

news update

Keeping Govan Moving

Thank you

NHS

...and all
Key
Workers



**COMMUNITY
FUND**

Well-Fed



UE



**GOVAN
THRIVING PLACE**



spreading a smile!

Moving Govan Forward

Welcome to
Govan

Chief Executive Update



Welcome to our Special Edition Covid-19 Newsletter.

First of all, can I say I hope everyone is coping okay and that we are here to help you. If you need assistance in any way, just phone the office number on **0141 440 0308** and someone will help you, even if you just need a chat in what is a lonely time for some people. We understand that we cannot assist you in everything, so we have provided information in the Community Board section in the newsletter on projects that can assist you with your particular needs.

As you will see from the contents, the Association has been busy providing front line services in the Govan Area. Our staff team have been busy carrying out Welfare Checks, phoning tenants to make sure they are okay and continually phoning people who are feeling vulnerable in self isolation. We are also working with the Salvation Army, GYIP, Unlock Employment and Well Fed to provide food provision on a daily basis to those who need it. I would like to express my gratitude to all the dedicated partners working with Govan Housing Association during this difficult time as their support has been critical.

We understand that during this time, people may have difficulty paying their rent due to a change in circumstances and we would ask that you contact the office so that we can assist you in making a claim for benefit. Our Financial Inclusion Service have so far made new claims for Universal Credit for 76 tenants and assisted over 300 in other ways. Please get in contact with us for assistance if you are facing any financial difficulties. Our Community Inclusion Service is supporting tenants during the crisis and we are able to provide digital devices and our staff will provide remote support, teaching you how to use the device.

The Association has a legal obligation to carry out emergency Repairs and Gas Servicing throughout the lockdown but we have to pass on information to our contractors if you are self-isolating or have symptoms of COVID-19, so can you please keep us up to date if you are in Self-Isolation.

We also have lots of information for you to check on our Health & Wellbeing Section, as I know this can be a difficult time for people, our residents' safety is important to us and we want to ensure everyone is safe and well during this pandemic.

We would particularly like to thank our staff who have put themselves at risk to deliver our frontline services and hope that everyone stays safe.

Fiona McTaggart Chief Executive Officer

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Food Services – Covid-19



A big Thank You

We would like to say big Thank You to the Salvation Army, Glasgow Youth Information Project (GYIP), Well fed and volunteers from the Govan Home Team that we have been able to create a food initiative in 'Keeping Govan Moving'. Whilst the country remains in lockdown, although we may have temporarily closed our office doors, we have not turned our backs on the residents of Govan during this difficult and unprecedented time.

Through dedication and great people from the Salvation Army, GYIP and also Govan Home Team volunteers we have been able to provide over 2000 hot and cold meals from the food truck, 450 food parcels and just over 500 bread and milk supplies to a number of our tenants and local residents who have required assistance with food. We have also picked up just under 20 prescriptions and medical supplies that

we have collected and delivered from local chemists.

Another organisation called Well fed are providing our organisation with daily home cooked meals that we are distributing to our tenants daily Monday-Friday, so far this has helped us to distribute 1650 meals. We have also received food donations from Greggs who were able to provide us with a barrage of food including, bread, milk, sausage rolls, pasties, bacon, eggs, soup, crisps, juice and 60 baguettes which staff holding a food hygiene certificate, filled and delivered to tenants. A local business named Wee Bunty's Café also very kindly donated 20 meals which were delivered to our most vulnerable tenants. Iceland had also provided us with a van full of milk that we distributed to our tenants. We have also have been delivering food parcels from Southbank Foodbank to residents with young families. Fresh Select has been delivering bread and

milk to our Association daily, so we can provide bread and milk to our tenants.

Again we would also like to say a big thank you to the Salvation Army, GYIP, Wee Bunty's Café, Greggs, Well-fed, Iceland, Fresh Select and the Southbank Food Bank for ensuring that food provision has been available to anyone from Govan through this difficult time.

If you are self isolating and you need any hot or cold food, food parcel or a pack lunch for any children, can you contact us on 0141 440 0308 or email general@govanha.org.uk and we can arrange for one of our volunteers to safely leave the food at your door. Our volunteers ensure a safe distance at all times for anyone accessing the food provision. Our food trucks will be available in the designated streets in Govan from 11am-1pm each day see page 4 for details.





FREE

DAILY HOT FOOD SERVICE

Govan Housing Association is working in partnership with The Salvation Army & Govan Youth Information Project to deliver a food initiative ensuring that residents will have daily access to hot food across our stock area.

The Salvation Army food van will be stationed across Govan at 5 venues for 2 hours each weekday from 11am - 1pm.

GYIP will also be there, handing out packed lunches from their van as part of Glasgow City Council's Holiday Hunger Programme.

These services are free of charge but we ask that people are respectful and only take what they need. We also ask that anyone attending respects the advice on 'social distancing' issued by the Scottish Government and NHS Scotland.

LOCATIONS

MONDAY / Howat St / Govan

TUESDAY / Burndyke Square / Govan C

WEDNESDAY / Govan Cross / Govan

THURSDAY / Elizabeth St / Ibrox

FRIDAY / Shaw St / Govan

11am - 1pm

We also urge residents to check in on any elderly and vulnerable neighbours. Make sure you do this in a safe way. If you have any concerns about anyone please contact us on the number below.

For more information please contact us on 0141 440 0308

Housing Services

Covid-19 Service Delivery

Due to the Coronavirus (Covid-19) outbreak, and in line with Scottish Government and NHS advice, the Association has made some changes to our Housing & Community Engagement Services in order to minimising the risk to our customers and staff.

450 Food parcels delivered

500 Bread and Milk deliveries

We want to update you on our Association and what temporary front line services we are providing currently. We are still here to help and support our residents in anyway we can at this difficult time and are providing the following temporary services:



Welfare Checks Our dedicated staff are contacting all our residents, carrying our checks to ensure our residents are safe and checks are being made on residents health and wellbeing, contacting by telephone, email or next of kin where possible.

Food Provision Since (Covid-19) lockdown our staff have provided our elderly and families where possible with a daily food provision service, providing residents with hot and cold meals, food parcels and bread and milk. We currently have food provision at our dedicated food trucks for anyone in Govan including pack lunches for children in partnership with the Salvation Army and GYIP, please see page (page of food van poster) for the scheduled areas in Govan. To date we have we have provided 325 food parcels and 380 bread and milk to our residents and have also assisted with at least 20 medical supplies.

Housing Applications We are still loading any Housing Applications made to our team as we have still received applications and these are being processed although the numbers have been low.

Letting Our Properties We are currently not letting any properties at this time through our general waiting list. Any properties that we are able to let will be let to Glasgow City Council, Homeless Casework Team for emergency circumstances.

Anti-Social Behaviour The Association is aware that this is a difficult time and those residents and families have to stay at home. We ask residents to be considerate of each other at this difficult time but are aware that residents may be experiencing anti-social behaviour and our Housing & Community Engagement Team will still endeavour to deal with any complaints you have.

Income Team

We are assisting residents with all Money Advice and assisting tenants in processing benefits. At this time our experienced advisers are on hand to assist and support tenants experiencing any financial difficulty by telephone or email. We are also providing advice with regards to rent and our staff are also available by telephone or email. We are currently accepting rent payments over the telephone on **0141 440 0308** (Option 3) or online at www.govanha.org.uk.



As our offices have been closed from lock down and as we are working to maintain our essential Housing & Community Engagement Services, these are the contact details for our team;

We will carry out essential home visits only relating to tenancy matters but we will ask a series of questions before any visits are agreed. You can contact our office on **0141 440 0303** or email general@govanha.org.uk

Housing Services



Working together to make Govan a safer and better place

Anti-Social Complaints

The Association is aware that this is a difficult time and that residents and families have to stay at home. We ask residents to be considerate of each other at this difficult time but are aware that residents may be experiencing anti-social behaviour and our Housing & Community Engagement Team will still endeavour to deal with any complaints you have.

We will make every effort possible to advise and assist you if you are experiencing problems with a neighbour. All complaints received will be dealt with in a confidential manner.

If you are experiencing any problems with an antisocial neighbour you can contact the Association by telephone on **0141 440 0308** or by email to **general@govanha.org.uk**.

For information the following agencies may also be able to assist if you are experiencing any anti-social behaviour.

Police Scotland

Telephone **101**, in the event of an emergency or telephone **999** or email **www.scotland.police.uk**

Crime stoppers

To report crime information anonymously you can contact Crime stoppers by telephoning 0800 555 111 or going online at: <https://crimestoppers-uk.org/>. Crime stoppers are an independent charity.

Noise Nuisance

At present, due to the Covid 19 situation Glasgow City Council, Noise Team can be contacted on 0141 287 6688, who can only provide advice over the telephone but I must advise you that No Officers are currently available to carry out any visits to any property. You can also get further information regarding this on **www.glasgow.gov.uk\reportnoise**

AT HOME SHOULDN'T MEAN AT RISK



Key Message

- If you are experiencing domestic abuse, help is still available.
- During the current coronavirus situation, you are not alone.
- Don't delay in seeking help during the current situation.
- Call the 24-hour Domestic abuse Helpline in confidence on **0800 027 1234** or visit **Safer. Scot.**

Message for Friends, Family and Neighbours

If you know someone who is experiencing domestic abuse, don't delay in seeking help. Call the 24-hour Domestic Abuse Helpline in confidence on **0800 027 1234** or visit **Safer. Scot.**



If you are experiencing domestic abuse, help is available. To speak in confidence call Scotland's Domestic Abuse 24 hr helpline on **0800 027 1234** #Reportdomesticabuse

Housing Services

Paying Rent Options while in Covid-19

While the Association is aware this is a particularly difficult time, we wanted to inform tenants that they are still required to pay rent if you are in receipt of benefits receiving housing cost or are still receiving income from your employer. Anyone that is not in receipt of any income contact us urgently and our financial inclusion service can assist you to apply for the right benefit.

Rent Payment Options

You can pay your rent in a number of ways, but one of the easiest is by Direct Debit. Depending on your rent agreement, weekly or monthly payments are taken straight from your bank account. The payment is automatic, so you don't have to worry about missing it.

Why choose Direct Debit?

- Easy to set up – you don't even need to fill out a form
- Your monthly payments are spread equally throughout the year (if you pay your rent weekly, we can set up your payments to be collected every Monday)
- If your rent changes, we will write to you and let you know that we are adjusting the Direct Debit for you – you don't need to do anything
- Direct Debit is safe and secure – your payments are protected by the Direct Debit Guarantee
- You can cancel your direct debit at any time it's as easy as 1, 2, and 3. Have your bank account details to hand and you can call us on **0141 440 0308**. We'll do the rest.

Switch to Direct Debit today!

It's as easy as 1,2,3:

1. Get your bank account details handy
2. Call us on 0141 440 0308
3. We'll do the rest!

 GOVAN HOUSING ASSOCIATION



We have a rent payment line

Did you know the Association has a dedicated payment line, meaning you call and pay your rent over the telephone, you can do this by contacting **0141 440 0308** and choosing option 3. For this option you will require your tenancy number to make the payment, if you don't know this number, please contact the office and we can provide this for you.

Pay your rent online

You can make payments through our website at www.govanha.org.uk – you will need your payment reference number. You can also pay at www.allpayments.net using your debit or credit card; you must have your Allpay card number. Another option is to download the Allpay APP and make payments by your phone, to do this contact **0844 255 5729** or www.allpay.net.



Housing Services

Rent Increase Postponed 2020/21

This year rent increase consultation closed on the 1st March 2020. Our Management Committee considered the results of the consultation and agreed with the results of a 3% increase to balance the need to keep rents affordable, while continuing to cover the costs of running our services and planned maintenance programmes.

Due to the current circumstances of COVID-19, our organisation had taken the decision to postpone the 3% Rent Increase from the 28th April 2020 until 28th July 2020. We hope during this time that this is of some assistance to our residents.

If you are claiming Universal Credit, you may have received a 'To Do' request in your journal asking for your new housing costs from April 2020, you are not required to complete this at this time, you can update your journal that your rent increase has been postponed. If Housing Benefit pay tenants directly and not to the Association, you will also be required to update them your rent increase has been postponed at HBcentral@gov.uk.

We will be issuing letters prior to 28th July 2020 with your new rent liability charge. If you are having any issues with rent or with claiming any benefits our Financial Inclusion service is still available if you could contact us on **0141 440 0308** or email financial.inclusion@govanha.org.uk

Royal Bank of Scotland Two new schemes for vulnerable people

Royal Bank of Scotland has launched two new schemes for those people unable to leave their homes due to self-isolation or other reasons.

