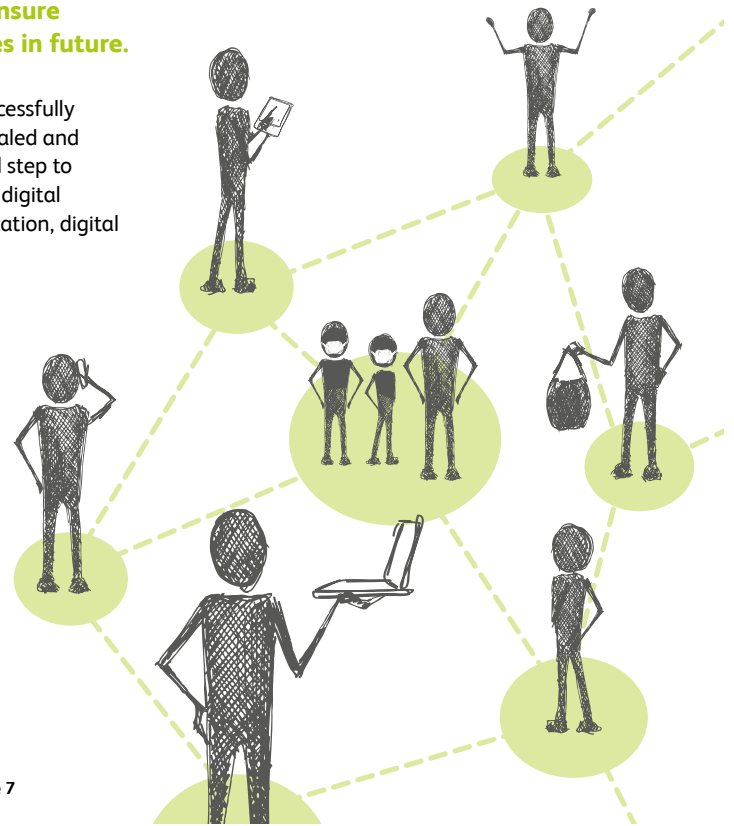
Eradicating digital exclusion

We have to act now to eliminate digital exclusion and ensure that we remove the need to rely on emergency responses in future.

We need to learn from the interventions that have been deployed successfully and put in place resources to enable these to be improved, tailored, scaled and extended to reach all digitally excluded individuals. This is an essential step to ensure that existing inequalities are not further compounded through digital exclusion. Whether you are an adult looking for work or a child in education, digital is now a basic necessity, and must be made available to everyone.

Ownership of the digital inclusion agenda needs to be shared across government at all levels, while businesses and charities also have vital roles to play.

What it means to be truly digitally included will shift over time. We need ambition and recognition that tackling digital exclusion needs sustained intervention, resourcing and attention. The UK is up to this task. Digital inclusion is a crucial element in ensuring a fair and equal society, and should be a central plank in our collective recovery and success in the years ahead.



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The Carnegie UK Trust works to improve the lives of people throughout the UK and Ireland, by changing minds through influencing policy, and by changing lives through innovative practice and partnership work. The Carnegie UK Trust was established by Scots-American philanthropist Andrew Carnegie in 1913.

Andrew Carnegie House
Pittencrieff Street
Dunfermline
KY12 8AW

Tel: +44 (0)1383 721445
Fax: +44 (0)1383 749799
Email: info@carnegieuk.org
www.carnegieuktrust.org.uk

Written by: Georgina Bowyer, Anna Grant and Douglas White

October 2020



CarnegieUK
TRUST

CHANGING MINDS • CHANGING LIVES

Carnegie United Kingdom Trust
Registered Charity No. SC 012799 operating in the UK
Registered Charity No. 20142957 operating in Ireland
Incorporated by Royal Charter 1917



Drugs and Alcohol

Al Anon (for families affected)

T: 0800 0086 811

Al A Teen (for teenagers affected)

al-anon.org/newcomers/teen-corneralateen/

Alcoholics Anonymous

0800 9177 650

Cocaine Anonymous

T: 0141 959 6363

Drink Wise Age Well

drinkwiseagewell.org.uk

Drinkline

T: 0800 917 8282

Family Addiction Support Service

T: 0141 420 2050

Gamblers Anonymous

T: 0370 050 8881

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. en-gb.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

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

Marie Trust Counselling Service

T: 0141 221 0169

Narcotics Anonymous

T: 0300 999 12 12

North West Recovery Communities

www.nwrc-glasgow.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 www.re-solv.org

Scottish Families affected by Drugs and Alcohol

T: 08080 101011

Turning Point (Homelessness Service)

T: 0800 652 3757

www.turningpointscotland.com/glasgow

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



Equality and Diversity

GDA Podcast - Our LGBT Histories is available now at anchor.fm/GDA

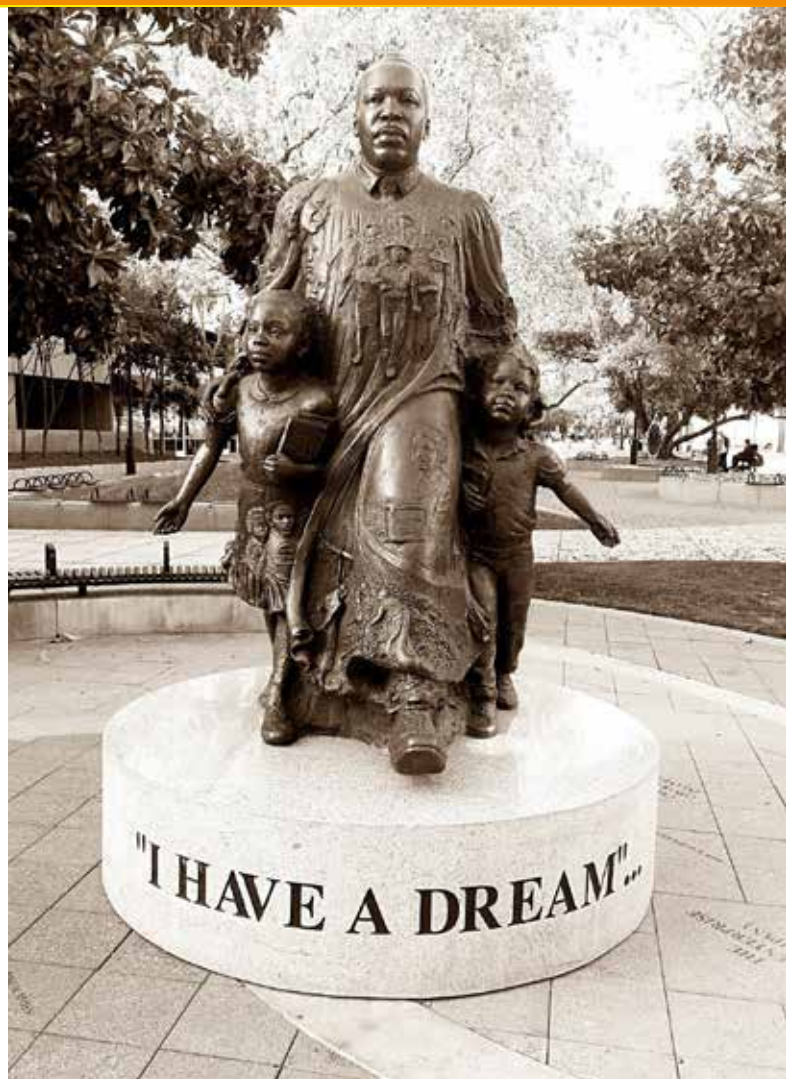
"In Glasgow, a lot of LGBT spaces are really inaccessible. So, we can't meet each other and gather there and that makes finding other people like ourselves really difficult."

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.contactsotland-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

Age UK

www.ageuk.org.uk/scotland

Autism

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

Email: CommsafetyChoiceworks@glasgow.gov.uk

Facebook: GlasgowCC

Twitter: @GlasgowCC

Coalition for Racial Equality and Rights

www.crer.scot

Deafness and Dementia

Full report available on their website:

www.deafscotland.org

admin@deafscotland.org

T: 0141 248-2474

SMS: 07925 417 338

Deaf Awareness

deafscotland.org/support-communication-for-all

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**

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

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**

Dyslexia Awareness

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/**

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

Equality and Diversity Advice Centre

www.equalityadvisoryservice.com

Advice Line T: 0808 800 0082

Glasgow Disability Alliance

gda.scot

Guide Dog

www.guidedogs.org.uk/Covid19/Support-for-people-with-sight-loss

Health and Social Care Alliance

www.alliance-scotland.org.uk
www.alliance-scotland.org.uk/blog/news/covid-19-and-communication-for-people-living-with-sensory-loss/

Inspiring Scotland

www.inspiringscotland.org.uk

LGBT Foundation

lgbt.foundation/coronavirus/impact
T: 0345 3 30 30 30

LGBT Health and Wellbeing

www.lgbthealth.org.uk Helpline
T: 0300 123 2523

LGBT Youth

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
T: 0800 0121 700

Poverty Alliance, Working Together to End Poverty

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

Scottish Council on Deafness

www.scod.org.uk

Scottish Refugee Council

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

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

Please find below information from the V&A Dundee on their accessible events:

V&A Dundee reopened on the 27th August 2020 and while our previous programme of accessible tours and events has had to be put on hold until current restrictions allow, we are still really keen to make our content as accessible as possible to as many people as possible. Mary Quant – our latest major exhibition – is proving a huge hit and we hope that as many people as possible can visit it before it closes on the 17th January 2021.

A number of our public events linked to this exhibition are to be broadcast digitally will now include live BSL interpretation from two local BSL interpreters and live closed captions provided by Stagertext. The first of these will be on the 23rd September, with the others on the 15th and 28th October. The events will be recorded and made available via our website following the event.

Links to these events are below.

www.vam.ac.uk/dundee/event/255/quant-an-ongoing-legacy

www.vam.ac.uk/dundee/event/272/online-making-up-the-1960s-mary-quant-cosmetics

www.vam.ac.uk/dundee/event/269/online-quant-and-bazaar

We believe that museums have a role to play in providing respite and enjoyment to people who might now - more than ever – be feeling isolated and anxious, and we hope that by sharing events such as these, they can bring a little joy during these challenging times.

Visibility Scotland

visibilityscotland.org.uk

West Scotland Regional Equality Council WSREC

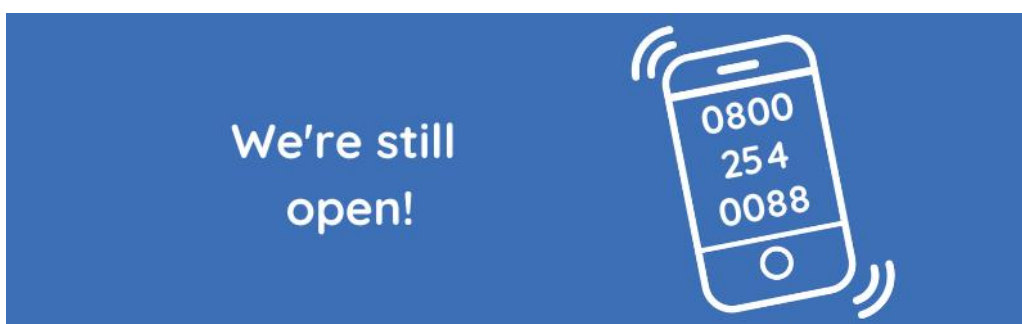
www.wsrec.co.uk
T: 0141 337 6626

Families Outside Group Work and Peer Support



FOR SUPPORT CONTACT OUR HELPLINE
CALL FREE : 0800 254 0088

Email : support@familiesoutside.org.uk
or text **FAMOUT** to **60777**



Despite all the changes that the Coronavirus has brought, we are still supporting families through our:

- **Helpline** 0800 254 0088
- **Webchat** www.familiesoutside.org.uk
- **Text** FAMOUT to 60777
- **Email** support@familiesoutside.org.uk
- **Peer Support Groups**

Our Regional Teams are also providing support, albeit remotely. Please note our operating times are Monday - Friday 9am - 5pm.

If you or someone you are working with needs support, please [contact us](#).



FOR SUPPORT CONTACT OUR HELPLINE
CALL FREE : 0800 254 0088

Email : support@familiesoutside.org.uk
or text **FAMOUT** to **60777**



Our Voice Peer Support Group

Do you have a family member in prison?

Our peer support group has given children and young people the chance to come together and support each other.

Come and join us for a chat & fun activities with friends.