Companion Card

A 'companion card' supplements card to an existing current account that enables vulnerable customers and those in extended isolation to give trusted volunteers a way to pay for their essential goods.

The card can be topped up by up to £100 and given to a trusted person or carer to enable them to make purchases on behalf of the individual. To enhance security, the carers' card will be associated with the customer's existing bank account but kept separate on the bank's systems.



The card does not share a PIN or long card number with the customer's existing debit cards and ATM withdrawals are restricted to £50 as well as being subject to Royal Bank's fraud monitoring systems.

Customers can find about the companion card and services for vulnerable people by phoning Royal Bank of Scotland's dedicated vulnerable customer lines on **0800 051 4177**.

Get Cash

An RBS mobile banking app is required for this facility. This is available on Android and iPhone.

This allows a trusted third-party to make ATM withdrawals up to £100 on someone's behalf from any Royal Bank of Scotland or Tesco ATM.

How does it work?

1. From the 'Get Cash' option within your mobile banking app, choose the amount of cash that you would like to withdraw
2. RBS then provides you with a secure cash code that will be valid for 3 hours (you can use the code yourself or use the option to text it to a friend or family member)
3. Then visit an appropriate cash machine for your account (find the nearest RBS branch using the 'near me' option in the app, for the nearest Tesco cash machine please visit the Tesco website).
4. When at the cash machine, press the 'Enter' key and then follow the on-screen prompts to get your cash.

If the code expires, the funds will re-credit your account within 24 hours.

To use this service

- You must have an active debit card for your account
- You must have at least £10 available funds to withdraw from your account
- The amount requested must be within the daily withdrawal limit for your debit card
- RBS must have your correct mobile number in their records
- There is a maximum limit of 2 **Get Cash** withdrawals per 24 hours
- **Get Cash** limits apply for this service, which is a maximum withdrawal limit of £130 every 24 hours.

Housing Services

Post Office – Pay-out Now Scheme & Fast Pace System

Both schemes come with a warning that people should only use friends and volunteers who are completely trusted, they should only withdraw cash they really need, and they should not be put under any pressure to do so.



Pay-out Now Scheme (Ask-a-friend Cash Access)

The Post Office scheme is being extended and offered to all banks, building societies and credit unions.

The idea of the Pay-out Now Scheme is to allow people who are shielded or self-isolating, mainly elderly, to maintain access to cash without having to hand over a debit card and PIN to somebody else.

Anyone who cannot leave home may be able to ask a trusted friend or volunteer to withdraw cash at any Post Office using a single-use voucher.

They tell their bank exactly how much they want to withdraw from their account, up to a limit set by the bank, and allow a family member, trusted friend or volunteer to collect it on their behalf in exchange for the voucher.

If the bank allows it, someone can ask for a one-time barcode sent via text, email or post for a stipulated amount.

A trusted friend or volunteer can exchange the voucher for the cash requested.

Previously, only a named individual, such as a carer, could collect cash in this way on someone's behalf. Now any trusted neighbour or volunteer can do so.



Fast Pace System

A service that allows vulnerable customers to contact their bank and arrange to cash a cheque at a Post Office branch is also being sped up.

Under the Fast Pace system, the customer should contact their bank and check they can use the service.

They would then write a cheque to "The Post Office", print the name on the back of the cheque of the person collecting it for them and sign that side too.

That individual can then collect the cash from a Post Office branch after their ID is verified.

At its fastest, the whole process from the initial call to the cash being collected could take a day.

www.govanha.org.uk

Welfare Checks

To ensure the well-being and safety of all our residents, we have been carrying out Welfare Checks.

Most of our residents have already been



contacted by telephone, or visited, if we do not have a correct contact details for you. While we are currently in a pandemic of (COVID-19), we want to ensure all our residents are safe and well. If for any reason we have been unable to contact you, can you contact us on **0141 440 0308**, to update us with your details so we can make a regular check on your health and wellbeing.

Our residents' safety is important to us

If you are self isolating can you contact us on **0141 440 0308** or email us at general@govan.org.uk.

Our residents' safety is important to us, so in any emergency situations we would like to have up to date details of our tenants. If we can assist you and your family with any food provision or if you have an emergency circumstance just let us know, to see if we can help.



Community Engagement

Community Inclusion Support

The Community Inclusion Team has been working behind the scenes to support tenants during the COVID-19 crisis. We can still be contacted through the office number. Alongside some of our partners such as Govan HELP, Make Do & Grow, GYIP, Govan Jobs Match and national partners such as SCVO we have developed a programme of support and initiatives during this crisis.

We have been successful in securing funding from The National Lottery Community Fund and Foundation Scotland's Response, Recovery and Resilience Fund which will fund our holistic food provision, energy support, digital and data costs, isolation packs and personal protective equipment.



CHAT

if you need someone to speak to and would like to give us a call, we are happy to offer some company over the phone. This can also be done via video calling as well. The team is here to help people that are socially isolated or just people that are feeling lonely throughout this time.

SIGN POSTING

If you require some advice and further information on other services available in the community feel free to get in touch. There are still lots of projects that are open and supporting people on the frontline in Govan.

DIGITAL INCLUSION

The team can get a device delivered to your house which includes some free Wi-Fi and a Netflix account. We are able to offer tech support on the phone too, in terms of helping set up a device and get you started with apps such as Zoom, Facebook, Twitter and other useful apps. The Hub at 901 Govan Road still has the Wi-Fi on and can be accessed using the password **905905905**.



ISOLATION PACKS

The team is pulling together some packs aimed at children and the elderly with activities and some tips on keeping health and active during lockdown. We are working with Kaytie at Make Do & Grow to fund children's packs.

SOCIAL MEDIA

The team can be contacted through social media and offer support and advice too.

For more information email ryan.davidson@govan.org.uk or call **0141 440 0308**

Community Engagement

Digital devices made available during Covid-19

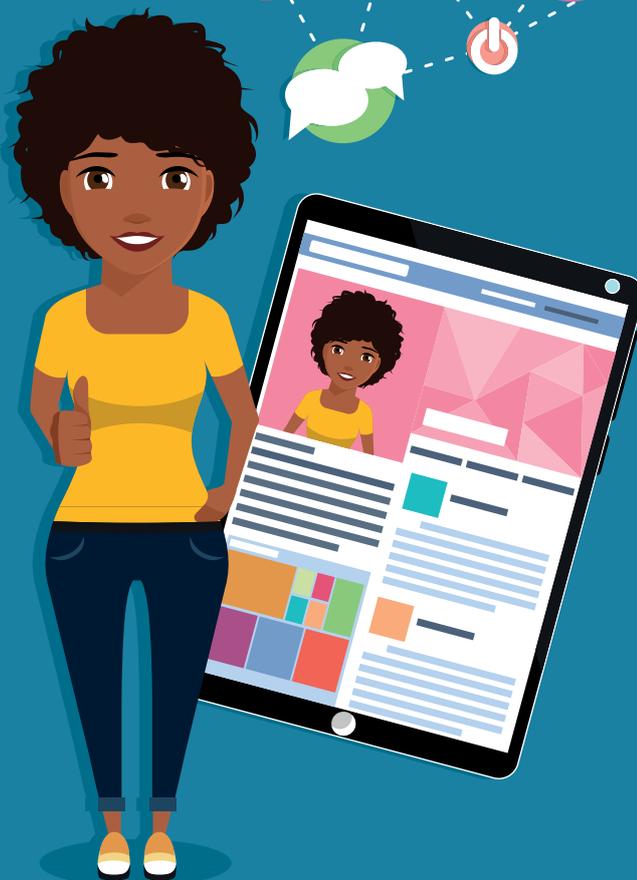


The lockdown period has brought with it many challenges around how we communicate with others, how we engage with services and how we receive reliable and credible information in a time when most of us are unable to leave the house.

Digital connectivity and devices make up part of the solution to this issue; however, those living in Social Housing are 20% more likely to not have access to these invaluable resources.

Govan Housing Association was approached by Scottish Government and SCVO to pilot rapid device and data deployment alongside on-going support from staff to tenants who are currently offline during the crisis. To date, 15 devices have been given out and over 200GB of data to tenants who would otherwise not been able to get online. Our staff is providing remote support, teaching individuals how to use their devices, recommending apps for learning, for entertainment and for reliable updates on the covid-19 situation.

A lot of this is new ground for us, teaching people how to use devices over the phone and without being face to face will be a challenge, but we're looking forward to the learning this project will bring.



Govan Jobs Match

The Govan Jobs Match has continued its delivery in Govan during the Covid-19 outbreak, despite have lost the use of The Hub for the time being. We have been engaging through community outreach during the food distribution and contacting clients whilst home working.

Despite the circumstances we have been successful in supporting local people into employment with 5 confirmed job starts in March.

We are still open to referrals from local organisations and people self referring by email, phone and through social media.

We have been supporting clients to update CV's and offering advice and assistance wherever we can.

Govan Jobs Match have also been working in partnership on other employability initiatives, including the Connecting Scotland pilot project linking 8 clients with digital

devices to aid job searching and internet access.

We have also conducted a survey with our client case list around mental health, isolation and employment support. This will allow us to refer clients and to shape the provision required once restrictions are lifted and we are able to be fully operational again.

For more information contact Gerry Keogh by email on g.keogh@unlockemployment.org or by contacting the Community Inclusion Team on **0141 440 0308**.

Financial Inclusion Service

Free Money Advice Service

Our Financial Inclusion Service offers FREE, confidential Money Advice and support to anyone who is worried about debt or struggling financially. Our Service takes a knowledgeable approach to all circumstances and works with our residents for the most positive outcomes.

Our advisers are accredited to provide advice in all debt related matters including:

- Budgeting support
- Prioritise your debts and review your finances
- Assist you with suitable options to assist you to make decisions
- Access to charitable grants and saving schemes
- Access to all formal forms of debt relief
- Assist you with Charitable grants

Our Financial Inclusion Service is registered and regulated by the Financial Conduct Authority (FCA).



Contact the Financial Inclusion Service on:

☎ 0141 440 0308

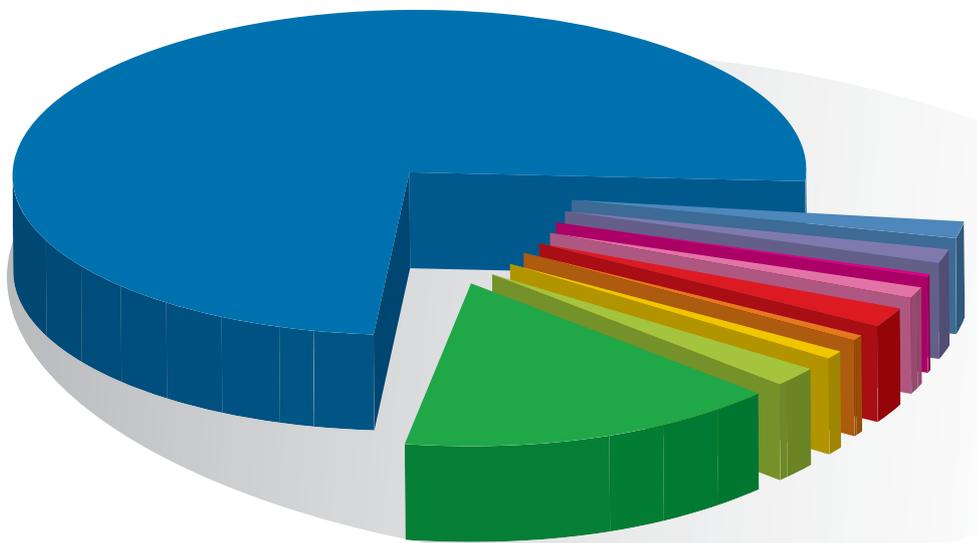
✉ financial.inclusion@govanha.org.uk

We're still here to help...

Our Financial Inclusion Service still remains on hand to assist our tenants via telephone and email.

Since lockdown on the 23rd March 2020 during the (Covid-19) period our dedicated staff have still been able to assist and supported our tenants with Money Advice.