Thursday 26th November



6 – 7.30pm



Zoom - Online



Tracey Burns, Group Work & Peer Support Manager

tracey.burns@familiesoutside.org.uk / 07384 469 640



FOR SUPPORT CONTACT OUR HELPLINE
CALL FREE : 0800 254 0088

Email : support@familiesoutside.org.uk
or text **FAMOUT** to **60777**

We are continuing to support families through our Peer Support Groups.

The following groups are designed for children and young people affected by imprisonment. Each group is delivered via Zoom online (during lockdown) and is open to all children, young people and families whether they have regular contact with their family member in prison or not.

Do you know a child with a family member in prison? We Can Help!

'Our Voice' Peer Support Group: Families Outside is continuing to deliver their Glasgow Peer Support Group online. The online Peer Support Group offers therapeutically based support to children and young people aged between 8-18 years affected by imprisonment. The group is for all children, young people whether they have regular contact with their family member in prison, or no contact at all.

Thursday 24th November – 6 – 7.30pm

If you know of any children or young people who are affected by imprisonment and would be interested in coming to our Peer Support Group please share the Peer Support Group details and contact [Tracey Burns](mailto:Tracey.Burns@familiesoutside.org.uk) to make a referral. If you know of any children or young people who are unable to come to the group but would still like support please contact me to discuss this further.

Contact; Tracey.burns@familiesoutside.org.uk

Club 10: In partnership with Streetsport, Families Outside delivers regular activity based sessions (online) for children, young people and families. Prior to COVID 19 this was run within Aberdeen City, during lockdown the group has moved online allowing children, YP and families from across the area the opportunity to access the support. Club 10 is a support provided to all children, young people, and families, allowing those involved to meet others with similar experiences and help reduce the feelings of isolation and stigma often connected with having a loved one in prison.

Tuesday 27th November – 6 – 7.30 pm

Contact; Jen.riach@familiesoutside.org.uk / k.coutts7@rgu.ac.uk





supporting families affected by imprisonment

FOR SUPPORT CONTACT OUR HELPLINE
CALL FREE : 0800 254 0088

Email : support@familiesoutside.org.uk
or text **FAMOUT** to **60777**



supporting families through group work & peer support



Club 10 Peer Support Group

Do you have a family member in prison?

Our peer support group has given children, young people, and parents the chance to come together and support each other.

Come and join us for fun activities with friends.



Tuesday 24th November



6 – 7.30pm



Zoom - Online



Kiana Coutts, Outreach Development Officer

k.coutts7@rgu.ac.uk / 07557 758 026



FOR SUPPORT CONTACT OUR HELPLINE
CALL FREE : 0800 254 0088

Email : support@familiesoutside.org.uk
or text **FAMOUT** to **60777**

Families Outside National Conference



Health, Human Rights, & Hope

Families Outside is hosting our Conference virtually on Wednesday 18th November 2020.

The conference is free to attend and will bring together speakers and panellists who will discuss the families' involvement in the care of people in prison, the impact of the pandemic on both health and rights, and what more can be done in the future to ensure the wellbeing of people in prison, and their families.

In the meantime, save the date and [register now!](#)

Event Dates & Times

Starts : 10.00 — 18/11/20

Ends : 15.00 — 18/11/20

Event Location

Click on the link for the latest information <https://www.familiesoutside.org.uk/event/health-human-rights-hope/>



Homelessness

Emergency Homelessness:

T: 0800 838 502

Glasgow City Mission

www.glasgowcitymission.com

Glasgow Helpline

T: 0800 027 7466

Homeless Addiction Team

T: 0141 552 9287

Salvation Army

www.salvationarmy.org.uk/homelessness

Shelter Scotland (Glasgow Hub) Scotland

shelter.org.uk/about_us/local_services/glasgow

The Marie Trust

www.themarietrust.org

The Simon Community

www.simonscotland.org

The Wise Group

Offer a range of services worth visiting the site to find out more: www.thewisegroup.co.uk

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

Scottish Ambulance Service

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



Questions
Answers



Employment and Business

Access to work scheme

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

Business Support in Scotland

findbusinesssupport.gov.scot

COVID 19 Support for Employers and Employees

www.acas.org.uk/coronavirus

Employability in Scotland

www.employabilityinscotland.com

Employment Support Information

www.gov.scot/policies/employment-support

Farm Advisory Service

www.fas.scot/rural-business/coronavirus

T: 0300 323 0161

Farming Sector Employment Opportunities

www.pickforbritain.org.uk/jobs

Health and Safety

www.hse.gov.uk/news/coronavirus.htm

Home Working Health and Safety

www.hse.gov.uk/toolbox/workers/home.htm

Jobs and Business Glasgow

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 Also GCVS www.gcv.org.uk/blog/kickstart

Information for People Seeking Work

Employability in Scotland

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/

www.hse.gov.uk/news/hse-regulatory-activity-during-coronavirus.htm

RIDDOR Reporting COVID19

www.hse.gov.uk/news/riddor-reporting-coronavirus.htm

Mind Tools Useful COVID19 Support Pack

www.mindtools.com

My World of Work

www.myworldofwork.co.uk

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

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/**

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**

The Wise Group

Offer a range of services worth visiting the site to find out more: **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

Guidance for Home Learning COVID 19

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**

Tips on Writing a Job Application

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

Virtual mental health & wellbeing training



On behalf of the NHS GG&C 5 year mental health strategy, prevention and early intervention sub-group, SAMH are taking forward a mental health improvement capacity building programme across the 6 HSCP areas within Greater Glasgow and Clyde.

The virtual training offered within this contract will be Maintaining Wellbeing, Building Resilience, Mental Health in the Workplace – A Guide for Managers and an Introduction to Suicide Prevention. This training **is in addition** to existing Mental Health and Wellbeing training offered in HSCP areas.

Training courses will be delivered via Zoom for courses highlighted on this flyer. However, we have other dates available on MST.

Please see below for more information on dates for the above mentioned courses.



HOW TO BOOK

*To book onto courses offered on this flyer (see below), **please email; training@samh.org.uk with your name, job role, organisation and HSCP area. If you are based in Glasgow, please specify if it's the North East, North West or South. For bookings for Introduction to Suicide Prevention, please also provide your managers name and email address in addition to the above.***

If you have any additional support needs, please advise when booking onto courses.

| Course | Date | Time |
|---|-------------|-------------|
| Introduction to Suicide Prevention (90 mins) | 06/10/2020 | 10-11.30am |
| | 21/10/2020 | 2-3.30pm |
| | 26/10/2020 | 10-11.30am |
| | 27/10/2020 | 10-11.30am |
| | 05/11/2020 | 10-11.30am |
| | 13/11/2020 | 10-11.30am |
| | 18/11/2020 | 2-3.30pm |
| | 25/11/2020 | 2-3.30pm |
| | 01/12/2020 | 10-11.30am |
| | 10/12/2020 | 10-11.30am |
| | 15/12/2020 | 10-11.30am |
| Building Resilience (90 mins) | 07/10/2020 | 10-11.30am |
| | 23/10/2020 | 2-3.30pm |
| | 28/10/2020 | 2-3.30pm |
| | 10/11/2020 | 10-11.30am |
| | 12/11/2020 | 2-3.30pm |
| | 20/11/2020 | 10-11.30am |
| | 24/11/2020 | 10-11.30am |
| | 27/11/2020 | 10-11.30am |
| | 08/12/2020 | 10-11.30am |
| | 14/12/2020 | 10-11.30am |
| Maintaining Wellbeing (90 mins) | 06/10/2020 | 10-11.30am |
| | 26/10/2020 | 2-3.30pm |
| | 27/10/2020 | 2-3.30pm |
| | 02/11/2020 | 2-3.30pm |
| | 06/11/2020 | 10-11.30am |
| | 17/11/2020 | 2-3.30pm |
| | 20/11/2020 | 2-3.30pm |
| | 03/12/2020 | 10-11.30am |
| | 07/12/2020 | 2-3.30pm |
| | 18/12/2020 | 10-11.30am |

| | | |
|---|------------|-----------------------|
| Mental Health in the Workplace- A Guide for Managers (3 hours) | 03/11/2020 | 10-11.30am & 2-3.30pm |
| | 04/12/2020 | 10-11.30am & 2-3.30pm |
| | 21/12/2020 | 10-11.30am & 2-3.30pm |

Please note, all courses will run for the duration outlined above, so please only book on to these courses if you are able to stay for the full duration. Please also only book on to Mental Health in the Workplace if you are a manager/have line management duties within your role and can attend both am & pm sessions.

Maintaining Wellbeing
Course duration: 1.5hr

This session:

- Begins by looking at creating a mentally healthy work-from- home environment
- Stress- what this looks like for participants, stress vs pressure, and ways to manage stress
- Sources of support to maintain wellbeing during lockdown, including videos, websites, apps and handouts
- A take home workbook which includes individual, reflective exercises for participants to do in their own time

Building Resilience
Course duration: 1.5hr

This session:

- Begins by looking at the relationship between wellbeing and resilience
- Discusses one definition of resilience, what it means, and the key elements included
- Group activities on ways to build resilience
- A take home workbook which includes individual, resilience-building exercises for participants to do in their own time

Introduction To Suicide Prevention
Course duration: 1.5hr

This session:

- Begins by looking at the statistics around suicide
- Spotting the signs and asking about suicide
- Listening and supports available
- Looking after yourself

*****Please note that this session is only an introduction to suicide prevention, and does not go into lengthy detail around carrying out a suicide intervention. The use of virtual platforms cannot guarantee a confidential safe-space. Please refer to our classroom taught courses for more information on Suicide Prevention training.***

Mental Health in the Workplace – A Guide for Managers

Course duration: 3hr (x2 1.5 hour sessions over morning and afternoon)

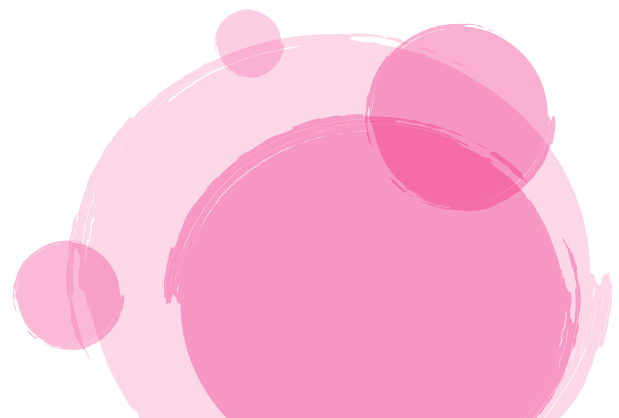
This session:

First 90 minute slot

- Introduction to mental health
- Creating a mentally healthy workforce
- Understanding the most common mental health problems (part 1 Stress)

Second 90 minute slot

- Understanding the most common mental health problems (part 2 Depression & Anxiety)
- Employers legal duties and responsibilities
- Managing mental health at work
- Having a conversation



NHS Greater Glasgow and Clyde Mental Health Improvement Team
Healthy Minds Mental Health Awareness Resource



Our Healthy Minds awareness resource and has been successfully delivered to a wide range of participants across NHS Greater Glasgow & Clyde since 2018. The resource aims to promote a basic awareness and understanding of mental health and topics that are associated with and can impact on mental health and wellbeing such as Loneliness & Isolation, Sleep and Body Image for example.

The resource pack has been developed to support implementation of the NHSGG&C mental health improvement and early intervention frameworks for children and young people and adults. The demand for mental health training combined with the lack of face to face training during these challenging times highlight a clear need to explore alternative options that offer flexibility and accessibility to those wishing to increase their knowledge in mental health. It is with this in mind that we have developed online guidance to support the delivery of the Healthy Minds awareness sessions. The sessions last approximately 60 - 90 minutes to minimise the time participants need to spend online. The guide can be accessed here.

The awareness sessions are a menu based approach and include a series of topic based sessions relating to MH&WB. No prior experience or qualifications required to deliver any of the sessions. These are basic awareness sessions and there are follow-on support information and web links within the pack. These sessions are also appropriate for Education staff as part of a CPD programme as well as a range of partner agencies including Housing, youth orgs, third sector orgs etc. and anyone with an interest in Mental Health. All sessions are aligned to KSF, CFE, GIRFEC, PHKSF and Youth worker Outcomes.

The suite of sessions includes the following: Basic Mental Health Awareness (child and youth), Basic Mental Health Awareness (Adult), NHSGG&C Healthy Minds Adult Mental Health Improvement Framework, NHSGG&C Child and Youth Mental Health Improvement and Early Intervention Framework, Maternal Mental Health, One Good Adult, Sleep, Loss and Grief, Loss and Grief during Covid-19, Resilience, Emotional Literacy, Body Image, Loneliness and Isolation, Stigma and Discrimination.