The staff has so far assisted tenants with the following cases:



Number of cases		Number of cases	
■ Universal Credit Claims	72	■ Email Advice	5
■ Telephone Advice	340	■ SWF – Crisis Grants	9
■ Housing Benefit Assistance	8	■ Food Bank Vouchers	2
■ Disability Benefit (Pip)	6	■ Fuel Vouchers	4
■ UC50 / ESA50 Claim (Written Claim)	2	■ Council Tax Reduction Claims	8
		Total Case Engagement	456

If you are worried about paying your rent during this period through loss of earnings or reduced income, please get in touch with our Financial Inclusion Service who have experienced staff that can assist you in all aspects of welfare benefits, money and debt advice. Our staff provides benefits checks and make benefit claims. Our service is confidential and free and is on hand to provide all types of financial advice and information to our tenants during this time of uncertainty.

☎ **Income Team 0141 440 0308**
 ✉ financial.inclusion@govanha.org.uk

Property Services

Gas Servicing

The latest restrictions imposed by the Government on 23 March 2020, currently permit registered gas engineers to carry out Annual Gas Safety Checks. It is our legal responsibility to provide an annual gas safety certificate to our tenants. Our contractor James Frew will continue to carry out these visits.

To keep your household and our employees safe, we will be following strict guidance about social distancing and taking additional precautionary measures whilst in your home. We will also be asking a series of questions before confirming the appointments to make sure it is safe to do so. If self-isolation is in progress, we will revisit the property after the 14 day period.

We ask that if you have received a letter before the government lockdown confirming a gas service appointment during this period of

23rd March 2020 to 20th May 2020, that you contact James Frew on **01294 468 113** to rearrange and can you also contact the association on **0141 440 0308**. We will also be contacting tenant to arrange appointments.

If you have changed your contact details can you please contact the Association to update your details.

The latest restrictions on leaving the home, announced by the UK Government on 23 March, currently allow registered gas engineers to undertake essential work whilst taking the appropriate precautions.

The Health and Safety Executive (HSE) have stated that *"Landlords have a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check"*.

As such, and until further clarification is made available, we have recommenced work in relation to annual gas safety checks within homes from Monday 30 March.

To keep you, your family and our workers safe, we will be following guidance around social distancing and taking additional precautionary measures whilst in your home.

As you will appreciate, this is an exceptional and constantly changing situation and our position may require changing to reflect guidance as and when it becomes available.

If you have any problems or concerns relating to the operation of their boiler please contact our emergency number on **0345 724 0000**.



Emergency Repairs Service

Due to the Coronavirus (Covid-19) outbreak, and in line with Scottish Government and NHS advice, the Association has made some changes to our repair service in order to minimising the risk to our customers and staff.

At present we have postponed all of our Routine Repairs and pre-inspection services focusing on Emergency Repairs only.

Emergency Repairs are works which we must carry out to prevent danger to life and limb and/or serious damage to the Associations property such as:

- Insecure property (front door; ground floor window)
- Total loss of water supply or electricity (where HA is responsible)

- Uncontrollable and significant water leak (e.g. from burst pipe) or water penetration (e.g. from roof failure)
- Blocked toilet, where only one in house
- Sparking or smoking electrical installations or bare wires where HA responsible (i.e. not tenant's appliances or electricity meter or supply before meter)
- Dangerous flooring or stairs

Therefore any repair required removing a major risk to health and safety, contravening current legislation or that adversely affects the buildings integrity or stability.

If you have an emergency repair during office hours please call us immediately on **0141 406 6630**.

For **out of hours emergencies**, please call City Building on **0800 595 595**.

In the event of a **gas leak** call Scottish Gas emergencies on **0800 111 999**.

For **emergency repairs for any central heating or hot water issue**, please call James Frew Ltd on **01294 468 113**.

We are continuing to record any routine works and requests for inspections and will pick these up again as soon as we are able. We really do appreciate your cooperation and understanding, the health and wellbeing of our customers and staff is our top priority.

Property Services

Current and Future (Post Covid-19 Coronavirus Restrictions)

Replacement Kitchens and Bathrooms: Programme Surveys and Installations

Further to our previous notification, we regretfully advise that all scheduled kitchen & bathroom installations have been cancelled week commencing Monday 30th March 2020 until further notice due to coronavirus (Covid-19).

If you are one of those affected, please be reassured that your replacement kitchen, bathroom and window replacement will be re-programmed as soon as we and our appointed contractors are able to return to normal working. Please also accept our sincere apologies for the delay and any inconvenience caused out with our control and thank you for your continued patience during this unprecedented period.

We will be in touch just as soon as we're able to confirm a new installation date for any of the planned improvement work. If you require any further information at this stage, please do not hesitate to contact our Property Services Team on **0141 440 0308** or email our tenant liaison officer Jim Cosgrove. Email jim.cosgrove@govanha.org.uk

Despite the COVID-19 Coronavirus, we've still been able to process Disturbance Payments due for replacement kitchens (£40) and/or bathrooms (£45) completed up to week ending Friday 29th March 2020.

Please note that we're no longer able to transfer Disturbance Payment requests to tenants rent accounts, unless it's to clear or is required to reduce an existing arrears balance.

Similarly, we're unable to create or increase an existing rent account credit balance by transferring any Disturbance Payment due to tenants rent accounts. At present all Disturbance Payments will be paid by bank transfer as we are unable to process a cheque.

Tenants will continue to be asked at future 'march-in' surveys which Disturbance Payment method they prefer, which will be processed after completion of their replacement kitchen.



Just to update you

Phase 3, 2019/2020 replacement kitchens & bathrooms postponed from week commencing 30th March 2020 will be re-planned as soon as we return to normal working.

Our next Phase 4 of 2020/21 replacement kitchens & bathrooms programme will include 845 to 903 Govan Road and 9-23 Rosneath Street, surveys for which will also be arranged as soon as we return to normal working.

If you receive a letter confirming the survey date for your tenancy, please ensure to provide access on the date shown, or contact us upon receipt of the letter to arrange another survey appointment.

We would like to take this opportunity to thank all of our tenants affected by the replacement kitchens and bathrooms programme for your previous, continued and future co-operation in helping us to plan, deliver and complete our planned works, especially during these uncertain times

Property Services

Routine Repairs

There are some types of jobs we need to hold off on at present where there is some inconvenience to the tenant but no threat to health or safety. #please note the list is not exhaustive#

- Minor electrical faults (e.g. faulty, but not dangerous, socket or light pendant)
- Sanitary ware and general plumbing repairs
- Minor roofing repairs (e.g. missing tiles)
- TV/ Aerial systems
- Controlled entry repairs
- Pass door handles, latches and bathroom door locks
- Front door repairs (where secure)

When calling to report a repair, please give as much information as possible in describing the issue, to enable our staff to quickly and correctly categorise the urgency of the repair.

Please note, if you exaggerate the urgency of the problem to get a quicker (emergency) response, we may need to charge you the emergency call out fee.

Handy Tips for repairs to try before calling...

Blocked toilet/Sink

If the toilet pan is already full, remove some of the water into a bucket or container. If you have a plunger or a toilet brush wrapped in a plastic bag, would also work.

Push the plunger/toilet brush to the bottom of the pan and pump up and down vigorously about a dozen times. This creates a vacuum that may shift the blockage.

If the sink won't drain, try putting in the plug, or plunger and pull back out again about a dozen times, this may also create a vacuum which may shift the blockage.

If this doesn't work please call the housing number or if out of hours then call **0800 595 595**.

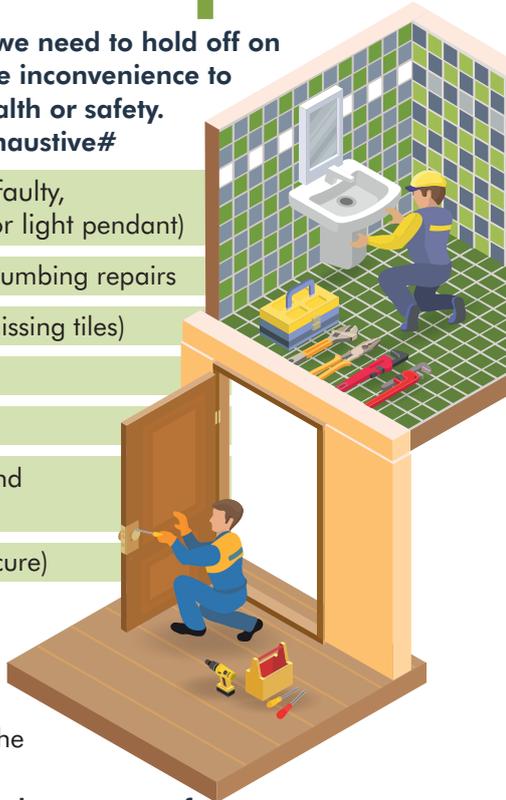
Smoke Detectors

Remember to test your smoke detector, usually every week, by pressing and holding the button for a few seconds. The alarm should sound if you can't hear anything try giving the smoke detector a quick clean with your Hoover nozzle. If you find that still can't hear it, you may need a repair or replacement.

If you hear a low tone every few minutes, it means the back up battery in your smoke alarm needs replacing, therefore you should change the battery.

Loss of Power

A total loss of power could also be due to a power cut so (while keeping a safe distance) check if your neighbour has also lost power, if they have then please call your supplier.



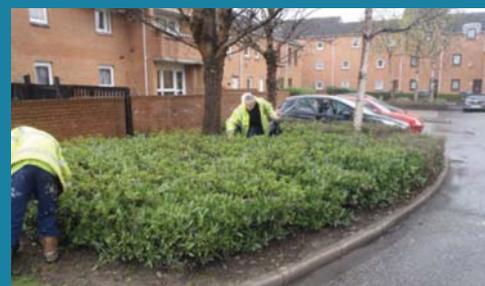
Enhanced Estates Service

The Association working in partnership with the Govan Home Team have decided to enhance the current Estates Services such as removing bulk uplift, sweeping back courts and assisting with general refuse collection, where we can during this coronavirus (COVID-19) outbreak. We will also provide an additional lift cleaning service during this period.

In particular the Association is keen to be proactive with waste disposal where we have found that under lockdown household waste has increased due to more people staying at home.

We are aware that our usual service providers in this area are under increasing pressure due to sickness, self isolation and shorter working hours and it's for these reasons that the Association will maintain a duty of care to our residents ensuring that these services are not diminished during these unprecedented times.

Again, thank you to all our residents from the Property Service Department for continuing to bag and bin refuse waste.



Factoring Services

Shared Ownership Increase Postponed

Due to the current circumstances brought about by the outbreak of COVID-19, Govan Housing Association is postponing the 3% occupancy charge increase and related services charges from the 28th April 2020 until 28th July 2020.

We hope this alleviates any additional pressures on sharing owners during this time.

If you are having issues with occupancy payments, or need support with any benefits please contact our Factoring Team on **0141 440 6887** or **0141 406 1249** who can discuss any issues you have and can refer you to our Financial Inclusion Team if required.

Communication

Unfortunately, due to the current restrictions, we may experience difficulties in issuing communication or accounts by post.

Therefore we would again request that customers ensure that they have provided us with an up-to-date email address, to which we may issue all future communications.

To update your email address you can send an email to factoring@govanha.org.uk confirming your name and property address, together with the email contact address you wish us to use. Alternatively, you can provide this information via our website www.govanha.org.uk/factoring-property-management/ by selecting "Contact Us".

Factoring Payments



We understand that some customers may find it increasingly difficult to prioritise and pay incoming household bills, given the current economic uncertainty, therefore, if you do find yourself in this position, please email us at factoring@govanha.org.uk and we will be happy to contact you, with a view to assisting in finding a solution. The Factoring Team can also refer homeowners to our Financial Inclusion Team.

Whilst we fully appreciate the serious financial implications on some homeowners caused by the effects of this virus, we want to continue to assist all our customers in ensuring essential maintenance and servicing continues.

Customers, where possible, should continue to make their agreed regular payments, make payment of any outstanding invoice and plan ahead for the issue of our next invoice, which for most, will include essential building insurance cover costs. We would recommend payments are made electronically by any of the following methods:

- By Bank transfer using the following details:
Royal Bank of Scotland
 Account Name: **Govan Housing Association Ltd Factoring Payments**
 Account Number: **00181498**
 Sort code: **83-21-16**
 You must quote your account number as a reference.
- You can pay your account by telephone 24 hours a day, seven days a week using the allpay payment line by calling **0844 577 8321**. You will need your allpay card number to make your payment.
- You can pay your account online using the allpay portal www.allpayments.net. You will need your allpay card number to make your payment.

Alternatively, you can call the factoring team on **0141 440 6887** or **0141 406 1249** to set up a monthly direct debit or make a payment over the phone.