The resource can be accessed freely on our team micro-site here; Healthy Minds Resource you will also find a range of further information including a Q&A document. We are delivering information sessions where you can find out more about delivering the sessions online on the following dates:

Thursday 29th October – 10am-11.30am via MS Teams

Tuesday 10th November – 2pm – 3.30pm via MS Teams

Wednesday 25th November – 10am - 11.30am via MS Teams

Thursday 3rd December – 2pm-3.30pm via MS Teams

Places are limited and can be accessed by emailing; michelle.guthrie@ggc.nhs.scot.uk

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/

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

Financial Help While Self-Isolating

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

GAIN Network

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

WhatsApp: 07564 040765

Home Energy Scotland

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/

Scottish Housing Advice

scotland.shelter.org.uk/get_advice/scottish_housing_advice_coronavirus_COVID_19



Food

Change for Life Recipes Ideas

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

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/ffl-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/

Information on a Healthy Balanced Diet

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/

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

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.gov.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 for sharing food and friendship with an older neighbour

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

www.nourishscotland.org



Fuel

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 for more information.



£ Competition

Win £500 towards your energy bills! A competition from Home Energy Scotland

Win £500 towards your energy bills with Home Energy Scotland!

How good is your energy saving knowledge? Take Home Energy Scotland's quiz to find out. You'll pick up tips to help you save energy and money at home –and if you leave your details, you'll be in with the chance of winning £500 towards your energy bills!

Home Energy Scotland is the free, impartial energy advice service, funded by the Scottish Government. If you're looking for advice and funding to help you make your home warmer, cheaper to run and more energy efficient, give them a call free on **0808 808 2282** or check out the website below.

Take the quiz: <http://bit.ly/energy-bills-quiz>

Help share the chance to win

Social media posts

Facebook 1

Fancy winning £500 towards your energy bills?

Take **@HomeEnergyScotland**'s quiz to be in with a chance – you can test your energy saving knowledge and pick up tips to help you save energy and money along the way.

Enter here: <http://bit.ly/win-energy-bills>

Facebook 2

How good is your energy saving knowledge?

Take **@HomeEnergyScotland**'s quiz to find out. You'll pick up tips to help you save energy and money at home – and if you leave your details, you'll be in with the chance of winning £500 towards your energy bills! Enter here: <http://bit.ly/win-energy-bills>

Twitter 1

Fancy winning £500 towards your energy bills?

Take **@HomeEnergyScot**'s quiz to be in with a chance – you can test your energy saving knowledge and pick up tips along the way. Enter here: <http://bit.ly/win-energy-bills>

Twitter 2

How good is your energy saving knowledge?

Take **@HomeEnergyScotland**'s quiz to find out. You'll pick up tips to save you energy and money – and you could win £500 towards your energy bills! Enter here: <http://bit.ly/win-energy-bills>

Beat the chill this winter with funding and support from Home Energy Scotland

If you're worried about your bills, or if your home is cold and difficult to heat, Home Energy Scotland can help you access funding and support to improve things.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help with:

- Clear advice on ways to save energy and reduce fuel costs including the importance of taking regular meter readings
- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up
- Advisors can check eligibility for discounts from energy suppliers and funding and grants available for new boilers, insulation and heating systems.

How to get in touch

If you are, or someone you know is worried about energy bills, call **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and a friendly advisor will be in touch.

Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.



Top tips on ways to save energy and lower energy bills

1. Understand your bill

The information on a typical energy bill can be confusing, but understanding it can go a long way to helping you get to grips with your energy usage at home.

This video from Home Energy Scotland provides a helpful guide:

<https://www.homeenergyscotland.org/reduce-home-energy-bills-tips-support-funding/>

2. Switch off standby

You can save around **£35 a year** just by remembering to turn your appliances off standby mode. Almost all electrical and electronic appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver which allows you to turn all your appliances off standby in one go.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

3. Take control of your heating

More than half the money spent on fuel bills goes towards providing heating and hot water.

Installing a room thermostat, a programmer and thermostatic radiator valves and using these controls efficiently could save you around **£75 a year**.

If you already have a full set of controls, turning down your room thermostat by just one degree can save around **£60 a year**.

Whatever the age of your boiler the right controls will allow you to:

- Set your heating and hot water to come on and off when you need them
- Heat only the areas of your home that need heating
- Set the temperature for each area of your home.

4. Draught proofing

Unless your home is very new, you will lose some heat through draughts around doors and windows, gaps around the floor, or through the chimney.

Professional draught-proofing of windows, doors and blocking cracks in floors and skirting boards can cost around **£200**, but can save around **£25 a year** on energy bills. DIY draught proofing can be much cheaper.

Installing a chimney draught excluder could save around **£19 a year** as well.

5. Switch to LEDs

You can now get LED spotlights that are bright enough to replace halogens, as well as regular energy saving bulbs ('compact fluorescent lamps' or CFLs). They come in a variety of shapes, sizes and fittings.

If the average household replaced all of their bulbs with LEDs, it would cost about **£100** and save about £40 a year on bills.

6. Turn off lights

Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This will save you around **£15 a year** on your annual energy bills.



HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

Help During the COVID 19 Outbreak

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 and 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

Glasgow's Golden Generation
www.glasgowgg.org.uk

Glasgow Helps as lockdown and shielding restrictions are lifted, they are changing their response as of 31st July the helpline will move online. Anyone needing assistance can email helpline@gcvs.org.uk or text **07451 289 255**, if people have no phone credit then please text, someone will call back.

Glasgow Housing Association
Home comforts team 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

GDA 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 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

Community Transport Glasgow

www.ctglasgow.org.uk T: 0845 605 5955

Other Information on Support

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

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

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

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 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

Anxiety UK (formerly National Phobics Society) Helpline

T: 03444 775 774

Text service: 07537 416 905

anxietyuk.org.uk

Association for Child and Adolescent Mental Health

www.acamh.org

Bipolar Scotland

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

Campaign to Look After your Mental Health

www.clearyourhead.scot

Combat Stress

UK charity for Veterans Mental Health

www.combatstress.org.uk **T: 0800 138 1619**

Compassion Fatigue

compassionfatigue.org

COPE continues to care



Phone wellbeing support because you matter

T: 0141 944 5490

Email: admin@cope-scotland.org will be replied to within 24 hours where possible.

Website offers online wellbeing information:

www.cope-scotland.org

COVID-MINDS is a network of longitudinal studies on the global mental health impact of Covid-19 covidminds.org

CRUSE Bereavement support Bereavement support helpline

T: 0808 808 1677

Eating Disorders

Beat Eating Disorders

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

Healing for the Heart

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

Health in Mind Trauma Counselling

www.health-in-mind.org.uk/services/trauma_counselling_line_scotland/d15/

How to Look After your Mental Health

www.mentalhealth.org.uk

Information on Self-Harm

SAMH

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

Lifelink Glasgow Counselling Service

Also have a young people's service

T: 0141 552 4434

W: www.lifelink.org.uk

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

Maternal Mental Health Scotland

maternalmentalhealthscotland.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

this may also be of interest

www.mhfestival.com/exhibition

Mind Info Line

Open Monday to Friday 9am-6pm

T: 0300 123 3393

E: info@mind.org.uk or text 86463

Don't know where to start? www.mind.org.uk

Mind Tools a lot of useful information and tools
www.mindtools.com

Mindfulness

www.freemindfulness.org/download

Mindfulness Resource

waysofthinking.co.uk

Moira Anderson Foundation

Supporting children and adults affected by childhood sexual abuse

moiraanderson.org

NHSGG&C Glasgow Psychological Trauma Service

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

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

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

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** 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

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/

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/
- 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**

Support in Mind Scotland

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**

The Wee Retreat Meditation and Wellbeing Centre

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

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

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.



Nemo Arts has a range of online art workshops in support of mental health available.

Nemo Arts has been working in mental health for 21 years in community settings, hospitals both forensic and non-forensic units, prisons and schools.

We work with a wide range of people but many have diagnoses of severe and enduring mental health conditions. That said we are happy to welcome anybody who is currently vulnerable and looking for a fun and interesting way to relieve stress, relieve loneliness and isolation and improve their health and well being.

People who are normally digitally excluded can be supplied with pre-paid 4G tablets in order to join in. We will also provide guidance and teaching on how to use the tablet if that is required.

Below is some information about timings etc..

For more information prospective participants, carers or people who wish to refer someone to our services should contact hugh@nemoarts.org

Hugh will be able to supply referral forms or they can be downloaded from our website: www.nemoarts.org

All our workshops are free for participants.

We are hoping to begin some face to face workshops in our studio shortly and will keep people posted about those additional possibilities.



Guitar Group

Our online Guitar Group runs every **Monday 1-3pm on Zoom**, it is designed for all levels of players whether you haven't touched a guitar before or if you've been playing for years! Joining the group will also allow you access to the Private Facebook Group which gives an opportunity to socialise with like minded people and get guitar advice throughout the week.



Ukulele Group

Ukuleles can be provided classes start July 7th.* Our online Ukulele Group runs every **Tuesdays 1-3pm on Zoom, it is designed for all levels of players whether you haven't touched a Ukulele before or if you've been playing for years! Joining the group will also allow you access to the Private Facebook Group which gives an opportunity to socialise with like minded people and get ukulele advice throughout the week.



Art Group

We run three visual art groups over the week on **Thursday, Fridays and Saturdays between 1-3pm on Zoom**. The classes are led by artist Mark Byrne who takes everyone involved through simple steps which lead to remarkable pieces of work! Several people who have joined the group with no background at all in art have been blown away by the results they've achieved. Joining the group will also allow you access to the Private Facebook Group which gives an opportunity to socialise, share your work with like minded people and get art advice throughout the week.



Drama Group

Our ever popular Drama Group runs every **Tuesday and Friday 12:30-2:30pm on Zoom**, it is all whether you have never acted in your life or if you are a veteran of the stage! The groups are run by actor Hugh McCue who leads activities such as spoken word improvisations, drama games and short dramatic plays. Joining the group will also allow you access to the Private Facebook Group which gives an opportunity to socialise with like minded people .

Nature Earth and Health

Nature in Autumn

Coming into Autumn Nature has new wonders to offer. Walking in the woods during autumn and seeing the changes in the leaves on the trees is a great way to spend an afternoon. For more information on woods near you please visit:

www.woodlandtrust.org.uk/visiting-woods/find-woods



Coorie is that snugly 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/latest-blog/coorie-whits-that-got-tae-dae-wi-gettin-fitter or watching this wee video www.cope-scotland.org/index.php/videos/video/the-coorie-the-scottish-way-to-wellbeing We have also included some ideas to bring more coorie into your life, on this wee postcard



Coorie for wellbeing



- ♥ Have one room as the cosy room
- ♥ Enjoy a warm drink, snuggled with a good book
- ♥ Embrace the outdoors, snuggle with a cuppa when you get home
- ♥ Find a way to bring cuddles into your life, even try a weighted blanket
- ♥ Use colours which promote warmth, maybe invest in a salt lamp?
- ♥ For that crackling log fire effect? check out YouTube videos & DVD's
- ♥ Enjoy music which promotes the 'feel good factor'
- ♥ Layer clothes; including hat and socks, even indoors if you feel cold
- ♥ Pack stews out using vegetables to offer hearty warming meals



There are opportunities to connect with other people, sometimes we just need to explore options in our communities. Maybe try volunteering? Kindness to others, creates warm feelings of wellbeing for us too. Even dropping into see a neighbour who is on their own for a cuppa can help create a community cuddle.

Some useful contacts to help promote Coorie

These are only some tips, for more advice contact:

- ♥ **Home Energy Scotland:** 0808 808 2282
- ♥ **Compare energy deals:** www.energycompare.citizensadvice.org.uk/
- ♥ **Citizens Advice Bureau:** www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/get-helppaying-your-bills/grants-and-schemes-to-help-you-save-money-on-energy-bills-s/
- ♥ **Macmillan Cancer Care:** many local libraries have outreach services or visit www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support
- ♥ **Age UK:** www.ageuk.org.uk/information-advice/health-wellbeing/mind-body/preparing-for-winter/

Maybe check out other local services and groups in your area including local money advice centres.

Maybe see if you can register as a priority services customer, for more info:

www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need

Sometimes worrying about money can affect our mental health, if this is an issue for you, see what services you can connect with locally. These helplines may also be useful. You don't need to be alone with this, there are people who care, sometimes it takes time to find them, but they are there:

- ♥ **The Samaritans:** free phone number is 116 123
- ♥ **Crisis Text Line:** www.crisistextline.uk or Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer
- ♥ **Breathing space:** 0800 83 85 87
- ♥ **Coorie Video** www.cope-scotland.org/index.php/videos/video/the-coorie-the-scottish-way-to-wellbeing



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

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

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**

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

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**

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

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

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

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**



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 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/

RSPB Give Nature a Home

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

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

Zero Waste Scotland

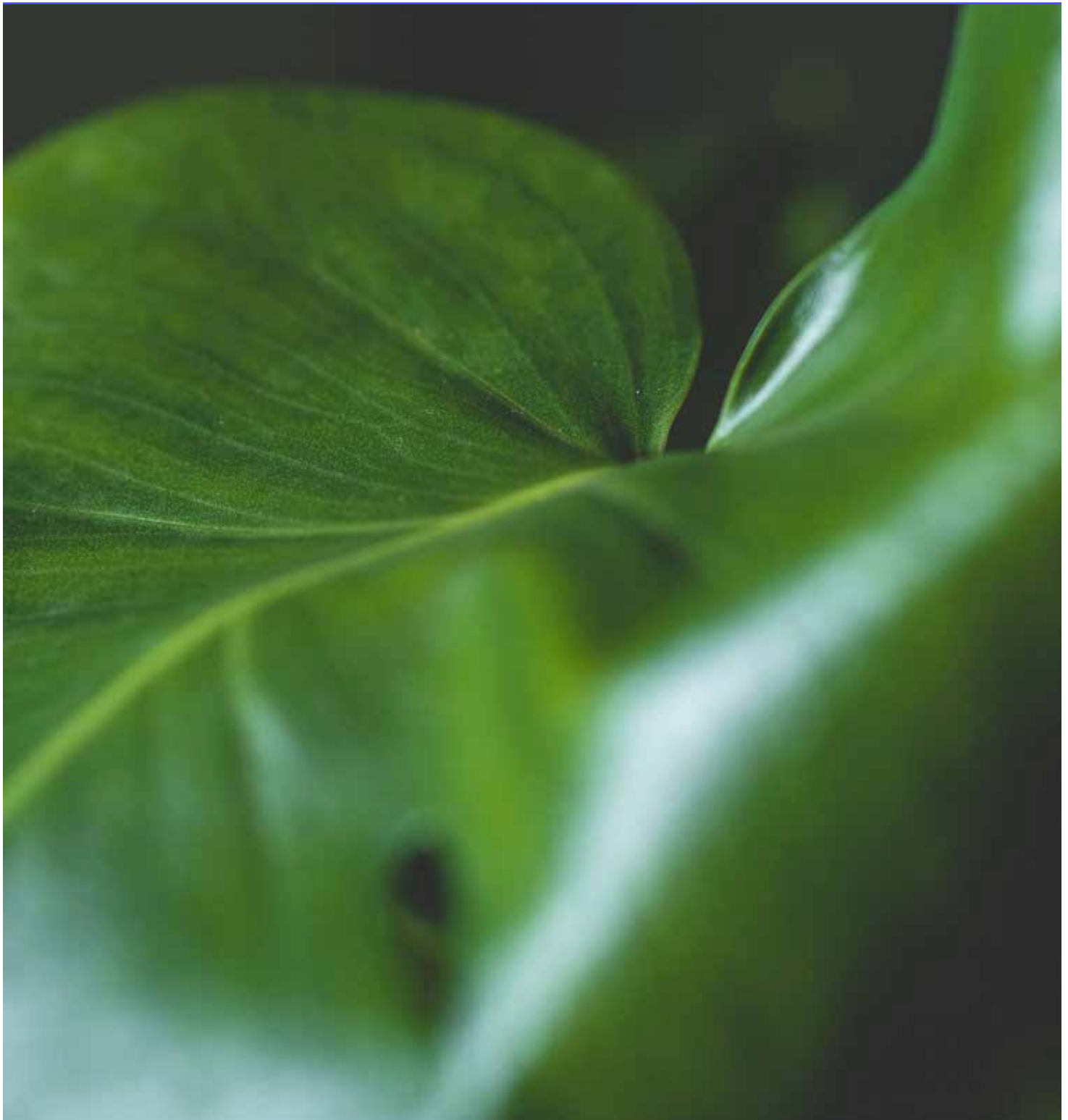
Zero Waste Scotland exists to lead Scotland to use products and resources responsibly, focusing on where we can have the greatest impact on climate change. For more information: www.zerowastescotland.org.uk/content/who-we-are

The shift towards ageing societies requires careful consideration of how best to ensure that older people can live well for as long as possible in their own homes and communities. This means constructing spaces and places that not only accommodate and welcome older people as part and parcel of everyday life. To avoid the generation of old-age specific environments, an intergenerational approach to developing age-friendly ecosystems is proposed in the AFLE project to ensure that older people are integrated into the matrix of opportunities afforded in their lifetime communities. The AFLE team have conducted 4 of 6 planned workshops to explore key ideas that underpin an intergenerational age-friendly ecosystem and to develop a large scale research project to explore how such an ecosystem can be created.

On the following page is a report from the third virtual workshop held as part of a community-based participatory research project, Intergenerational and Age Friendly Living Ecosystem (AFLE), funded by the Scottish Universities Insight Institute (SUII), and led by researchers from the Universities of Dundee and Heriot-Watt. The third virtual workshop focused on refining and confirming project aims, objectives and research questions towards developing an upscaled, longitudinal piece of research for creating an intergenerational age-friendly living ecosystem.

Key Thematic Findings: Virtual Co-Creation Camp 3

Intergenerational Age-Friendly Living Ecosystem (AFLE)



Findings

AIMS

Create roadmap

The project should aim to create not only a conceptualisation of age-friendly place-making but “something a little bit more concrete...a roadmap for people” (F3). This was deemed important given the circumstances of COVID-19 as well as diverse contexts in which age-friendly place-making could occur.

The creation of a roadmap could allow for people “to find out for themselves, what would be good” (F4) in translating the conceptualisation to a reality in the context of ongoing changes in how semi-public and public spaces are being used and the diversity of potential implementation contexts.

Innovate the use of outdoor space

The project should aim to innovate use of outdoor spaces particularly given the circumstances of COVID-19 and perceived benefits of outdoor place-making. This should be considered across urban and rural settings.

COVID-19 has necessitated a change in the use of semi-public and public spaces as well as urgency to use outdoor spaces optimally. F2 summarised, “Covid-19 had made a difference to how we were relating to each other and how we were relating to

specifically, outdoor space as well.” The opportunity to learn from existing projects that have been using outdoor spaces successfully to nurture people was also raised. F5 explained, “There is already so much knowledge and experience in the childcare sector” as outdoor nurseries for young children in Scotland have been making use of outdoor spaces year-round.

The potential to learn and innovate around the multigenerational use of outdoor spaces optimally was deemed particularly salient given the climate in Scotland: “I think that is quite a good theme to look at, the outdoor environments and our climate, especially in Scotland,” (F1). The learning from creative uses of outdoor spaces in the height of COVID-19 could inform ideas for how to further facilitate intergenerational interaction and relationship-building through outdoor structures and spaces.

Focus on universal benefits of multigenerational use of spaces

Multigenerational spaces could benefit people not only as their age changes but also as the contexts in which they live change, which is relevant to people of all ages.

As M1 explained, the project should consider “opportunities for people as they age, but also in response to changing environments.” The focus on this dynamism emphasises that the

project would be relevant to people not only as they age but also as they adapt to change of circumstances. Further, F3 noted that the project's aims could "apply to younger people too," and the relevance of this project to younger people should be acknowledged. The project should emphasise the universal benefits of multigenerational use of spaces over time rather than focus on aging.

OBJECTIVES

Produce roadmap that can be used across cultural contexts

The findings from this project should be translatable such that a roadmap could be relevant across various contexts. The knowledge gained from this project could be widely useful yet acknowledgement of the differences in potential mobilisations of the roadmap is important: "You translate from one language to another, you can't do it directly," as F4 explained.

M2 added that he liked the "wording of culture" in the objectives to highlight the diversity of project participants and partners. The diversity of involvement could be emphasised to acknowledge the breadth of the investigation as well as the relevance of the findings.

Use term that encompasses people of all ages (multigenerational)

The language used in the objectives should acknowledge the involvement of people of all ages rather than focus on older and younger people. F3 shared: "When we've spoken to people about who it is in their community, they want to know it's not defined just by being a teenager or being over the age of seventy; it's connecting with young mothers, it's connecting in the middle as well."

The importance of using language that acknowledges the inclusion of people of varying ages was typified by the notion of accessibility, as F4 noted, "anyone can be in a wheelchair." F6 shared a personal example related to inaccessibility of spaces to babies and their caregivers:

...as I am trying to take a baby out in the pram, and things and as I'm trying to access spaces, many of these spaces are not really accessible to us as well. So, that is how it can be something that is much more across all the age groups.

While there might be specific considerations for certain age cohorts, it was agreed that taking a "multigenerational approach" (F3) is important.

Include intersectionality and inequality

In addition to including varying ages in the objectives rather than signpost specific age groups, the notions of intersectionality and inequality were raised. For example,

accessibility of spaces not only relates to physical concerns but also resources like information, money, and transportation. F2 summarised:

...we know that age doesn't cover all of the different aspects of a person when they are trying to use, to access, to develop meaning with space. And so, I think, disability, we've talked about gender and we've talked about age. So, maybe there needs to be some kind of recognition of intersectionality.

F3 noted that “sensory stuff is really important in terms of accessibility” and thus consideration of varying sensory needs could be crucial for promoting inclusivity; for example, F3 specified, noise level might need to be a priority for engaging people affected by dementia and autism. While the scope of the project needs to be focused and attainable, a range of perspectives must be considered, particularly in looking at multi-level constraints.

QUESTIONS

Interconnectedness of project partners

There was a sense that with Scotland at the centre of the project, there is a need to facilitate engagement of partners not only in terms of their expertise. As M1 said, “we want to ensure that those discussions are happening across these thematic areas” referring to the areas of expertise of international project partners. F2 agreed, “I do think we do need to be able to represent the interconnectedness of the whole

system...each partner works in specifically their area of interest and expertise and that we learn from that as a whole partnership.”

Further, as M2 said, “It would be interesting to have a little overview of this is how Scotland is for said area.” Connecting partners to each other could allow for learning to be exchanged more widely and Scotland’s status in the different areas of expertise also could be highlighted.

Understanding of involvement at different levels

The proposed community participatory approach means that “people who use spaces and places are actually bringing their experience into our project in a very fundamental way,” according to F2. The benefits of this approach to people for all ages were perceived by F3:

I can imagine that being a really exciting opportunity for young people to talk about their experiences across cultures. I would hope that it would be the same for older people as well.

The mention of engaging with stakeholders led to discussion of how the project team could get people involved. It was agreed that understanding “what makes people wish to be involved of any age” (F4) is important for maximising benefit of this project to community development.

The proposed socioecological model benefits from a community participatory

approach. It facilitates understanding from the individual to societal level and enables conceptualisation of the processes that connect people to each other and their contexts. F2 explained the potential for the socioecological approach:

to understand intergenerational ecosystems from the perspective of—what is the person, the individual trying to get out of it and what does it mean for them? Right through to what does this mean on a societal level and what kind of policies and practices do we need to be working on to make sure this happens generally, rather than just for specific initiatives.

Understanding the motivations for involvement from the individual to the societal level would help ensure the conceptualised roadmap is representative of diverse stakeholders and developed sustainably for communities.

Conclusions

Themes identified for refining the project's aims, objectives, and questions relate to the importance of producing a roadmap that is usable across cultural contexts, highlighting the benefits of multigenerational spaces for changes in both personal and global circumstances, being inclusive in terms of language and consideration of intersectional social identities.

Additionally, innovating the use of

outdoor spaces, emphasising diversity and interconnectedness of partners, and understanding motivations for involvement at different levels are also important. The themes point to priority areas for the project's next stage of development.

Reflections

It might be helpful to include intersectional theory to frame how factors in addition to age will be considered in the conceptualisation.

Implications

The findings should be incorporated into project aims, objectives, and questions. The refined approach to the project should be shared with participants and partners for sense check, and reflection on progress of the proposal is warranted.

Funded by the Scottish University Insight Institute, this pilot project is an initiative jointly led by scholars from the School of Health Sciences, University of Dundee and the School of Energy, Infrastructure, Geoscience, and Society, Heriot Watt University. The project team includes academic and non-academic partners from across Scotland, Canada, China, Denmark, Australia, Singapore, Slovakia, and India.