Govan C and Festival Court Close redecoration

Govan Housing Association recently consulted with the homeowners in the Govan C and Festival Court developments regarding internal close redecoration.

In light of the recent outbreak of the COVID-19 virus this programme of works has been suspended until further notice. We are hopeful that we will be able to commence this project in the summer however this will depend on guidance from the Government.

A number of owners made advance payments for these works. Given the current circumstances and the delay to starting this project, the Association can issue a refund of the advance payments made and arrange with owners to collect the payments at a later date, once we are confident of when the works can commence.

If you have made an advance payment and would like the amount refunded, please contact the Factoring Team who will be happy to help.

Factoring Services

Factoring Services Update

Govan Housing Association are following the advice issued by the UK and Scottish Governments and the NHS; the majority of our contractors have now confirmed that they are observing the restrictions put in place by the Government and will therefore only be undertaking emergency and essential works.

We would update the current position as follows:

Essential Contracted Services

including testing and maintenance of Fire Safety Systems and Lifts will continue where possible, subject to availability of access and the appointed contractors confirming that they are able to fully comply with social distancing and all Health & Safety requirements.

Ground Maintenance - we have temporarily suspended our landscaping service to allow us to provide an enhanced Estate Management service to help safeguard customers from issues impacting on your Health & Safety. Our enhanced Estate Management service will include an increase to the bulk uplift service from one day a week to five days a week, additional waste management

services and Emergency work. We are continually reviewing this service and additional works are being added when identified and where we can confirm we are able to fully comply with social distancing.

Cleaning services – enhanced service. The new coronavirus can survive on surfaces from a few hours up to several days. To help combat this, our cleaning contractor will carry out an enhanced sanitisation cleaning service and will focus on sanitising contact points e.g. handrails, door entry systems at no extra cost.

Roofing, joinery, electrical, plumbing and general works will be undertaken only in circumstances where an issue immediately impacts on Health & Safety, is causing ongoing damage or in an emergency, subject to availability of contractors and suitable social distancing and protective procedures are in place.

In circumstances, where a contractor has confirmed they are able to fully comply with social distancing (eg. a contractor working on their own, or travelling in separate vehicles) and is also able to comply with all Health & Safety requirements other works may proceed in limited circumstances.

Property Inspections by Govan Housing Staff are suspended, other than in essential circumstances, and we would ask that where customers note an issue, defect, or required repair that they notify us accordingly. All reported non-emergency / essential issues and required repairs will be logged, in order that job instructions or estimate requests can be issued, on a priority basis, upon the lifting of Government restrictions and contractors' return to more normal operation.

Common Buildings Insurance and Property Owners Liability Insurance

– service as normal. The most recent Glasgow tenement fire brought home the importance of ensuring adequate insurance cover is in place and, where we administer an Insurance policy on your behalf, the policy remains in place and our factoring team remain available to facilitate any claims.

We will continue to review our provision of services to customers, taking account of the developing situation in the efforts to control the virus outbreak, and the resultant social and economic impact. Our intention remains to maintain a high level of service during these unprecedented times.

Your Factoring Team

The Factoring Team are currently working remotely, from home, with full, and secure, access to our IT & Management Systems, email and our telephone system.

We understand the importance of the continued provision of all of our factoring services, in the current difficult circumstances, and the factoring team are working diligently to maintain communication with customers, contractors, colleagues and professional advisors to ensure that as many services as possible continue to be provided, while complying with the social distancing and protective procedures.

We are working as normal with regard to the substantial preparations required in respect to the forthcoming common

charges invoices, assisting owners with sales and insurance queries, as well as providing resident support during this virus outbreak.

Email: Communications continue as normal and this remains the most effective way of contacting our office and individual staff. If you do not know the email address for a specific staff member then you can contact us via **factoring@govanha.org.uk**. Detailing your name, property address, or account number (if known), and nature of query and a member of the factoring team will respond as soon as possible.



Alternatively, you can contact us via our website <https://www.govanha.org.uk/factoring-property-management/> by clicking on "Contact Us" at the top right of the page.

Phone: Our factoring team are available on **0141 440 6887** or **0141 406 1249**, Monday – Friday, 9am-5pm.

Feedback

Your services *your say...*

We received lots of compliments from customers during this current Covid-19 crisis and wanted to share this with you.

Wellbeing for age 60+

One of our housing assistants spoke to an 83 year old for an hour who was feeling lonely and needed a wee chat. She thanked us for her 'wee chat' and also for the food parcel she is receiving each week and is so grateful for everything we're doing.

Food Service and Emergency Supply Delivery Service

We have been inundated with messages of support from our tenants and residents, in regards to the hot food and emergency supply services we have been providing during these challenging times. People are overwhelmed at the support being provided.

Resident from Middleton Street took the time to write to us:

"I saw your letters regarding the hot food supplies (alongside the Salvation Army) and other ways you are supporting the community. While I am fortunate to be in a position where I don't need this support at the moment there are many people who will do. A huge thank you for what you are doing in a difficult time to help those who need it!"

Tenant from Elphinstone Place:

"Thanks for helping me with food as I don't know what I would have done without your help."

This tenant gave a special mention to the meals in Tupperware –he has lived in Scotland for 26 years and with the delivery of the food service just tried Stovies for the first time and was completely over the moon.

Tenant from Elphinstone Place:

"You are doing a cracking job, especially your workie guys who recently delivered food, keep up the good work."



Repairs

A tenant called from McKechnie Street, to compliment us on the speedy response of a contractor attending a drainage problem, the same tenant also advised that our out of hours service resolved an issue in the close within 3 hours of reporting it.

Management Committee & Improvement Group

We are recruiting Govan Housing Association Group Board Members!

We're looking to further enhance the strength and diversity of our Boards and are looking for enthusiastic individuals with a passion for making a difference to local communities.

In order to support us in delivering our forthcoming new Business Plan, we would particularly welcome applications from those with skills and experience in:

- Community development/ social enterprise sector
- Corporate / Governance
- Customer Service



Applicants do not have to live in our local community, but they should have a good knowledge and understanding of the local area in which Govan operates. If you are interested in applying for one of these vacancies then please visit our website www.govanha.org.uk to download an application form and send this to violet.marshall@govanha.org.uk or if you wish to speak to someone informally about any of these vacancies then please contact **Violet Marshall, Corporate Services Officer** on **0141 440 6871**.

Govan Volunteer Bank is now live!

The Association has led on developing an initiative to boost volunteering opportunities in Govan. Alongside local partners, we have created the Govan Volunteer Bank, a local approach to volunteering and training.

VISION

"A local approach to create and support quality, inclusive and valued volunteering opportunities in Govan."

MISSION STATEMENT

"The Govan Volunteer Bank will work together with local partners ensuring high quality, accessible volunteering opportunities are available throughout Govan. We will work collaboratively to develop the skills and attributes of our volunteers, celebrate their achievements and raise our collective ability to best support community services, spirit and wellbeing."

The main aims of the Volunteer Banks are to standardise volunteering across Govan, support organisations to create new opportunities in Govan, link local people in with local opportunities, develop an annual training calendar, link in with strategic objectives of Thriving Places agenda and to recognise and celebrate the achievements of volunteers.

The website is now live and you can register to volunteer or if you have a business or local project that is recruiting volunteers, you can register the opportunity through the website too.

For more information, please visit www.govanvolunteerbank.org

Management Committee & Improvement Group

New Tenants' Service Improvement Group

The Association is required by the Scottish Housing Regulator to support a Scrutiny Panel of tenants to look at business improvement and scrutinise service provision across the organisation.

Tenant scrutiny aims to give tenants more influence in the management of the Association's decisions, performance and conduct.

Section 31 of The Housing (Scotland) Act 2010, through the establishment of the Scottish Social Housing Charter (the Charter), set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

We are responsible for meeting the Charter standards and outcomes and to report to the Scottish Housing Regulator and to tenants on the progress we are making each year.

The Charter provides the legal framework which dictates that, as Landlords we must ensure that tenants input to and drive forward performance improvement.

Tenant scrutiny is the name given to tenants being involved in the self-assessment process where they independently scrutinise landlord performance against the Charter. Outcomes from tenant led scrutiny will be used by us to improve service delivery

We have set up a new forum for scrutiny called the Tenants Service Improvement Group. We aim to meet at least 6 times a year to carry out scrutiny exercises and engage with both staff and tenants using a variety of methods including digital, interviews and group sessions.

Full training will be provided and all meetings include lunch and refreshments.

We are recruiting new members for the TSIG NOW! We are looking for passionate individuals to help improve service provision, performance and outcomes to achieve our mission to 'Move Govan Forward'.

Anyone interested in registering with the TSIG please contact our Community Inclusion Officer Ryan Davidson on 0141 440 0308 or at ryan.davidson@govanha.org.uk



Benefit & Grants Update

Covid-19 has affected all of us in many different ways during these uncertain times. Our Association wants to provide you with information and hope this benefit and grant update can assist you.

Attendance Allowance

Attendance Allowance is a benefit for people over State Pension age who need help with personal care or supervision because of illness or disability.

How much could I get?

Rate	Amount per week	Who gets this?
Lower Rate	£59.70	You need help during the day or at night
Higher Rate	£89.15	You need help during the day and at night, or you're terminally ill

How could Attendance Allowance help me?

A little extra money can go a long way. You can use it in any way you like to meet your needs and stay independent in your own home. The money doesn't have to be spent on a carer.

There are some other upsides to Attendance Allowance too:

- Claiming Attendance Allowance won't reduce any other income you receive.
- It's tax-free.
- If you're awarded Attendance Allowance, you may become entitled to other benefits, such as Pension Credit, Housing Benefit or Council Tax Reduction, or an increase in these benefits if you're already receiving them.
- Attendance Allowance isn't means-tested so it doesn't matter how much income and savings you have.

If you would like to enquire about Attendance Allowance and to check if you are eligible, please get in touch with our Financial Inclusion team who can assist you.

Job Retention Scheme

If you are employed and not receiving any benefits, such as Universal



Credit, Housing Benefit or Tax Credits you may be entitled to the Job Retention Scheme.

If you have been laid off, you may be able to speak to your employer ask them to employ you again, and to put your onto the furlough scheme introduced by the Government.

The Government introduced the Furlough scheme to allow employers to continue to pay their staff up to an 80% of their wage if they were unable to continue to cover staff costs. This capped at £2,500.00 per month. Your employer may choose to make up the difference so you continue to receive 100% wage but this is not mandatory.

To be eligible for furlough, you have to have been employed with your current employer from the 19th March 2020 and your employer has to be registered you with HMRC.

If you are currently furloughed, this will be for a minimum of 3 weeks and a maximum of 3 months from 1st March 2020. This may change and be extended and it is also important to know that you can not carry out any work for your employer during this time while you are furloughed.

Universal Credit Increase

Due to the Covid-19 crisis, the Government has announced that the Universal Credit standard allowance for the next 12 months will increase by £1,000 a year.

As an example, this means that for a single Universal Credit claimant (aged 25 or over), the standard allowance will increase from £323.22 to £409.89 per month. This change brings the personal allowance of UC for over 25's in line with the amount received for statutory sick pay.

The table below shows this year's new rates:

Element	2020/21 rates per month	
Standard Allowance	Single claimant under 25	£342.72
	Single claimant 25 and over	£409.89
	Joint claimants, both under 25	£488.59
	Joint claimants, either/both 25 and over	£594.04

Benefit & Grants Update



New Style Jobseekers Allowance

If you've worked over the past two to three years and have enough National Insurance Contributions, you may be eligible for the new style Jobseeker's Allowance (JSA).

The new style JSA takes into account the amount of national insurance contributions you have made in the last two to three years. If you have had long periods where you've been out of work, you may not be eligible. To claim the new style JSA go online at <https://www.gov.uk/guidance/newstyle-jobseekers-allowance>

Or telephone: **0800 055 6688**.

Remember, if you claim the new style JSA you may also be able to claim UC, depending on your household circumstances. You can receive both benefits at the same time. UC will take into account what you are receiving for your new JSA and take this off your eligible UC entitlement.

New Style Employment & Support Allowance

If you have paid enough National Insurance Contributions in the last two to three years, you may be eligible for the new style Employment Support Allowance (ESA).

Remember, if you have had periods where you have not worked, you may not be eligible.

New style ESA can be paid from the first day of your claim, instead of the seventh day. You can claim ESA online at www.gov.uk/employment-supportallowance/how-to-claim or, if you don't have online access, call 0800 328 5644. As above with New Style Jobseekers Allowance, you may also be able to claim Universal Credit at the same time as new style ESA dependent upon your circumstances.

If you already receive benefits

If you receive Housing Benefit and/or Council Tax Reduction and you are employed but have been furloughed, your hours are cut or you are off sick and receiving Statutory Sick Pay, then you should contact Glasgow City Council to have your Housing Benefit and Council Tax Reduction re-assessed, as this may increase.

To contact Glasgow City Council about your Housing Benefit claim you can do this online at www.glasgow.gov.uk/ben. If you are self-employed and receiving Housing Benefit and/or Council Tax Reduction, you should also contact Glasgow City Council

You do not have to contact HMRC regarding your tax credits for this temporary change, unless your change is more permanent.

If you are currently receiving Universal Credit and have to self-isolate, make sure you update your journal to notify DWP of this so that they are aware of the change in your circumstances.

Whether you receive Jobseeker's Allowance or Universal Credit as a jobseeker, DWP have advised that you will not be expected to look for work during this time. If you receive Employment and Support Allowance or Personal Independence Payment, DWP have advised that they are not carrying out any reviews on claims for a three month period. This means you should not have to worry about your benefits stopping during this period. If you had a review ongoing before mid-March and have a form to complete, our Financial Inclusion Team can give you advice on how to complete this at home. If you are not comfortable doing this or can't access the advice provider you normally attend, you can phone DWP and they will discuss an extension with you.

Please remember that every organisation is affected by Covid-19 and has reduced staffing so it may take longer for you to get through to them.

If you are sick...

If you are unable to work due to Coronavirus (Covid-19) you may be entitled to Statutory Sick Pay (SSP) from your employer. SSP will now be paid from the first day off instead of the fourth day.

Being unable to work due to Coronavirus means that you have symptoms, or a member of your household has symptoms and you have to self-isolate in line with Government guidance. If you need confirmation of this for your employer you don't have to contact your GP. You can get an isolation note from NHS 24 online if you have Coronavirus symptoms or if you are self-isolating due to a member of your household having symptoms. You can also access the isolation note at:

www.nhs.uk/conditions/coronavirus-covid-19/

If you are not eligible for Statutory Sick Pay your employer should tell you this. You may have options to claim other benefits during this period.



Benefit & Grants Update

Universal Credit – how to claim

If your regular income has reduced or stopped as a result of the Covid-19 restrictions, you may be entitled to make a claim for Universal Credit.

How to claim

Apply for Universal Credit online.

You have to apply as a couple if you and your partner live together. You do not need to be married.

The Universal Credit team might phone you after you've sent your application if they need more information or if you cannot verify your identity online.

What you need to apply

You'll need:

- your bank, building society or credit union account details (call the Universal Credit helpline if you do not have one)
- an email address
- information about your housing, for example how much rent you pay
- details of your income, for example payslips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- driving licence
- passport
- debit or credit card

If you cannot verify your identity online

The Universal Credit team will phone you to help you verify your identity.

If you have an interview booked, you do not need to go to it at the moment because of coronavirus (COVID-19). The Department for Work and Pensions (DWP) will contact you to let you know what you need to do instead.

Help with your application

If you need help with your application, ask straight away - the sooner you apply for Universal Credit, the sooner you get your first payment.

Universal Credit helpline

Contact the Universal Credit helpline if:

- you cannot use digital services at all, this might be due to disability or your circumstances
- you have a question about your claim and cannot access your online claim



You can also contact Govan Housing Association by telephoning the office on **0141 440 0308** or alternatively you can email financial.inclusion@govanha.org.uk

Need support to make a Universal Credit claim?
We can help.



*Please note that when you claim Universal Credit, this may affect other benefits you currently have in payment, for example Tax Credits or Housing Benefit. Therefore, please contact our Financial Inclusion Team who can complete a **'better off calculation'** to help you decide which benefits you should claim.



Did you know? Universal Credit

Universal Credit is not just a benefit for those who are sick or unemployed, it is also for families and working households on a low income.

Example

Mr & Mrs Bloggs have two boys aged 4 and 7. They live in a two bedroom flat with a monthly rent charge of £350. Mr Bloggs works and earns £800 per month. Mrs Bloggs does not work.

How their UC entitlement is calculated:

Standard Allowance (couple where one or both over the age of 25) – **£594.04**

1st child element – **£281.25**

2nd child element – **£235.83**

Housing costs - **£350.00**

Total UC (before deductions) = **£1461.12**

Deduction due to earnings **£257.04** (after disregards and income taper)

Total payment for this month (£1461.12 – £257.04) = **£1204.08**

***For a personal benefit check to be completed, please contact our Financial Inclusion Team.**

Benefit & Grants Update

Council Tax Reduction

If your income has reduced, you can apply for a Council Tax Reduction. If you already receive some reduction, make sure you report your lower income and provide proof of this to Glasgow City Council. You can report a change or apply for a Council Tax reduction online at www.glasgow.gov.uk/counciltax

Social Security Scotland Benefits

Social Security Scotland has introduced a number of benefits in the last year that you may be entitled to depending on your household circumstances.

These include:

- Best Start Grants and Best Start Foods
- Funeral Support Payment
- Carer's Allowance Supplement
- Young Carer's Grant

For more information on these grants, find out if you are eligible or apply, visit www.mygov.scot/benefits/ or call **0800 182 2222**.

Students



Normally students are not eligible to claim Universal Credit. There are some exceptions such as:

- You are responsible for a child. You must have a child that is under 16, or 16-19 in full-time non-advanced education;
- You are ill/disabled. You must have limited capability for work (assessed by the DWP) and also receive a Disability Living Allowance (DLA) or Personal Independence Payment (PIP). If you have not yet been assessed as having limited capability for work, the DWP is likely to refuse your UC claim. You should claim new-style (contributory) ESA on a credits-only basis to have your limited capability for work assessed;
- You are under 21 (or are 21 but were under that age when you started your course) on a full-time non-advanced course and are without parental support;
- You are a single foster parent (this includes some single kinship carers), or you are in a couple, both of you are students, and one of you is a foster parent;
- You are over pension age (this is age 65, and due to reach 66 in October 2020) and your partner has not yet reached that age;
- You have taken time out of your course because of illness/disability or caring responsibilities and have now recovered or your caring responsibilities have ended, and you are not eligible for a grant or loan;
- You have a partner who is not a student, or who is a student and one or both of you fit into one of the groups above. If you have been working while studying you may be eligible for the Job Retention Scheme and should speak to your employer. If you are self-isolating and have paid enough National Insurance Contributions your employer should pay you Statutory Sick Pay.

If you have no Recourse to Public Funds

Where a person has come from abroad and is classed as having 'No Recourse to Public Funds', they are unable to access specified welfare benefits which is classed as public funds. There is however some help you may still be entitled to during this time.

If you meet the criteria for the Job Retention Scheme noted above, your employer can place you onto this regardless of your immigration status. The Government website states Grants under the scheme are not counted as 'access to public funds' and you can furlough employees on all categories of visa.

If you are off work sick or self-isolating and you have paid enough National Insurance Contributions you should be entitled to Statutory Sick Pay from your employer. If you do not qualify for Statutory Sick Pay you may be able to claim

the new style Employment and Support Allowance, if you meet the criteria noted above.

Other benefits that you may be entitled to include:

- New style Jobseeker's Allowance
- Maternity Allowance
- Statutory Maternity Pay
- Guardian Allowance
- Bereavement Support Payment
- Retirement Pension.

We would always advise you to check with your immigration adviser before claiming any benefits to ensure you do not jeopardise your conditions of living in the UK. For more information on No recourse to Public Funds, visit: www.nrpfnetwork.org.uk

Benefit & Grants Update

Coronavirus - Self-Employed Income Support Scheme

On 26th March, the government announced its proposal for supporting the self-employed during the Coronavirus pandemic.

They are introducing a Self-Employed Income Support Scheme.

The government will pay self-employed people – who are eligible for the scheme – a taxable grant worth 80% of their average monthly profits over the last three years*, up to £2,500 a month.

**Where someone has not been in self-employment that long a shorter period will be used.*

This scheme will be open for at least three months although could be extended if necessary.

They expect people to be able to access the scheme no later than the beginning of June.

Those entitled will receive a taxable lump sum to cover March, April and May.

More advice is available on the government's business support website.

And there are details of how HMRC will work out the payment on the gov.uk website.



Who will get this help?

The scheme will be open to:

- Those who are already in self-employment, who have a tax return for 2018/2019*,
- Who are trading on the day of applying – or would be but for the Coronavirus outbreak,
- Who have lost trading / profits due to COVID-19,
- Those who have average annual trading profits of less than £50,000 pa,
- Whose self-employment makes up the majority of their income.

HMRC will contact those eligible directly, ask them to fill out a simple online form, then pay the grant straight into their bank account.

* To make sure no one who needs it misses out on support, the government has decided to allow anyone who missed the filing deadline in January, four weeks from 26th March to submit their tax return.

Do you have to have stopped trading?

It appears not, The Chancellor also said whilst announcing the scheme ***“You’ll be able to claim these grants and continue to do business.”***

But it is expected that it will only be payable to those who have lost trading / profits due to COVID-19.

How to apply

Those eligible will be contacted directly by HMRC once the scheme is operational. They will be asked to complete an online form, and the grant will then be paid directly into their bank account.

Who can't get help?

The following self-employed workers will not be able to receive the grant:

- Those who started their self employment on or after 6th April 2019 – as they will not have submitted a tax return for 2018/19
- Those with average annual trading profits (loosely your taxable profits) of £50,000 or more.
- Those who are also employed and their employed income is higher than their self-employed income.
- Company directors who pay themselves a salary or dividends won't be covered by this scheme, but they could get support through the Coronavirus Job Retention Scheme for employees if they operate a pay-as-you-earn scheme.



Due to the Covid-19 crisis, effective from 1st April 2020, the DWP are suspending all debt management and recoveries. This means that they won't be pursuing new debts and current deductions will be suspended.

Therefore if you currently have deductions being taken from your ongoing benefit payments to cover things like benefit overpayments, social fund loans and Tax Credit debts, these will stop being deducted from your payments until further notice.

Although no formal confirmation has been published at the time of writing this, the DWP have informed us that from 11th April 2020, all deductions from benefit for rent arrears will be suspended for a period of 3 months.

Benefit & Grants Update

Glasgow City Council Coronavirus (Covid-19) Service Information



Council Tax/Benefits

To support important council services at this difficult time the council is asking those council tax payers who can to continue to make their payments as normal. For those paying by Direct Debit, payments will be requested from your bank in line with the information contained on your most recent bill.

In order to ensure available staff are focusing on delivering the Council's key services at this time all telephone and face to face contact has been temporarily suspended. However you can log-in or register to view your bill and get information on any reductions that may be due and how to apply at

www.glasgow.gov.uk/counciltax.

Council tax payments are due in 10 monthly instalments from April to January. However, should your financial circumstances be impacted by the ongoing Coronavirus (COVID-19) outbreak it is now possible to pay by Direct Debit in 10 monthly instalments from 28 June 2020 to 28 March 2021. To arrange this please select the 'Set up a Direct Debit' option at

www.glasgow.gov.uk/counciltax. Direct Debit is the easiest and most cost effective way of paying council tax but if you cannot pay this way you can use the enquiry form on the same web page and select the 'I am unable to pay my bill' option from the first drop down menu followed by the 'I wish to defer my instalments to June' option from the second drop down and let us know you wish to move your instalments to start in June for this year.

A new bill will be issued before the June instalment is due. 2021/22 payments will revert to the April to January monthly scheme.

There are currently no plans to implement Council Tax recovery procedures at this time and all new actions with our Debt Management Partners have been suspended.

Scottish Welfare Fund

Due to the ongoing coronavirus pandemic we have received an increased number of applications to the fund, this means that we may no longer be able to meet the 24 hour service level. However, we will endeavour to get back to you as soon as we can, and we appreciate your patience at this time.

Whilst our **Community Care Grant** telephone enquiry line has been temporarily suspended, our **Crisis Grant** enquiry line remains open 9am to 4pm each day.

Community Care Grants

A community care grant aims to help people who may have to go into care unless they get some support to stay at home. Or if they are leaving any form of care and need help to set-up their own home.

Applications for community care grants will be processed within 15 working days. Awards may be given for goods and services.