University of Dundee Co-Leads

Mei Lan Fang

Email: m.l.fang@dundee.ac.uk

Judith Sixsmith

Email: j.sixsmith@dundee.ac.uk

Heriot-Watt University Co-Lead

Alison Hamilton-Pryde

Email: a.hamilton@hw.ac.uk

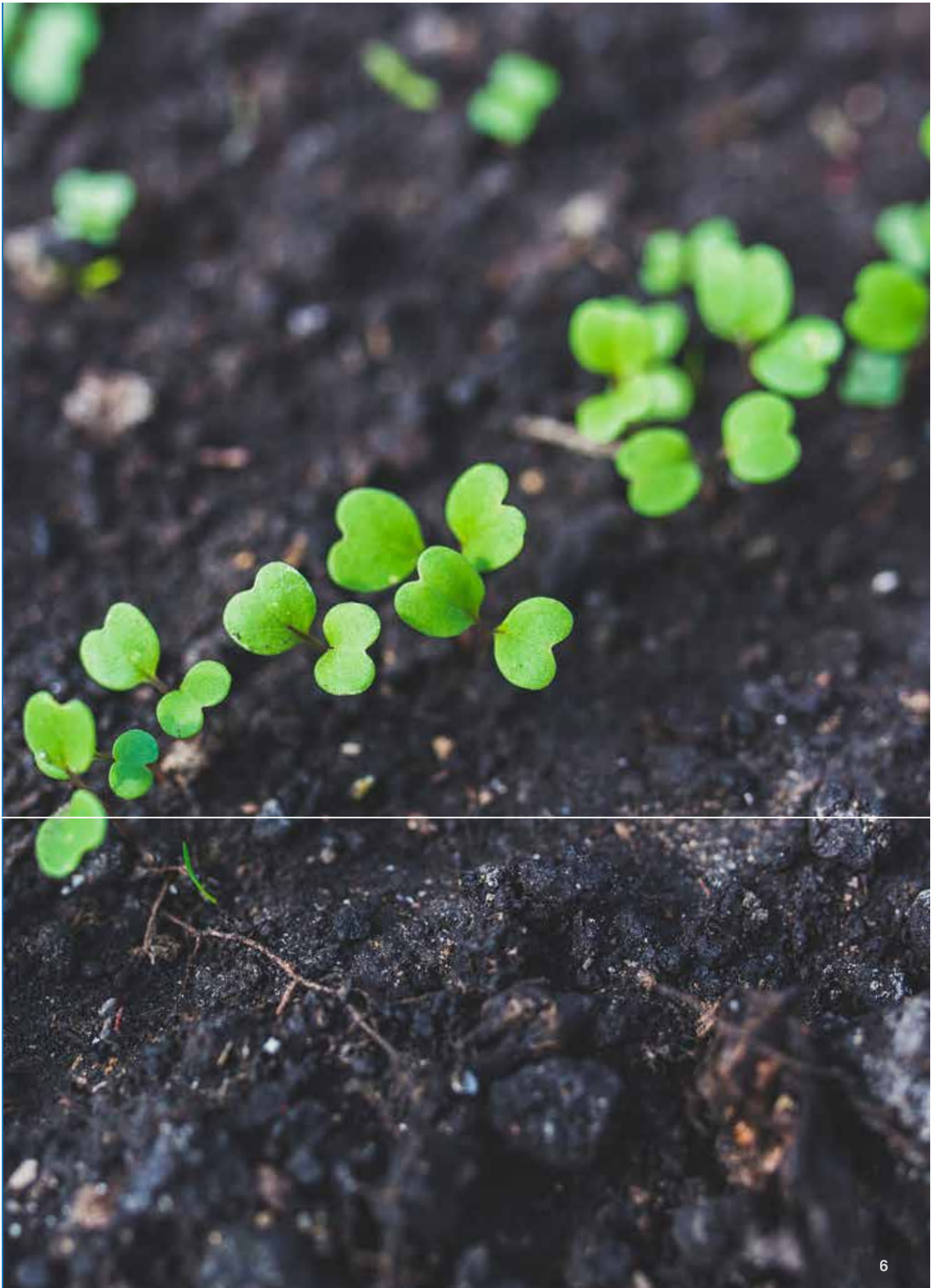
AFLE Project Team

Pat Scrutton, Ro Pengelly, Ryan McKay, Jennifer Challinor, Jacqueline Cassidy, Clare Mills, Rayna Rogowsky, Ryan Woolrych, Deborah Menezes, Vikki McCall and Petra Biberbach

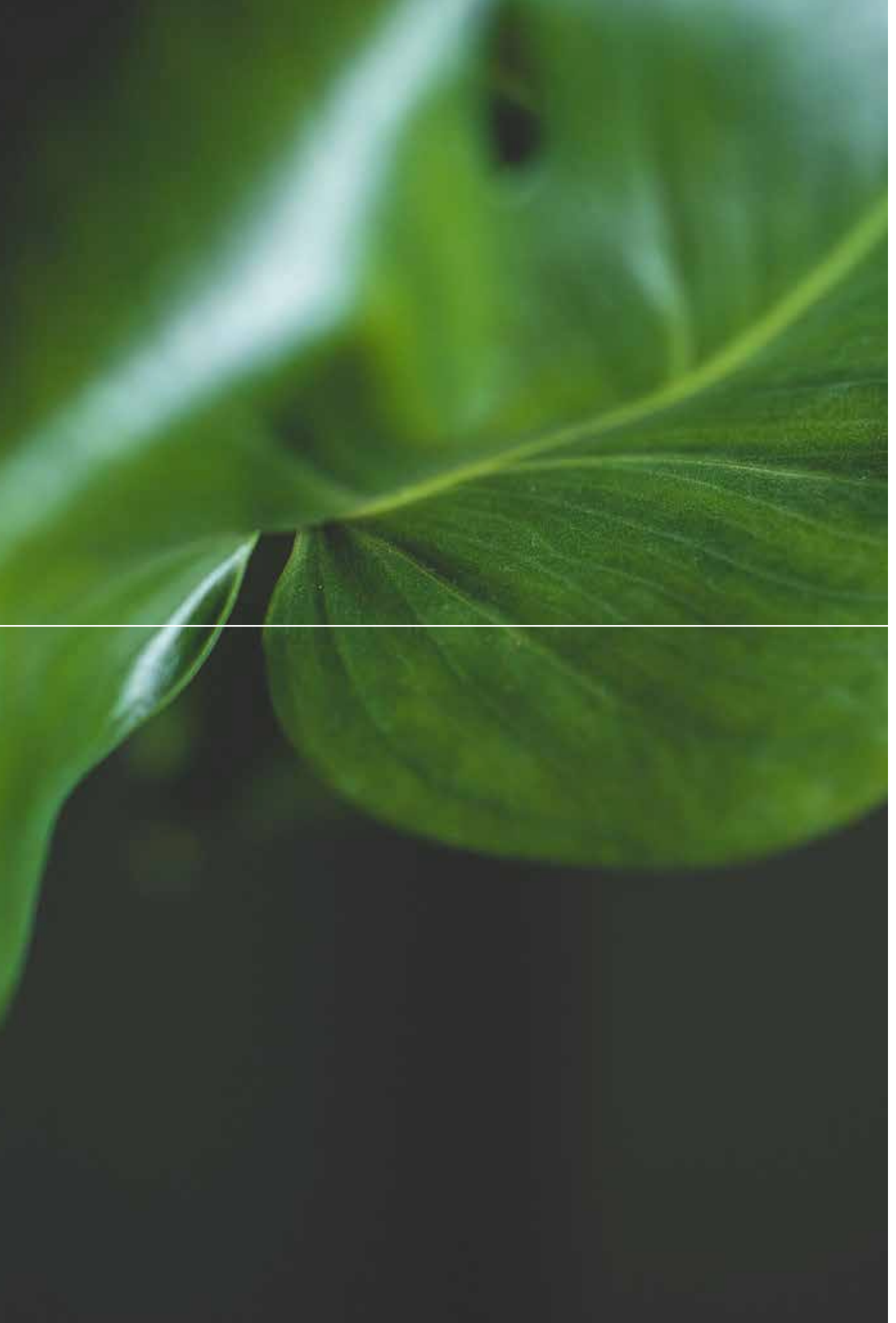
Acknowledgements

This pilot project would not be possible without funding support from the Scottish University Insight Institute and in-kind support from the STAR (Science and Technology for Aging Research) Institute and AGE-WELL NCE. We would like to thank Rayna Rogowsky for her interpretation of the workshop findings, Clare Mills for her graphic facilitation and illustrations and Juliet-Neun Hornick for her project coordination support and designs for our knowledge mobilisation outputs. Finally, we would like to thank our international partners and our multigenerational participants from all walks of life for their ideas and input into the conceptualisation of an intergenerational and age-friendly living ecosystem.





Intergenerational Age-Friendly Living Ecosystem (AFLE)



Virtual Co-Creation Camp 4 (VCC 4) Intergenerational Age-Friendly Living Ecosystem (AFLE) project

Over the course of six virtual workshops, this project creates translational opportunities for intergenerational place-making towards developing an age-friendly and intergenerational community ecosystem.

Summary of Workshop

VCC 4 focused on confirming and establishing research activities and work plan. The workshop opened with an overview of the project's key findings, aims, objectives, research questions and approach. A case study for building intergenerational places and spaces in Canada was then presented by an AGE-WELL Older Adult and Caregiver Advisory Committee member, followed by a full group discussion. Participants then broke out into three groups which focused on different activities: (1) to develop a community of practice; (2) to capture different voices; and (3) to share what we have learned. The workshop ended with a full group discussion and conversation around next steps.

VCC 1
Define an intergenerational age-friendly living ecosystem
Completed 05.18.20

VCC 2
Define aims, objectives and research questions
Completed 06.23.20

VCC 3
Explore potential research activities for anticipated longitudinal project (Internal Team Only)
Completed 08.04.20

VCC 4
Confirm and establish research activities and work plan
Completed 09.16.20

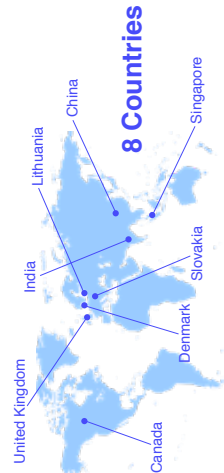
VCC 5
Explore opportunities for national and international policy and practice implications
10.28.20

VCC 6
Determine knowledge translation pathway towards impact
11.20

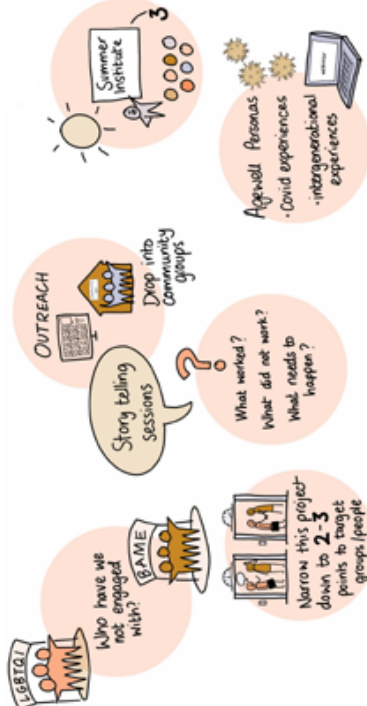
Participants

- Academics
- Members of the community
- Service providers
- Architects
- City planners
- Designers
- Educators
- Older adults

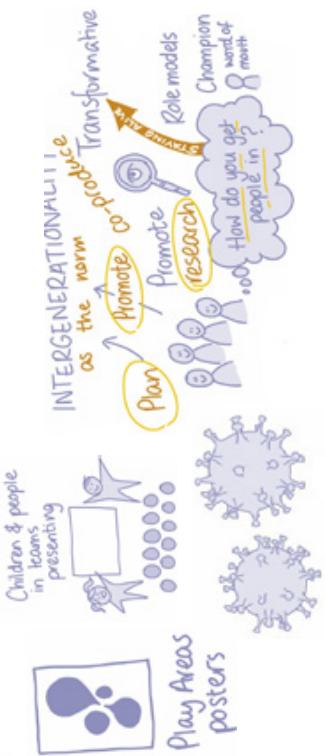
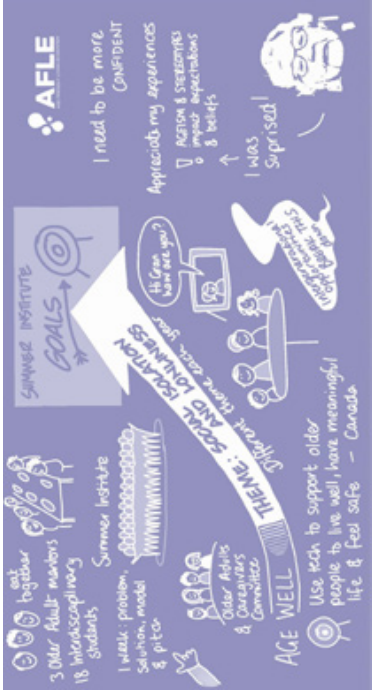
Backgrounds



Breakout Session Activities



Case Study - Intergenerational Places and Spaces in Canada



eat together
 3 Older Adult mentors
 18 Interdisciplinary students

Summer Institute

1 week: problem, solution, model & pitch

Older Adults & Caregivers Committee

AGE WELL

Use tech to support older people to live well, have meaningful life & feel safe - Canada

THEME: SOCIAL ISOLATION AND LONELINESS
 Different theme each year

Hi Gran how are you?