Due to the ongoing coronavirus pandemic we cannot reach as many applications within the 15 day timescale, this means that we may take longer to make our decisions. However, we will endeavour to get back to you as soon as we can, and we appreciate your patience at this time.

The Scottish Welfare Fund

Glasgow City Council's Scottish Welfare Fund is still operating during the current Covid-19 restrictions.

The Scottish Welfare Fund can offer Crisis Grants which include a one off payment to help if you find yourself in a crisis situation where you are struggling to buy things like food and utilities.

You can apply for a Crisis Grant online at www.glasgow.gov.uk/swf

Or you can submit an application over the telephone by calling: **0141 276 1177**



Please note that due to the current Covid-19 restrictions in place regarding social distancing, all deliveries of goods for Community Care Grants have been suspended until further notice by the Scottish Welfare Fund

Benefit & Grants Update

Discretionary Housing Payment (DHP)

COVID19 Update

Due to the current circumstances and ensuring we are abiding by social distancing rules implanted by the Scottish Government. Glasgow City Council Housing Benefit Service has provided the Association with the relevant form and we can assist you in completing this form and emailing it directly to Glasgow City Council, Housing Benefit Service.

Please contact us at the office by telephone **0141 440 6898** or emailing income@govanha.org.uk



What is DHP?

Discretionary Housing Payment is a fund provided by the Scottish Government to local authorities. The fund is for people who receive Housing Benefit or Housing Costs through Universal Credit but are still having difficulty meeting the rent payments, this fund is to help "top-up" the amount you are receiving for your rental costs.

Did you know?

Discretionary Housing Payment can be applied for if you have a shortfall between your rent charge and the amount you receive for housing costs and this could be because:

- You are deemed to have a "spare bedroom", more commonly known as the "bedroom tax"
- You have a deduction from your housing costs entitlement due to living with a non-dependant.
- To help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- To help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- To help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

Information

DHP is not a guaranteed benefit and is not always awarded and paid. It is the decision of the local authority to award the benefit or not.

We're here for you...

If you are a Govan Housing Association tenant and require assistance to submit any benefit applications, please get in touch with a member of staff by telephoning the office on **0141 440 0308**, or alternatively you can email our Financial Inclusion Team at financial.inclusion@govanha.org.uk

Money Saving Tips

CORONAVIRUS has caused disruption in every part of life, and with the country still in lockdown, many are wondering about their financial situations during this crisis. The Income Team-Financial Inclusion Team at the Association is here to assist with any money or benefit related issue.

The following tips may prove useful during these times:

1 Maximising your income

Get a benefit check completed to ensure you are getting everything you are entitled too and possibly increase your income. The Financial Inclusion Team can assist with questions or queries and claims that may be applicable.

2 Budgeting

Many household's incomes have dropped due to furlough, redundancy or business's struggling. Do a budget to adapt to your new financial circumstances, it's crucial to try to budget and plan expenditure. Even if income is only 20% lower, as it is for many being furloughed, that's a big change to your discretionary spend. Of course in some cases right now, it's simply impossible to balance a budget, but even then it's important to understand the limits.

3 Cancelling memberships or subscriptions you can't use

Now's the time to figure out which of your monthly subscriptions are useless right now. Gym memberships, for instance, aren't usable due to social distancing rules and closures. Though many gyms are putting accounts on hold and aren't collecting fees, it doesn't hurt to get in contact with yours to make sure you don't get charged till you can head back in for a workout.

4 Credit card and other debt

A number of companies have put measures in place to help those struggling with debt because of the Coronavirus. If you have debt, such as credit cards and loans, call up your providers and explain to them you are struggling to make payments.

The Financial Conduct Authority has also suspended its credit card persistent debt rules, which means providers cannot cancel your card until October, at the earliest. This will give some relief to those relying on credit for everyday living costs.

If you are looking to apply for a 0% balance credit card to transfer any existing debt, do it now. These deals may not be available for much longer.

5 Overdrafts

You can now ask for the first £500 of your authorised overdraft to be interest-free for 3mths. Emergency measures by regulator the Financial Conduct Authority (FCA), which came into effect on 14th April, require banks to ensure for

those struggling due to coronavirus.

On request, the first £500 of authorised

overdrafts can be interest-free for 3mths (for overdrafts under £500, the entire balance will be 0%). This won't affect your creditworthiness. See bank-by-bank overdraft help and updates for how to get it.

Those with accounts that have an overdraft facility can request one of these 0% overdrafts, subject to a credit score. And for the next 3mths, no one (whether struggling or not) should be charged more under the new c. 40% interest rates, which came in on 6 April, than they were under the prior system. Some banks are doing more...

For example, HSBC, TSB, Lloyds, Halifax, Bank of Scotland and Santander are automatically giving ALL overdrawn customers up to a £500 interest-free overdraft.

6 Preparing your own meals

This is a bit of a no-brainer, but try to do more cooking. Making your own meals will save you money, especially if you decide to meal prep. To gather ingredients without going to a store, you can take a look at grocery delivery services – but they're slammed with orders since the lockdown started. And if you can spare the money, consider doing some ordering from local restaurants; they really need the business these days.

7 Putting aside or utilising money saved

While on lockdown you won't be able to enjoy the daily or weekly luxuries that you might be used to, like buying lunch or coffee or going out to the pub. You may also be saving on travel and petrol. If you can afford to, move the money you would usually spend into savings or use it to meet the extra costs of utilities or essentials like food during lockdown. This might also go some way to meeting any deficit caused by a drop in income.

If you do require any advice and assistance, please do not hesitate to contact the Financial Inclusion Team at Govan Housing Association.





Working in partnership with



Energy Advice during Covid-19

During the on-going pandemic and subsequent lockdown many of us will be spending more time at home over the next few weeks and while your top priority will be keeping safe, you might be worried about the effect this could have on your energy bills. We wanted to provide you with some helpful information.

Here are some helpful tips to ease the pressure on your finances!!

Layer up. Although it's officially spring, choosing a cosy jumper and slippers instead of shorts and a t-shirt can stop you needing to turn up the heating.

- **Get your timing right.** If you've got your heating set around being out of the house for most of the day, think about what suits your new routine. If not commuting to work means you're getting an extra half hour in bed (lucky you!), set your heating to come on half an hour later.
- **Keep the heat in.** Do a draught check and make sure your doors and windows aren't letting in the chill. If you find any problem areas, DIY draught-proofing can help keep your home cosy.
- **Switch off standby.** You might be in the habit of turning appliances off at the wall before you go to bed, but doing this throughout the day helps to cut energy waste even further. If you're catching the news at breakfast, switch the TV off at the wall until you'll be using it again.

What to do if you're working from home!!

Working from home brings its own challenges, and not just remembering to change out of your pyjamas for that Skype meeting! Here are a few things you can try to keep your energy use down.

- **Make the most of natural light.** Set up your workstation near a window and you might not need to put the lamp on – plus, natural light is better for your wellbeing.

- **Unplug your laptop.** Remember your laptop has a battery, so you don't need to have it running off the mains all day.
- **Take a screen break.** Your body temperature can drop when you sit still for too long, so get up from your desk regularly to stretch, move around and warm up with a cuppa. This is also good for productivity.
- **Coordinate coffee breaks with your new 'co-workers'.** Speaking of cuppas, check if your partner wants a tea or your kids are after a hot chocolate so you'll only need to boil the kettle once. Remember to only boil the water you need so you're not wasting energy.

Support for people on prepayment meters!!

Many people who top up their gas and electricity via payment meters will find themselves topping more regularly and that in turn will put extra strain on your finances. The suppliers have agreed emergency measures to make sure vulnerable people and those with prepayment meters don't get cut off during the coronavirus outbreak. Get in touch with your energy supplier to find out what support they can give you but please remember phone lines are busier than usual, so use email and web chat for non-urgent issues if you can.

As we work in partnership with Home Energy Scotland and if you require any Energy Advice during this time, please do not hesitate to contact us:

☎ 0141 440 0308

✉ financial.inclusion@govanha.org.uk



Home Energy Scotland - here to help

Who we are

We're Home Energy Scotland, an energy advice service funded by the Scottish Government. We provide free, impartial advice to help people to stay warm, make the best use of energy and save money on their bills. Many people will see their energy bills rise because of the current lockdown, and we're keen to speak to anyone who's worried about this.



How we can help during Covid-19

Our local advisors are all working from home and ready to take calls. We can help with:

- Clear advice on ways to save energy and reduce fuel bills while staying warm at home
- Practical help for people who find themselves without heating or hot water
- Support for households with prepayment meters who are worried about topping up during the lockdown
- The latest information about emergency measures from energy suppliers to make sure vulnerable people do not get cut off

How to get in touch

If you are, or someone you know is worried about energy bills, phone **0808 808 2282** to chat to a friendly advisor. Calls are free and we're available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm. Alternatively, email adviceteam@sc.homeenergyscotland.org or request a call back on our website.



Health & Wellbeing Advice Services

Kindness Volunteers

Chest, Heart and Stroke Scotland have recruited 4,007 volunteers for their new Kindness Volunteer role, many of whom are based in Glasgow.

Kindness volunteers can offer:

- A friendly call
- Picking up shopping
- Other

**Chest
Heart &
Stroke
Scotland**



They have put together an excellent training package for volunteers and want to engage with those that can benefit from the service.

With one in five people living with a condition, they appreciate that it's friends and family that also require support and therefore service users do not need to have a condition themselves.

How does it work?

Registrations are via the website

www.chss.org.uk/coronavirus/i-need-help/

- Registration received, a postcode search completed to identify potential volunteers nearby & fast track the application process.
- In most cases 24hour- 48 hour match with a volunteer.
- While this is happening the contact with the new service user is with the Volunteer line manager who is in a position to offer basic support over the first day or 2. This may include helping to identify an initial shopping delivery or prescription collection.
- If a friendly call is the service being offered, the volunteer and service user will agree how often and when to call, usually once per week.

Key websites and helplines to support your mental health and wellbeing

You may be worried about yourself and your family and how you can look after your mental health at this time. It's normal to feel stressed, scared, confused and even angry during these times. If you have any of those feelings only get information and advice from credible and reliable sources. Limit the amount of time you spend checking the news and avoid some of the 'fake news' stories that are going around.

NHS Inform will give you all the advice you need to keep yourself safe. www.nhsinform.scot/coronavirus.

You can find a range of **NHS Trusted Mental Health and Wellbeing Apps** here:

<https://www.nhs.uk/apps-library/category/mental-health/>

Pregnant women and new parents: www.parentclub.scot.

Children and Young People:

Young Minds: www.youngminds.org.uk

Parent helpline: 08088 025544

NSPCC <https://www.nspcc.org.uk/keeping-children-safe/childrens-mental-health/depression-anxiety-mental-health/>

Mental Wellbeing and COVID-19 SAMH – www.samh.org.uk

How to look after your mental health –

www.mentalhealth.org.uk

General Anxiety: www.anxietyuk.org.uk

Text service 07537 416905.

Domestic Abuse/GBV: 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: 08000 271234 or email helpline@sdaafh.org.uk

Bereavement: www.cruse.org.uk helpline and listening support.

Family bereavement centre provides counselling free of charge by anyone affected by the death of a child - www.lauracentre.org. For a wide range of organisations dealing with bereavement please see www.supportline.org.uk

Loneliness: Loneliness has many different causes and can affect people of all ages.

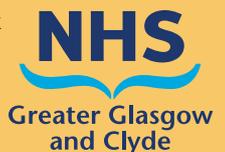
<https://www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/about-loneliness/>

Self-Harm:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/self-harm/about-self-harm/>

Suicidal thoughts: Samaritans, 116 123, lines open 24 hours. Breathing Space, 0800 83 85 87, lines open 24 hours at weekends. Do you need help now? If so dial 999 right away – don't cope alone!

Twitter: Follow us on @ayemind99 for up to date information.



Sleep better... zzzz...

Mental Health and Sleep during COVID-19

The stress of living through lockdown will be playing havoc with our sleep.

Remember it is perfectly normal to have a range of emotional reactions to the current situation which is affecting us all. So finding it hard to sleep during this time of uncertainty will be very common and given that lockdown measures may be in place for the foreseeable future, it is more important than ever we practice good sleeping habits to help us cope through these difficult and challenging times.

Good quality sleep can boost our mental wellbeing, how so? Well our body clock prompts the release of hormones which affect our sleep, one of these being cortisol, also known as the stress hormone. Cortisol helps us deal with pressure and cope. For example when we have not had enough sleep our body releases more cortisol to help keep us going, however if we continue to have a chronic release of cortisol it can impact on our sleep, which can lead to sleep problems and long term mood disorders like anxiety and depression. However on the flip side, cortisol levels are at their lowest when we are sleeping meaning that if we practice good sleep habits, this will ensure we have reduced levels of cortisol which will help support our bodies to deal with crisis, let it rest and process information. So when you think about it, there is truth in the saying "sleep on it" getting good sleep really can help us deal with things causing us stress and anxiety.

Below are some resources across the life course to help promote good sleep hygiene.

Pregnant women and new parents

Cry-sis: Support for crying and sleepless babies. Provides a telephone helpline 08451 228 669 (charge attached). Lines open 7 days a week 9am-10pm. Website offers information on how to cope with sleepless/or crying babies. <https://www.cry-sis.org.uk/>

Children and Young people

Sleep Support Line: 0800 138 6565, Monday to Thursday 10am – 4pm . For parents and carers living in Scotland seeking support with their child's sleep problems can contact sleep advisors

Sleep Scotland: Teen Zone to support teenagers sleep better. <https://www.sleepscotland.org/education/teen-zone/>

Adults

Heads Up: has information on insomnia, what helps and how to support something living with insomnia. <http://headsup.scot/>

Mood Juice: Self help guide. Learn more about sleep problems and skills to cope with them. <https://www.moodjuice.scot.nhs.uk/SleepProblems.asp>

Wellbeing South Glasgow: offer a free downloadable called Trouble Sleeping <http://wellbeing-glasgow.org.uk/trouble-sleeping/resource>,

Every Mind Matters: Trouble sleeping? Some simple steps you can take to ease those restless nights. www.nhs.uk/oneyou/every-mind-matters/sleep/

NHS 24: Taking caking of your sleeping pattern. Watch <https://youtu.be/A7Hy5WVkfsk>

Free e-learning

The Royal Society for Public Health: a free e-learning on sleep for the public. <https://www.rsph.org.uk/our-services/e-learning/courses/understanding-sleep-don-t-hit-snooze-on-your-health.html>



Responding to Distress during COVID-19



At times in our life we can all find it difficult to cope, sometimes we harm ourselves or think of ending our lives. The outbreak of COVID 19 is one of those situations and it is important that we raise awareness about the potential increase in self harm and suicidal thoughts as a result of this.

We all need to protect those at risk of self harm and suicide and make special efforts to reduce the impact of loneliness, loss of control and feelings of hopelessness by staying connected in whatever ways we can despite the social distancing measures in place. Below are some resources across the life course to help respond to those in distress and offer support.

Pregnant women and new parents:

Mood disorders during pregnancy and after the birth of your baby:

a booklet for women and their families: www.sign.ac.uk/assets/pat127.pdf

The Pandas Foundation:

Free helpline, **0808 1961 776** open Monday to Sunday 9am – 8pm, to parents and their networks who need support with Perinatal Mental Illness.

Children and Young People:

Young Minds: provides information on coping with self harm and suicidal feelings. <https://youngminds.org.uk/>
Crisis Text service also available 24/7 Text YM to **85258** and Parents Helpline: **0808 802 5544** Mon – Fri 9.30am – 4pm

Papyrus Hopeline UK: free helpline for children and young people under age 35 who are experiencing thoughts of suicide and for anyone concerned that a young person could be thinking of suicide.

Call **0800 068 4141** or Text: **07860 039967**. Open weekdays, 9am -10pm, weekends and bank holidays 2pm – 10pm.

Adults:

Heads Up: has information on self harm and suicide and includes advice and tips on ways on how people can cope and get help. <http://headsup.scot/>.

LifeSIGNS: Self injury guidance and support network. <http://www.lifesigns.org.uk/>

Samaritans: 116 123. A free and confidential support to anyone, any age.

Breathing Space: 0800 83 85 87. A free confidential phone and web based service for people experiencing low mood, depression or anxiety. Mon-Thurs 6pm – 2pm and weekends Friday 6pm to Monday 6am

Free e learning

Understanding self harm: An introductory module for people who have no previous training in this area.

<http://www.selfharmlifelines.org.uk/register.html>

NES COVID-19 Psychological First Aid: a module for anyone delivering health or social care throughout the COVID-19 pandemic. <https://learn.nes.nhs.scot/28063/coronavirus-covid-19/psychosocial-mental-health-and-wellbeing-support-for-staff>

Still concerned? If you are concerned about an individual's mental health and wellbeing and feel they may be in distress, their Doctor should be the first point of contact. If you feel the individual is in immediate danger please call 999.

Online Resources



For Children & Young People

Cove

<http://www.cove-app.com/>

This app helps people to capture their mood and express it by making music. Note: you do not need to know how to play an instrument to use this app.

Childline

www.childline.org.uk

Mental health charity for children and young people that has a wide variety of helpful videos, games and articles. They have a free telephone helpline (0800 1111) and message boards where young people are encouraged to share experiences and support each other in a positive way.

Chill Panda

chillpanda.co.uk/

This free app is for children and adults who want to learn how to manage stress and worry, and feel better.

Clear Fear

www.clearfear.co.uk/

This free app aims to help children and teenagers manage anxiety. The app helps to reduce physical responses to threat and change thoughts and behaviours through distraction and helpful activities.

Coping Skills for Kids

www.copingskillsforkids.com

Website that provides free resources for teaching children about healthy ways to cope with stress, anxiety and anger.

Hospichill

www.hospichill.net

An app designed to help young people prepare for hospital and clinic appointments. The app provides helpful relaxation and visualisation exercises.

Kooth

www.kooth.com

Free mental health support from online counsellors. A free sign up service with discussion boards, helpful tips, articles written by young people, and the option to write mood journals and set positive goals.

Stop Breathe & Think KIDS

www.stopbreathethink.com/kids/

Guided Meditation and Mindfulness app for children aged 5-10.

For Young People

Ayemind

www.ayemind.com

Website aimed at improving the mental wellbeing of young people. Includes resources for young people and professionals. Ayemind also signposts to lots of other useful websites.

Calm

www.calm.com/

A mindfulness app that includes various relaxing sounds to listen to, visualisations to help relaxations, "sleep stories", and guided meditations.

Calm Harm

www.calmharm.co.uk

An app to help teenagers manage or resist the urge to self-harm by providing a wide range of distraction techniques.

Papyrus

www.papyrus-uk.org

Mental health charity dedicated to preventing young suicide by providing support and resources for young people and their families. The "Hopeline" (Call: **0800 068 4141** / Text: **07860 039 967** / Email **pat@papyrus-uk.org**) is for children and young people experiencing thoughts of suicide, or for anyone concerned for a young person.

SafeSpot

www.safespot.org.uk

An app designed in Glasgow to help young people improve their coping skills and promote positive mental health and wellbeing.

Smiling Mind

www.smilingmind.com.au/

A free app for encouraging mindfulness, meditation and positive wellbeing.

Young Minds

www.youngminds.org.uk

Young Minds provides a range of mental health help and advice for young people. This charity also encourages young people to get involved in raising awareness about children and young people's mental health.

Young Scot

young.scot/campaigns/national/coronavirus

If your young person is feeling a bit overwhelmed or scared right now, this site has information for young people about what's happening and the simple steps everyone can take to help keep healthy.

For all the family

NHS Every Mind Matters

www.nhs.uk/oneyou/every-mind-matters

Advice about general mental health and mental wellbeing while staying at home. Also Your Mind Plan, an interactive quiz designed to help you feel more in control of your emotional and mental wellbeing.

Child Bereavement UK

www.childbereavementuk.org/

A site with resources for children and young people who are grieving, as well as providing information and advice to families / professionals on how to best support someone who is bereaved. A helpline is also available on 0800 028 840.

Combined Minds

www.combinedminds.co.uk/

This app provides parents, families and friends with practical advice on how to support children and young people with their mental health.

Headspace

www.headspace.com/

A mindfulness app that has more of a "podcast feel" to it with various talks, guided meditations and helpful videos available.

Living Life to the full

www.lltff.com

Free online courses covering low mood, stress and resilience. (More adult orientated).

MindShift CBT

<https://www.anxietycanada.com/resources/mindshift-cbt/>

A free app designed to help adults and teens cope with anxiety. Also provides strategies for adults to help their children with anxiety.

Samaritans

www.samaritans.org

A charity that offers mental health support and information online for everyone. Their helpline is free and available to all ages. Call 116 123 or email jo@samaritans.org 24/7.

Stress and Anxiety companion

www.nhs.uk/apps-library/stress-anxiety-companion/

A free app to help handle stress and anxiety. The app includes breathing exercises, relaxing music and games.

The Big White Wall

www.bigwhitewall.com

Online community for people who are stressed, anxious or feeling low. The service has an active forum with round-the-clock support from trained professionals.



Mental Health telephone supports

Breathing Space: Free and confidential telephone counselling service. (0800 838 587)

NHS living Life: Free phone service for those aged 16+ experiencing anxiety, low mood and mild to moderate depression. Guided self-help and cognitive behavioural therapy. (0800 328 9655)

Young Minds Parents Help Line:

Offers guidance and support to parents concerned about their child's mental health. (0808 802 5544)

Community Board

Community Resources

Shielding Support

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

Glasgow Helps

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

Informal/Mutual Aid

- **Glasgow Mutual Aid** – Twitter and Facebook
- **Govan Mutual Aid** – Facebook
- **G53 COVID-19 Support Group** – Facebook and text (07746 785 005)
- **Mutual Aid UK** – website with information about local groups and resources (<https://covidmutualaid.org/>)
- **Viral Kindness Scotland** – request help online (<https://www.viralkindness.scot/>) or phone (0800 054 2282). They are also on Facebook and Twitter
- **Southside Self Isolation Group** – Facebook and website (<https://www.southsidesis.co.uk/>)
- **CoronaUnity** – non-profit organisation set up to provide UK-wide information about services in a centralised place (<https://www.coronaunity.org/>). They also run a volunteer telephone befriending service.

NHS Inform

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

Financial Inclusion & Benefits

- **Money Matters** offices are currently closed however they continue to provide a holistic service which deals with income maximisation, benefits including in work benefits, debts and energy. They also have an energy fund which can dependent on clients circumstances enable them to prevent disconnection of energy services; other organisations can also make referrals to the fund. Money Matters can be contacted by – telephone (0141 445 5221) or email advice@money mattersweb.co.uk
- **DWP/Job Centre** – all requirements to attend appointments at the job centre have been suspended for 3 months but job centres are still open for people who are not able to use phones and online, including homeless people.

Older People

- **Food Train** – service for over 65s. Will continue to try and deliver shopping but this will depend on volunteers. Volunteers are needed, particularly in certain areas.
- **Good Morning Service** – free telephone befriending service for people over 55 years of age who are housebound or find it difficult to go out. Referral forms are online or can be requested by phone (0141 336 7766 or 0333 101 0036) or by email (info@goodmorningservice.co.uk)
- **Age Scotland** – helpline (0800 1244 222) for advice and listening ear.
- **Silverline** – 24 hour helpline providing information, advice and friendship to older people (0800 470 8090).
- **Glasgow's Golden Generation** – delivering food and essential items to people over 55 years of age. Contact David Cargill Centre for South Glasgow (0141 632 7391) or head office for more information (0141 221 9924).