I was suprised!



AGEISM & STEREOTYPES impact expectations & beliefs

I need to be more CONFIDENT

Appreciate my experiences

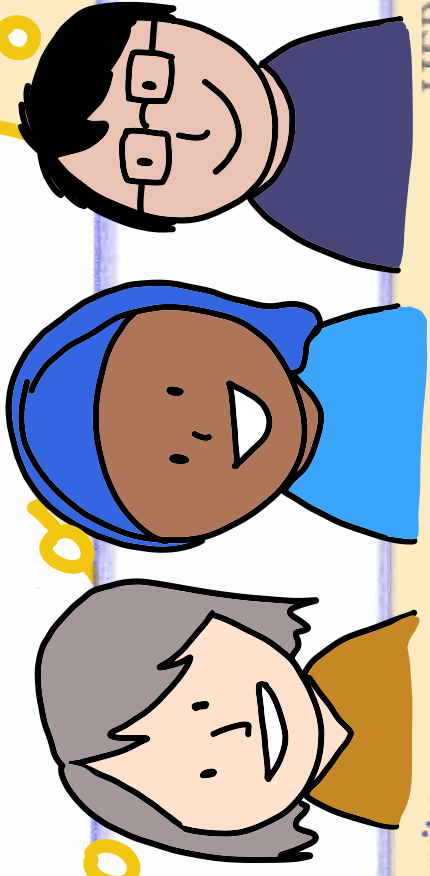
SUMMER INSTITUTE GOALS

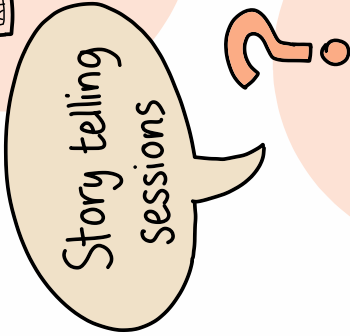
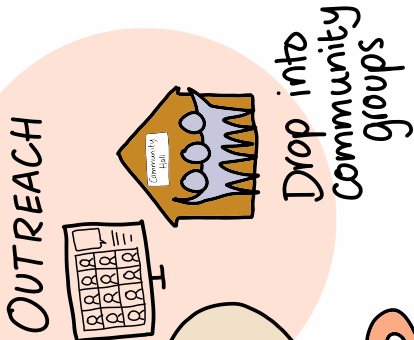
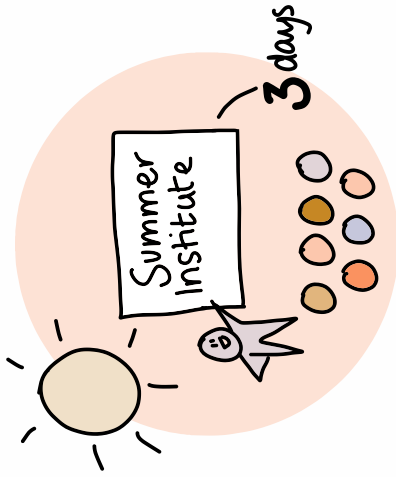


BUILDING INTERGENERATIONAL PLACES AND SPACES IN CANADA

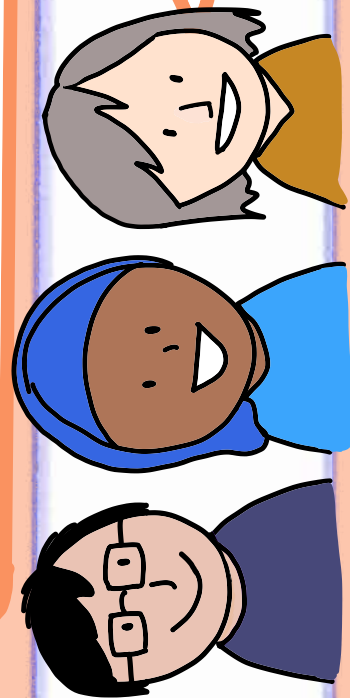
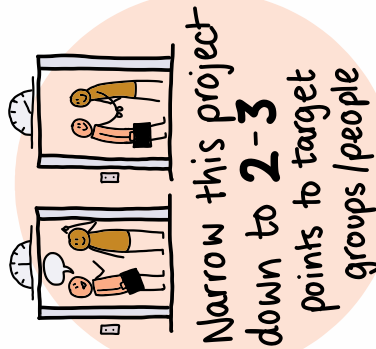
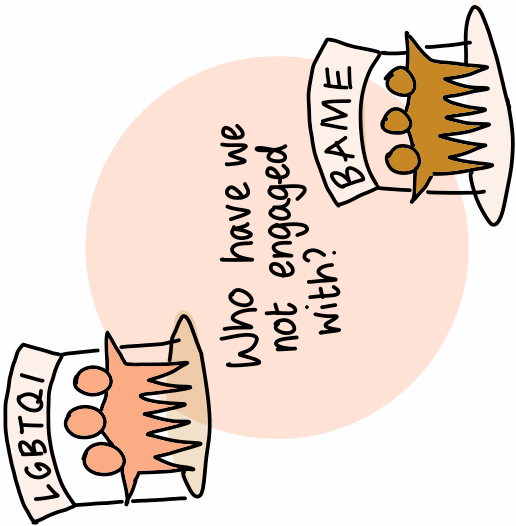


ACTIVITIES TO DEVELOP A COMMUNITY OF PRACTICE

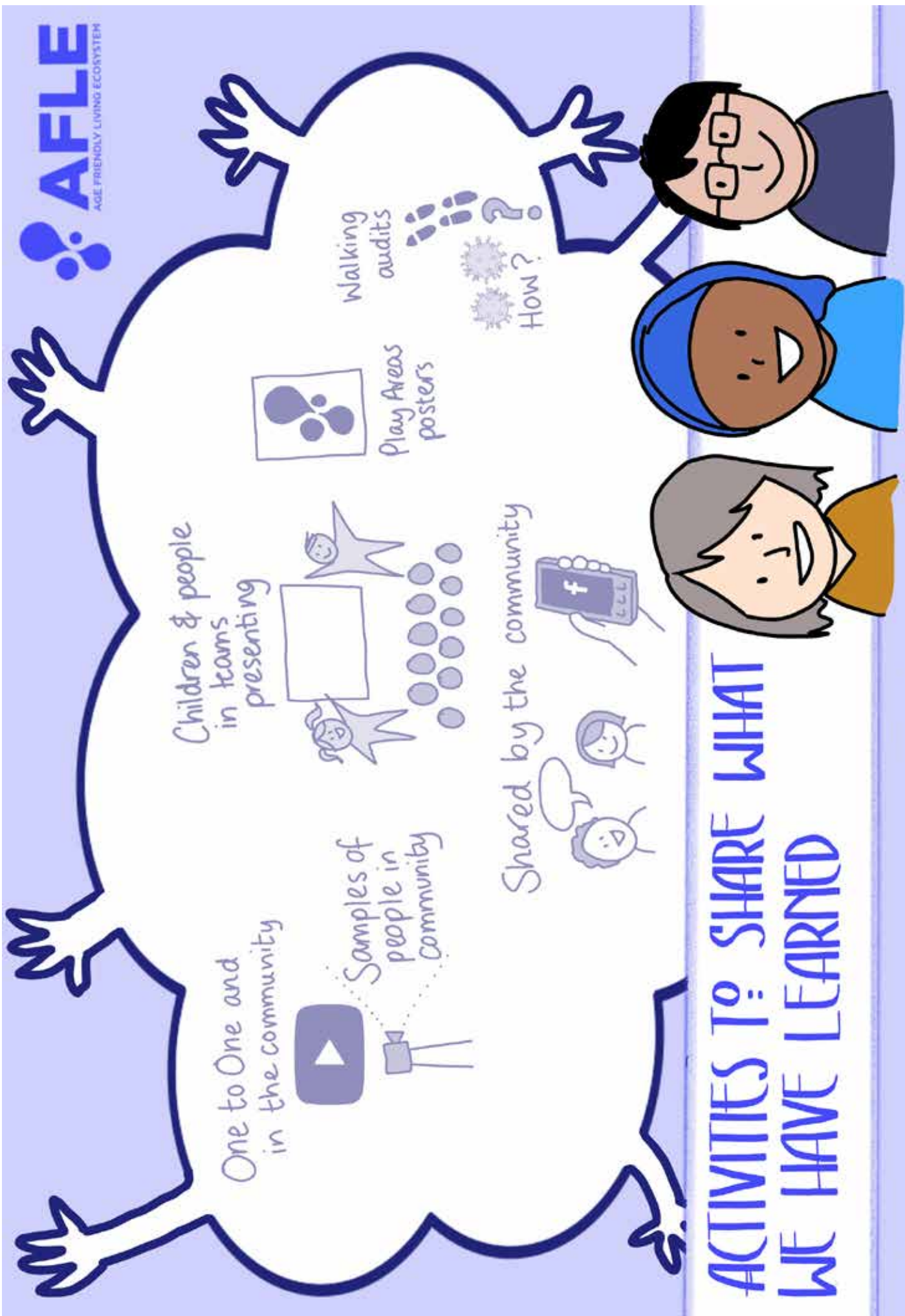




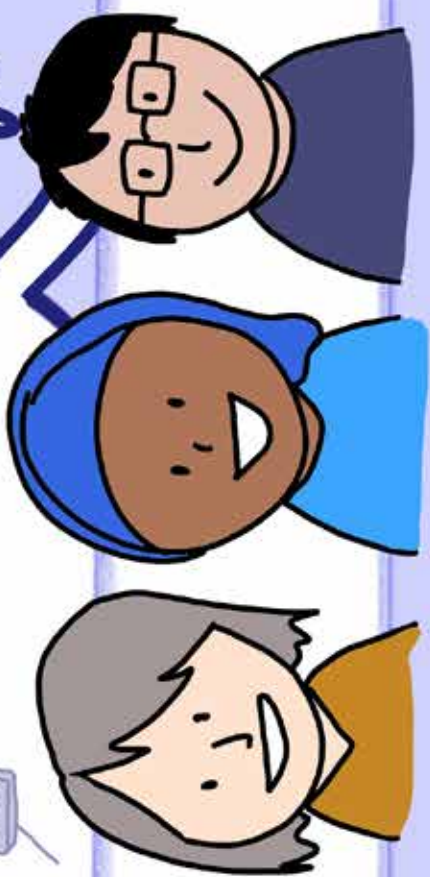
What worked?
What did not work?
What needs to happen?



ACTIVITIES TO CAPTURE DIFFERENT VOICES



ACTIVITIES TO SHARE WHAT WE HAVE LEARNED



People furniture space
 Problems MAKE
 Spend a day together
 Come & try
 Physical condition
 looks nice
 Nothing about us without us

Could Age-Well be a way we go forward?

Doesn't need to focus on tech

SUMMER Camp!

Digital exclusion to reach wide



Include everyone

'Well' senior who is invisible

Many older adults are THRIVING!

Dementia friendly



Primary school age

It's about relationships

long term

How can we take learning & use in shorter term relationships

WHY NOT?

I should be confident!

Internal ageism



CBC documentary

women - 50s, 60s, 70s, 80s back to school

Backgrounds harder to reach?

platform to support

local facebook groups



young & old

How do we get these people to a summer camp



FULL GROUP DISCUSSION

Older Age

Alzheimer's Scotland
www.alzscot.org

Deafness and Dementia

Full report available on their website:

www.deafscotland.org
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/

**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

The next **Glasgow & East Dunbartonshire Intergenerational Meeting** will take place in October and is now open for bookings:
<https://generationsworkingtogether.org/events-training/glasgow-and-east-dunbartonshire-intergenerational-network-meeting-23-10-2020>

Glasgow East Mattie Carwood Centre
T: 0141 766 0000

Glasgow's Golden Generation

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

Playlist for Life

Connect through music during isolation and build your loved ones' personal playlist
www.playlistforlife.org.uk/mp3-music-players-dementia/
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

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

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 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

Physical Health

Alzheimer's Scotland

www.alzscot.org

T: 0808 808 3000

Asthma UK

T: 0300 222 5800

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/

Brittle Bones

www.brittlebon.org

Brugada Syndrome

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

Charles Bonnet Syndrome

T: 0303 1239999

www.charlesbonnetsyndrome.uk

Chest Heart and Stroke Scotland

T: 0808 801 0899

www.chss.org.uk

Chronic Pain

www.nhs.uk/your-health/healthservices
painassociation.co.uk
www.youtube.com/watch?v=4I8dUJgCj0I&feature=youtu.be

Crohn's and Colitis UK

www.crohnsandcolitis.org.uk

Crohn's disease

www.crohnscolitisfoundation.org/what-is-crohns-disease

Cystic Fibrosis Trust

www.cysticfibrosis.org.uk

Diabetes UK

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

Epilepsy

www.epilepsyscotland.org.uk

Fibromyalgia

www.fmauk.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

GUTSUK

Committed to fighting all digestive disorders
gutscharity.org.uk

HIV

Terrance Higgins Trust

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

Macmillan Cancer Support



COVID-19 (coronavirus) updateIn 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

Macular Society

www.macularsociety.org

T: 0300 3030 111

Menopause

www.nhs.uk/conditions/menopause

Menopause Café www.menopausecafe.net

Multiple Sclerosis National Therapy Centres

Find your nearest MS Therapy Centre

www.msntc.org.uk/find-a-centre

T: 01296 711 699

National Eczema Society

www.eczema.org

Parkinson's UK Scotland

www.parkinsons.org.uk/about-us/parkinsons-uk-scotland Tel: 0808 800 0303

Primary Immunodeficiency UK

www.piduk.org

Sarcoidosis UK

www.sarcoidosisuk.org

Scoliosis Association UK

T: 020 8964 1166

www.sauk.org.uk/types-of-scoliosis/scheuermanns-kyphosis

Scottish Huntington's Association

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**

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

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**

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

Ulcerative Colitis

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

Useful information if recovering from COVID19

www.rcot.co.uk/recovering-covid-19-post-viral-fatigue-and-conserving-energy

Versus Arthritis

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.

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

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/

Association for Child and Adolescent Mental Health

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

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

(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

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

Differabled Scotland

Parent to parent, peer to peer support for parents whose children have additional support needs

www.differabledscotland.co.uk

www.facebook.com/differabledscotland

Down's Syndrome Scotland

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

Families Outside

• **T: 0800 254 0088**

• **Webchat www.familiesoutside.org.uk**

• **Text FAMOUT to 60777**

• **Email support@familiesoutside.org.uk**

Home Schooling

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-to-help-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 or contact ruby at 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**

Notre Dame Child Guidance Clinic

Providing support for children, young people and their families. For more information:
www.notredamecentre.org.uk

One Parent Families Scotland
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

Parent Network Scotland
www.parentnetworkscotland.org.uk

Parenting Across Scotland
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/1FAIpQLSeV8085eAxTtLa4x3x0GWPPcjlTKOCCVNWHLZ1uvrtKF4bOw/viewform?vc=0&c=0&w=1

Positive Parenting Campaign
www.alliance-scotland.org.uk/blog/news/positive-parenting-campaign-by-parent-club

Pregnant and New Parents
www.parentclub.scot

Scottish Families Information Services
Information for parents and carers of children and young people **scottishfamilies.gov.uk**

Solihull Approach Training Online
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

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.gcvs.org.uk/blog/glasgow-summer-holiday-programme-2020/

Take a Break Scotland

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

Triple P

Online training **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

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

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/coronavirus-covid-19-advice-for-animal-owners/

Advice for People who use a Guide Dog

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

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

Cat Protection

T: 0345 371 2722

www.cats.org.uk/glasgow

Dogs Trust

T: 0141 773 5130

www.dogstrust.org.uk

Also speak to them about fostering.

PDSA

T: 0141 332 6944

www.pdsa.org.uk

Pet Fostering Service Scotland

T:0344 811 9909

www.pfss.org.uk

SPCA

T: 03000 999 999

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

Pet Bereavement Service

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/; 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/

Archdiocese of Glasgow

www.rcag.org.uk

Baptists Church

www.baptist.org.uk/Groups/337630/Coronavirus.aspx

Central Mosque Glasgow

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

Glasgow Buddhist Centre

www.glasgowbuddhistcentre.com

Glasgow City Free Church

www.glasgowcityfreechurch.org

Glasgow Gurdwara

www.glasgowgurdwara.org

Glasgow Reform Synagogue

www.grs.org.uk



Greek Orthodox Church Glasgow

www.greekcommunitystluke.scot

Hindu Temple Glasgow

www.hindumandirglasgow.org

Jehovah's Witnesses

www.jw.org/en

Methodist Church

www.methodist.org.uk/about-us/coronavirus/official-guidance

Orthodox Synagogue

www.jscn.org.uk/small-communities/garnethillsynagogue/

Quaker Religious Society of Friends

www.quakerscotland.org/glasgow

Salvation Army

www.salvationarmy.org.uk/glasgow-city-centre

Redundancy

If affected by redundancy these maybe useful contacts

- www.indeed.co.uk
- www.reed.co.uk
- www.s1jobs.com
- www.swifthires.com
- www.mygov.scot/find-job
- www.myjobscotland.gov.uk
- Turn2us.org.uk
- www.citizensadvice.org.uk/work/leaving-a-job/redundancy/check-if-your-redundancyis-fair/discrimination-during-redundancy
- www.acas.org.uk/your-rights-duringredundancy
- www.scotland.org/work/career-opportunities
- 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 | Tel: 0800 917 8000
- 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

Justin Hanley: justin.hanley@glasgowlife.org.uk



FAMILY FINANCES APPROACH

*Supporting parents and
kinship carers to increase their
income through employment.*

**NEED
HELP?**



WHAT IS THE FAMILY FINANCES APPROACH?

We aim to increase parents' financial resilience and earnings through working. Eligible parents will be paired with a **Family Finances Key Worker**, to help them achieve their employment goals and overcome any barriers they face. The key worker will help them access and sustain engagement with the support available across the city. This free approach will be tailored to parents' needs, for as long as they need it.

WHO ARE THE FAMILY FINANCES KEY WORKERS?

A Glasgow Life team of skilled mentors, the Family Finances Key Workers will work with families across the city.

The team comes with extensive experience working with customers and partner agencies, to provide a wide range of support including:

- **BENEFITS**
- **FINANCIAL SERVICES**
- **TRAINING AND LEARNING**
- **EMPLOYMENT OPPORTUNITIES**



HOW WILL THE KEY WORKERS SUPPORT FAMILIES?

Support will be tailored to parents' needs, however, there will be some common themes to this approach:



- SUPPORT AT A PARENTS' PACE FOR AS LONG AS NEEDED
- ACTION PLAN AND GOALS REVIEWED REGULARLY

WHY HAVE WE ADOPTED THIS NEW APPROACH?

Glasgow has a range of support services for parents and families. Our Key Workers will act as mentors, helping parents navigate and sustain engagement with the support available. They take a "whole family" approach to identify any gaps in support. By working in partnership with support services, parents can access the right support, at the right time. This will help parents to focus on their employment goals.



WHO CAN USE THE APPROACH?

The project is open to parents and kinship carers who are looking for support to improve their employability. They can either be on low incomes or looking for work, and must experience one of the following:

- **Lone parents or kinship carers**
- **Parents or kinship carers under the age of 25**
- **Parents or kinship carers from black and minority ethnic backgrounds**
- **Parents or kinship carers with disabilities, or those who have a child with a disability**
- **Parents or kinship carers with 3 or more children under 16**
- **Parents or kinship carers with a child under the age of one**

HOW CAN PARENTS ACCESS THIS APPROACH?

Referrals can be made by calling, texting or emailing the contact details below:

T: 07443 814 190 • 07584 773 328

E: financialcapability@glasgowlife.org.uk

If parents already have an employability worker, the worker can make a direct referral to this project.



wee changes can make a **big difference**

tips for dealing with redundancy

Take a minute

On hearing bad news, we naturally can have a flood of emotions which can cause us further distress. If just for a moment we do nothing, like a wave, let it wash over us, we may find, that initial flood of negative feelings dissipates, and we are in a calmer place. www.psychologytoday.com/us/blog/the-right-mindset/202004/the-90-second-rule-builds-self-control



Risk of suicide

Sometimes the shock of redundancy can lead people to think of suicide, if you are having thoughts of suicide, please speak to someone. **Samaritans Free Phone Tel: 116 123**. This wee piece may also be helpful: www.cope-scotland.org/index.php/latest-blog/coping-with-loss

Know your rights

You do have rights and its worth knowing what they are. This link take you to a place where you can find out more: www.mygov.scot/help-redundancy (PACE) is the Scottish Government's initiative for supporting people dealing with redundancy. PACE can provide free, confidential advice to help you with your next steps. You can phone them on **0800 917 8000**. For financial advice and signposting to services have a look at moneyadvicescotland.org.uk particularly, 'get help' drop down.



It's the post that has been made redundant

It can be hard for it not to be personal if we are made redundant after all, it's us who have lost our job. Remember this isn't you that's at fault, it's that the post doesn't exist anymore as your employer has lost funding, or a contract or business isn't doing well. It's important at this time we don't lose our confidence. This wee piece maybe helpful: www.cope-scotland.org/index.php/latest-blog/self-confidence-and-personal-leadership Also take time to update your CV, it's amazing the skills and experience that we have, we take for granted.

Discrimination and redundancy

If you believe you have been unfairly treated or experienced discrimination in the redundancy process, these sites may be helpful: www.citizensadvice.org.uk/work/leaving-a-job/redundancy/check-if-your-redundancy-is-fair/discrimination-during-redundancy and www.acas.org.uk/your-rights-during-redundancy

Look after you

Seems common sense, amazing how as soon as we are challenged we find self-care goes out the window, yet we need to be in a calmer place with more energy to work out how to get out of this situation which is causing distress. Wee video maybe of use: www.cope-scotland.org/index.php/videos/video/6-easy-tips-to-manage-stress

Manage the what ifs

It is natural on becoming redundant to begin to worry about the 'what ifs' as we may have very practical things to consider, mortgages, rent, debt, financial commitments already made, fear we may not work again. This wee piece may offer some ideas of keeping the 'what ifs' at bay so you can put your energy into solving the challenges which may lie ahead: www.cope-scotland.org/index.php/latest-blog/dealing-with-the-what-if-s



Talk about how you feel

Life happens and sometimes it can take the feet away from under us. If we try to deal with this alone it can be even more challenging. It's important we have a support network round us at this time, that can be informal, with friends and family maybe colleagues who also find themselves redundant. It may also be speaking to a professional advisor about how you feel and what you are thinking. This wee piece offers tips on how to share when we don't feel okay and also to identify what makes a good listener:

www.cope-scotland.org/index.php/latest-blog/the-art-of-conversation

Face the challenges

It is understandable when faced with redundancy we may want to avoid listing the challenges we now face as we are already feeling pretty distressed. Redundancy can cause real issues though and recognising what they are and taking steps to deal with them can go a long way to reducing the distress that procrastinating can cause. Sometimes we do need space to reflect what next, sometimes we avoid what next as we don't know if we can cope with it, which is why seeking support is essential, you don't need to go through this alone. Delaying dealing with the fall out of redundancy only puts your wellbeing more at risk.

www.psychcentral.com/lib/10-good-and-10-bad-things-about-procrastination

Don't fear to fail

It maybe you need to retrain for a new job or career path, and this can feel daunting, but we all have to learn and that means sometimes in the road to learning we don't get it right first time. This wee piece may offer some useful tips and inspiration: www.cope-scotland.org/index.php/latest-blog/time-for-something-new-and-remember-rarely-anyone-gets-it-right-first-time



This job was made redundant, there are other jobs out there. We can focus on why we may not get one as there are more people looking for work, than work available, or we can focus on securing that new job, even if it takes time, means retraining. This wee goal setting tool may offer some ideas which help in planning what next: www.cope-scotland.org/index.php/latest-blog/have-fun-achieving-what-matters-to-you

Find a hobby

You may think you don't have time or money for a hobby, but it's important to remember this is a point in your life and not let it overwhelm every aspect of your life. If you were so busy working all the time you forgot to make time for you and hobbies, this wee piece maybe of interest:

www.cope-scotland.org/index.php/latest-blog/ideas-for-how-creativity-can-improve-our-mental-health

Volunteering may also become a hobby and could even offer experience which may help return to paid work.

Plan what next

Get help to find a new job, these resources maybe helpful:

- www.indeed.co.uk
- www.reed.co.uk
- www.s1jobs.com
- www.swifthires.com
- www.mygov.scot/find-job
- www.myjobscotland.gov.uk
- Turn2us.org.uk
- www.scotland.org/work/career-opportunities
- www.gov.scot/policies/employment-support/fair-start-scotland-employment-support-service
- Fair Start | Tel: 0800 804 8108
- Business Support Scotland | Tel: 0300 303 0660
- www.myworldofwork.co.uk | Tel: 0800 917 8000
- Employersdirect.org.uk/redundancy-advice
Tel: 0800 464 0966

Produced by COPE Scotland
www.cope-scotland.org
@COPEScotland



Relationship and Family Breakdown

Info Site

www.mygov.scot/relationship-counselling

Relate

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

T: 0141 332 2731

The Spark

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

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

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

COVID19 Adults with incapacity guidance

www.gov.scot/publications/coronavirus-covid-19-adults-with-incapacity-guidance

Cyber Safety

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/

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

Domestic Abuse and Forced Marriage Helpline

T: 0800 027 1234 or email

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

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

Issues with Neighbours and Antisocial Behaviour

www.your-place.net

Male Victims of Domestic Abuse Helpline

T: 0808 800 0024

W: abusedmeninscotland.org

Moira Anderson Foundation

Supporting children and adults affected by childhood sexual abuse

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/

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

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

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

Stop it Now Helping Prevent Childhood Sexual Abuse Helpline

T: 0808 1000 900

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

Trading Standards

Site alerts to latest scams

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

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

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

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/

Information for people exempt from wearing a facemask

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

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

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

It is also important with children online more that they are safe NSPCC offer some useful tips 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

Blogs About Self-harm and Coronavirus:

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

Distractions and Displacement:

www.selfinjurysupport.org.uk/Pages/FAQs/Category/distractions-and-displacement

Exploring Alternatives:

www.selfinjurysupport.org.uk/Pages/FAQs/Category/alternatives

First Aid for self-harm:

www.selfinjurysupport.org.uk/Pages/FAQs/Category/first-aid

Harm Minimisation:

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

A range of other self-help and information:

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.

Stuff to do

- **MindandDraw** creative workshops in partnership with COPE Scotland by zoom
The workshops will be running most Wednesday's between now and 31st March 2021 with breaks every 4 weeks or so check out:
www.facebook.com/events/the-space/mind-anddraw/1760711517306713/ for more info and to register
- **Time to chill with Sheila** in partnership with COPE Scotland by zoom
Monday's 6:30pm
Wednesday's 12:15pm
To register please phone **0141 944 5490** or email **admin@cope-scotland.org** and the zoom link will be sent to you.
- **Make someone happy**
Roar for life
Would be delighted to receive Cards of Encouragement that they can send on to people they know who are lonely or anxious. Send to **Roar, 59 Glasgow Rd, Paisley PA1 3PD.**
- Check out the **Nature Earth and Health section** for ideas of things to do too
- Looking for **dog minding** or to help someone by minding their dog? Check out **www.borrowmydoggy.com**
- **Weekdaywow factor**
Check out **www.facebook.com/weekdaywowfactor** for some pretty amazing ideas to stay connected and have fun with a virtual daytime disco and more



Sexual Health Support and Advice

Sandyford Sexual Health Services
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

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

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

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

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

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

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

Combat stress for veteran's mental health.
T: 0800 138 1619
www.combatstress.org.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

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
Forces line help desk for any member of the armed forces, veterans, and their families
T: 0800 731 4880
www.ssafa.org.uk

Ghurkha Welfare Trust provide financial, medical and development aid to Gurkha veterans, their families and communities.
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

Poppyscotland believes that those who serve in the Armed Forces, and their families, deserve special recognition and support.
www.poppyscotland.org.uk

PTSD Resolution provides counselling for former armed forces, reservists and families
T: 0300 302 0551
www.tsdresolution.org





Time to focus on sight loss as First Minister backs launch of Sight Scotland

One of Scotland's oldest charities has launched new name and vision as it unveils research which shows the number of Scots with sight loss is set to increase, with someone in Scotland starting to lose their sight every hour.

First Minister Nicola Sturgeon officially launched the new name of Royal Blind as Sight Scotland and its sister charity Scottish War Blinded as Sight Scotland Veterans. With a growing number of people in Scotland losing their sight, the charities have set out plans for their new ambition to reach out and support significantly more people with sight loss across the whole of the country.

Sight Scotland, formerly known as Royal Blind founded in 1793, is Scotland's largest visual impairment charity. We provide care and support that empowers people affected by sight loss in Scotland, including learning at the Royal Blind School and education outreach services; residential care for children and young adults with visual impairment and complex needs; and specialist residential care for older people living with sight loss. The Scottish Braille Press provides supported employment for disabled people and is a leading provider of accessible media. Sight Scotland Veterans, formerly known as Scottish War Blinded, was initially created by Royal Blind, and provides free support to ex-servicemen and women affected by sight loss in Scotland, regardless of the cause, to help them regain confidence, restore their independence and make new connections. The two charities are separate but cooperate very closely as part of a group structure.

The charities have also undertaken the biggest survey of people with visual impairment in Scotland since lockdown. Over four hundred people living with sight loss took part, and over two thirds said they felt their sight loss had made lockdown a more difficult experience. Officially launching Sight Scotland and Sight Scotland Veterans, First Minister Nicola Sturgeon said:

"First Minister Nicola Sturgeon said: "I am delighted to launch Sight Scotland and Sight Scotland Veterans as the charities set out their plans to provide support to more people living with visual impairment in the future.

"The Scottish Government is taking action to ensure that people living with sight loss in Scotland can receive the treatment and care they need, our recent Programme for Government includes £3 million to fund community optometrists to support hospital patients with sight threatening conditions whose appointments were paused due to COVID-19.

“Early detection of eye problems is also vital and we are the only country in the UK to universally fund free eye examinations.

“We look forward to continuing to work with Sight Scotland, Sight Scotland Veterans and other partners in the third sector to ensure that everyone in Scotland living with a visual impairment receives the very best support.”

Mark O’Donnell, Chief Executive of Sight Scotland and Sight Scotland Veterans said:

“This is an important day in the history of our charities. For over two hundred years we have worked to support people with visual impairment of every age. Today, we are excited to be launching our new charity names and vision so that we can play our part in supporting even more people living with sight loss in Scotland.

“Our research shows we must ensure more people can get help if they develop a sight loss condition and know where to find it. We are taking forward plans to provide more services in the community, including supporting more pupils with visual impairment in mainstream schools as well as our specialist school. The number of people who are blind or partially sighted in Scotland is set to increase by 30,000 in the next decade to over 200,000, and for a wider range of conditions our research shows every hour at least one person in Scotland starts to lose their sight. They need better support to live well with sight loss. Sight Scotland and Sight Scotland Veterans will work with the Scottish Government and many other partners across Scotland to reach more people living with visual impairment.”



Workers and Volunteer's Wellbeing

BASW

Help for key workers during COVID19 pandemic
www.basw.co.uk/help-key-workers-scotland

COPE Scotland

www.cope-scotland.org offers a range of tools and tips for wellbeing

Compassion Fatigue compassionfatigue.org

Iriss

For tips and information for staff resilience as well as the wider public
www.iriss.org.uk/resources/reports/resilience-resources

Mental Health and Wellbeing for Staff www.learn.nes.nhs

National Wellbeing Hub 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

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

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

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/

Free digital wellbeing event

Third Sector has launched a free digital wellbeing event to share best practice from sector leaders and experts on supporting employees and building wellbeing and resilience amid the ongoing coronavirus pandemic. The free online breakfast briefing will take place on 10th December 2020.

As the fallout from the Covid-19 pandemic continues to affect charities, with many organisations managing slashed budgets and some having to explore restructures in order to survive, many in the sector are sharing feelings of exhaustion.

The Wellbeing in the Third Sector Breakfast Briefing will feature case studies and best practice presentations from sector leaders, HR professionals and wellbeing experts, outlining how best charity leaders can support employees – and themselves – during the ongoing uncertainty.



Youth

Al A Teen (for teenagers affected by others alcohol misuse)

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

Beat Eating Disorders

www.beateatingdisorders.org.uk

Helpline: 0808 801 0677

Studentline: 0808 801 0811

Youthline: 0808 801 0711

Child Bereavement UK

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

How to Help an Addicted Parent

www.childrensociety.org.uk/advice-hub/how-tohelp-an-addicted-parent

Lifelink Youth

T: 0141 552 4434

www.lifelink.org.uk

Papyrus

A specific young people's suicide prevention charity

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

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

Take Break Scotland

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



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



Glasgow City Youth Health Service

A Confidential* Holistic Service

For young people **12-19 years**

Evening service in 5 Venues across Glasgow

Additional wrap around support and care

Anxiety, Exam Stress

Alcohol / Drug Misuse

Low Mood

Weight

Employability Support

Sexual Health

Pregnancy

Bullying

Bereavement / Loss

Family Break Up



How we support:

- Weigh to Go - Weight Management for 12-18 year olds
- Skills & Support for parents (Teen Triple P)
- Counselling
- Seeing the Nurse or the Doctor
- Tailored programme for Multiple Risk - "Know Your Way"
- Youth volunteering opportunities for 16+
- Advice line 8am-4pm (Mon-Fri)

For further information or to refer call:

0141 451 2727

venues overleaf

* Except when there are safety concerns.



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COVID19 is causing so much disruption in our lives just now, we may also find its causing disruption even when we try to get to sleep, or when we do sleep we find it hard to stay asleep or that we are having strange dreams. These wee tips wont have all the answers, but we hope may offer some ideas which may help. Please if you are feeling it's all getting a bit much just now, we hope some of the resources we have shared in this magazine is of help. If a wee wellbeing chat with one of the team at COPE sounds a good idea, then please get in touch by phoning **0141 944 5490** or emailing **admin@cope-scotland.org** for an appointment. These are strange times and its natural to feel anxious, angry and a whole host of other emotions. Talking about how we feel can help. Remember there are people who care.

wee changes can make a **big difference** in helping you feel better

Tips for a better night's sleep



Make your bedroom a place to unwind

Decluttering your bedroom, using relaxing colours, positioning your bed in a way works best for you can all help get a better night sleep

Leave social media out of the bedroom

If you want a good sleep don't have mobile phones, iPad, anything which pings to let you know you have mail or updates on social media this is a time to relax and unwind not socialise



Get into a routine



A routine before bedtime sends a signal to your mind you are getting ready to go to sleep, also, going to bed at a regular time helps programme your mind for sleep, work out a routine which is helpful for you and try and stick to it

No stimulants

Trying to get to sleep means you want to unwind, coffee, cigarettes, fizzy drinks can all be stimulating and make it harder to sleep so avoid at least an hour before bed. Also, using alcohol is not a healthy way to get a good night's sleep and overuse can just lead to more problems. Also try and not eat anything heavy to digest before going to bed as this too can keep you awake



Be active during the day



Exercising, going a walk, being active during the day all makes you more likely to feel tired so be more likely to go to sleep and have a good sleep once you are in bed

Remember consult with your GP before making any lifestyle changes. For more information contact **COPE** on our website: www.cope-scotland.org



wee changes can make a **big difference** in helping you feel better

Tips for a better night's sleep

If you can't sleep get up

If you find you're lying thinking about not sleeping get up and do something boring, lying worrying about not sleeping will make it harder to sleep, get up and do something boring which will help make you feel tired and more likely to go back to bed and sleep, don't be tempted to have a cigarette or coffee this will only wake you up more



Talk to someone

If there is something on your mind keeping you awake then maybe speak to someone about that, your GP should be able to signpost you to support

Is your bed, mattress and pillows comfy?

It can be an expense we don't need, but, a good night's sleep is priceless, if your bed isn't comfy then getting a good night's sleep will be a challenge, if a new mattress is too dear maybe start with new pillows or a mattress topper

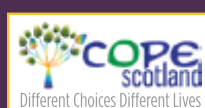


Wind down

To help get in the mood for sleep, have some wind down activities you do before bed, this may even include listening to a relaxation CD, there are a few to choose from on **COPE Scotland's** website just visit the sharing section www.cope-scotland.org or learn how to give yourself a hand massage and use some hand cream or essential oils again all part of a pre sleep ritual which can help you feel more rested and get a better nights sleep



Remember consult with your GP before making any lifestyle changes. For more information contact **COPE** on our website: www.cope-scotland.org





Hast ye back fur mair stuff in issue 11 and fur the noo, may the wind be aye at yer back an the sun shine warm upon yer face

Produced by
COPE Scotland
www.cope-scotland.org
@COPEScotland



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Community
Fund