Parents/Carers

- **Parentline** – free helpline for parents offering advice, emotional support and a listening ear (08000 28 22 33)
- **NSPCC** – Helpline 0808 800 5000
- **Childline** – helpline (0800 1111) open from 9pm to midnight during COVID-19 restrictions and online advice/information (<https://www.childline.org.uk/>)
- **Young Minds Parents' Helpline** – advice and support for anyone worried about a child or young person (0808 802 5544). Support via online form also.
- **Young Minds Text Service** – 24 hour support for young people experiencing a mental health crisis. Text YM to 85258 (free from most mobile providers)
- **Birth, Baby and Beyond** – offering emergency baby packs for families experiencing financial difficulties during COVID-19. Packs include formula, baby food, pack of nappies, wipes and nappy rash cream. Phone Wednesday to Saturday between 10am and 12noon (0141 339 7320). Packs are not for sale – only for families in financial need.
- **Kinship Care** – online and telephone support from Kinship Scotland (<https://kinship.scot/>) and Children 1st Parentline (08000 28 22 23)

- Assistance from **Glasgow Life** for individuals to make a new claim for Universal Credit is now only available by phone (0808 169 9901).
- **G-Heat – home visits have been suspended but services can** be provided remotely. Referrals can be made either by email (HEAT@thewisegroup.co.uk) or phone (0800 092 9002)
- **Home Energy Scotland** – are still accepting referrals by phone (0808 808 2282) or from agencies who register with the Referral Portal.
- **Macmillan & Long Term Conditions** – welfare benefits advice and support with form filling provided by phone. Referrals preferred by email (LTC@glasgow.gov.uk)

Community Board

Citywide Services

- **Glasgow City Mission** – all services provided by phone and will be delivering groceries to individuals. The Child & Family Centre will be uploading activities to Facebook for families to do at home.
- **Families Outside** – helpline (0800 254 0088), email (support@familiesoutside.co.uk) and 1:1 support remotely. As of 24.03.20, visits to prisons have been suspended but the prison service is looking at ways for prisoners to stay in touch with family.
- **Glasgow City Council services** – schools and day centres closed and home care services reduced with services being prioritised based on individuals' needs. Updates on their website: <https://www.glasgow.gov.uk/coronavirus>. Also includes information about Shielding Letters.
- **Legal Services Agency** – telephone advice freephone (0800 316 8450), main telephone number (0141 353 3354) or email (mail@lsa.org.uk).
- **Food bank** – operating as usual in 2 locations only in South West – Ibrox & Cardonald. There is also a dedicated email address and emails should be sent the day before the person goes to collect the food parcels (referrals@glasgowsw.foodbank.org.uk) – see details on page 35.
- **Scottish Women's Right Centre** – list of services online for women experiencing abuse and their helpline (0808 801 0789) is open at usual times (<https://www.scottishwomensrightscentre.org.uk/helpline/>) and urgent legal appointments will take place by video or telephone call. There's a button the website that allows women to navigate away from the web page immediately.
- **Glasgow Life** – all building have been closed but libraries have a range of e-books, audiobooks, e-magazines and music that can be downloaded for free. Details on their website (<https://www.glasgowlife.org.uk/Glasgow-life-goes-on>) and on Facebook and Twitter
- **Glasgow Club** – access to free streaming fitness classes, easy-to-follow equipment-free routines and general advice on maintaining a healthy body and mind via My Glasgow Club app.
- **Anxiety UK** – self-help groups have been suspended but the hours of their helpline has been extended until 10pm during the week and until 8pm at weekends (03444 775 774)
- **GAMH** – one-to-one and group support has been suspended but current clients are being supported by telephone. The service is not accepting new referrals just now.
- **Shelter Scotland** – all outreach and office services have been suspended but advice services are still available via the helpline (0808 800 4444) and online. The SCOTWRAS helpline is also still open to staff seeking advice (0344 515 1310)
- **Glasgow Disability Alliance** – Resilience Response Team can offer practical emergency support e.g. delivering shopping or medication, to disabled/older people/those with long term health conditions. They can be contacted by phone (0141 556 7103), email (info@gdaonline.co.uk) or through Facebook.

Condition Specific

- **Alzheimer Scotland, Glasgow** – helpline (0808 808 3000) and email support (helpline@alzscot.org) only. Day services staff will be keeping in touch with their service users/carers by phone and digital support groups have been set up for carers. Details from your local Resource Centre (Glasgow – 0141 429 6428).
- **Macmillan Services – telephone support only through MacMillan helpline (0808 808 0000) or via their online community.** The site also includes information for people living with cancer during COVID-19 (<https://www.macmillan.org.uk/coronavirus>)
- **Macmillan Glasgow Libraries Service** – telephone support (0141 287 2903), email (macmillan@glasgowlife.org.uk) or via social media ie Facebook and Twitter
- **Macmillan Improving the Cancer Journey** – support provided by telephone and will carry out Holistic Needs Assessments (ICJ@glasgow.gov.uk)
- **National Autistic Society** – face-to-face services in branches and social groups are suspended but are able to offer support by email (supportercare@nas.org.uk) and an online form. They also have a hints/tips and resources section for families.
- **Chest, Heart & Stroke** – have “kindness volunteers” who can provide a listening ear and assist with essential deliveries and dog-walking. Requests can be made online (<https://www.chss.org.uk/coronavirus/i-need-help/>) for both people living with a condition and their families. They also have health information on their website.
- **HIV Scotland** – they have set up a Corona Helpline for people living with HIV but also for people who have concerns or are looking for information (0131 558 3713), Monday to Friday 10am to 6pm. HIV Scotland Connects are also running online social events for people living with HIV. Details of how to sign up on website (<https://www.hiv.scot/Pages/Events/Category/hiv-scotland-connects>)
- **Voluntary Health Scotland** – details of Scottish Cancer Coalition's directory of cancer information and support resources (<https://vhscotland.org.uk/cancer-information-and-support-resources-during-covid-19/>)

LGBT

- **LGBT Health & Wellbeing** – all face-to-face services have been suspended but the helpline hours have been extended during the COVID-19 restrictions (0300 123 2523) is open on Tues & Wed, 12pm-9pm and Thurs & Sun, 1pm-6pm. The live webchat service is available as well as email (helpline@lgbthealth.org.uk). They are also running cafes and groups on Zoom and events on Facebook – details on website (<https://www.lgbthealth.org.uk/>)
- **LGBT Youth** – all regional groups have been suspended but are now running on Facebook, facilitated and moderated by the youth work staff. New attendees are welcome to request to join the groups. Live chat is available online – details on website (<https://www.lgbtyouth.org.uk/>)
- **LGBT Age** – are offering a free “tele-friending” service for LGBT people over 50 who are feeling lonely or isolated. Calls will take place at around the same time each week and will last for around 30 minutes (enquiries through the LGBT Health helpline or by emailing jean@lgbthealth.org.uk)
- **See Me Proud** – Online communities to talk about mental health and share resources. Twitter, Facebook & Instagram (@SeeMeProud)

Community Board

Addiction/Recovery

- **Family Addiction Support Service (FASS)** – telephone support only (Val – 07367 353584 or Kathleen – 07775 939713)
- **Mungo Foundation (community addiction support)** – **face-to-face** services cancelled but staff will aim to keep in touch with people by phone, WhatsApp etc
- **Glasgow Council on Alcohol** – the helpline (0808 802 9000) and counselling services are available by telephone. Referrals can be made by phone (0141 353 1800) or using the online form (<https://www.glasgowcouncilonalcohol.org/alcohol-counselling/>)
- **AA** – support available via the helpline (0800 917 7650) or email (help@aamail.org) or by finding a local helpline number using the Find a Meeting tool on their website (<https://www.alcoholics-anonymous.org.uk/>)
- **Recovery Communities** – cafes, groups and initiatives are suspended but support is available by phone and on-line check-ins and recovery meetings will take place through Google Meet – details from local recovery community (South – 0141 429 8181 or 07383 868 129).
- **Scottish Families Affected by Drugs & Alcohol** – all groups have been suspended by the helpline (0808 010 1011) and webchat are available.

South/South West

- **Bike for Good (South Glasgow)** – are offering assistance to community groups to help deliver food and essentials to older/vulnerable people. Contact Alasdair (alasdair@bikeforgood.org.uk) to discuss any assistance. They are also offering free and discounted memberships to Nextbikes and people on low income and loans of bikes to keyworkers. Text or call (0751 640 693)
- **South West Carers' Centre** are continuing to offer telephone support to both adult and young carers (0141 882 4712). New referrals are being accepted but there is no face-to-face support provision just now (southwestcarers@gamh.org.uk). The carers' self-assessment form is on Glasgow City Council's website (<https://www.glasgow.gov.uk/carers>)

Food Banks

Branches at:

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

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

If you are using this please do the following:

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

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

Asylum/Refugee

- **Govan Community Project** – office closed but still offering telephone support: 0141 445 3718 or text/WhatsApp 07470 215337. The homework club will be offering online support, their regular groups will be supported through regular groups chats and a volunteer is keeping in touch with ESOL students. They are working with other local partners to distribute food.
- **Home Office** has suspended face-to-face interviews and reporting requirements and are looking at alternative methods. Solicitors can post/email further submissions (CSUCE@homeoffice.gov.uk). Information is regularly updated on Refugee Council website (<https://www.refugeecouncil.org.uk/>)
- **Scottish Refugee Council** are providing advice by telephone (0141 223 7979)
- **Maslow's Community Shop** – closed for clothing vouchers and ESOL classes but keeping in touch with WhatsApp group. They are also working with partners to provide services and are ordering toiletries and entertainment packs to distribute to regular users of the shop. Updates and useful information on their Facebook page.
- **Refuweegee** – can deliver support packages but there is a high demand. Requests by texting PACK to 07520 648388. They are running low on certain items so donations are welcomed – see Facebook for details.
- Online multi-lingual information compiled by **SE Integration Network**: <https://seinglasgow.org.uk/> 2020/03/17/covid-19-info-support/
- **Translated materials for self-isolation from UK Govt** (Arabic, Bengali, Cantonese, French, Gujarati, Mandarin, Polish, Portuguese, Punjabi, Urdu and Welsh): <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance> and <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- **Doctors of the World** have also provided Corona Virus guidance in a variety of languages: <https://www.doctorsoftheworld.org.uk/coronavirus-information/>
- **NHS Inform** information in other languages on their main COVID-19 information page: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Daily Food Service

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

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

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

Monday: Howat St, Govan 11am – 1pm

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

Wednesday: Govan Cross, Govan 11am – 1pm

Thursday: Elizabeth St, Ibrox 11am -1pm

Friday: Shaw St, Govan 11am – 1pm

Locations may be subject to change so check social media

For more information phone 0141 440 0308

Community Board

Govan

- **Make, Do & Grow** – are running live craft sessions online – details on Facebook, Twitter and Instagram and distributing craft activity packs to families alongside the daily food van.
- **Preshal Trust** – providing hot food and food parcels from the Preshal building. Details can be found on their Facebook page and by phoning (0141 445 3689). NB stocks are running low so donations are welcome.
- **Govan HELP** – closed for drop-ins. Emails checked daily (hello@govanhelp.org). Telephone contact is available from Family Worker, Katie (katie@govanhelp.org) and from Play Therapist, Aileen, for children currently accessing play therapy within schools. The befriending project will also continue to keep in touch with the children they support by phone. Some quizzes and activities are on their Facebook page.
- **Coming Home Centre** – the Centre is closed but are working with partners to provide care packages to vulnerable veterans. Contact can be made on their Facebook page.
- **Craft Café** – closed but Project Leader is keeping in touch with attendees by phone and members can join a private Facebook group (Craft Café, Govan)
- **Grub Hub/Moogety Gardens** – all groups and classes cancelled but staff are trying to keep in touch with regular attendees by phone and are working with local partners to provide and deliver meals to individuals in the community. They are also running their Saturday community meal using Zoom as a chance for people to keep in touch – details on Facebook.
- **Daily Food Service** – various locations, 11am to 1pm, Monday to Friday. See below for details. NB the location may change depending on demand. Up-to-date details are on Facebook & Twitter daily – Govan H.A, GYIP, Govan What’s On, Govan Out and About and other local organisations.
- **Govan Law Centre** – appointments and advice by telephone (0141 440 2503), WhatsApp (07564 040 765), Facebook & Facebook messenger and email (m@govanlc.com). Staff will respond to any messages.
- **Dig-In Community Greengrocer**, Crossloan Rd – are working with partners to deliver food. They have a stock of tinned goods, laundry products and soap and are happy peel and chop veg free of charge for people who may not be able to do this. Updates are on Facebook.
- **Unlock Employment** – offering support via phone, email and Facetime. Gerry can be contacted by phone (07402 601787) or email (g.keogh@unlockemployment.org)
- **Plantation Productions** – all groups suspended but are working closely with artists to make creative care packs with relevant information and activities for individuals who attend PP and also a text/ phone service to offer a friendly ear to people who use their service. There is also an online blog site targeted specifically for the Creative Steps groups with creative activities and suggestions for keeping well (<https://www.creativesteps.org.uk>)
- **Kinning Park Complex** – community response team for G51 & G41 postcodes with specific emphasis on Kinning Park, Cessnock and Ibrox can offer help with food delivery, prescriptions, dog-walking etc (<https://www.kinningparkcomplex.org/a-ok>). Text/WhatsApp (07544 612 437) or Facebook for information and support. They also have online arts and English classes.
- **Gilded Lily** – Weekly food packs & other essentials such as shower gel/soap, nappies, and sanitary products delivered to women. Running craft and cooking workshops on Facebook and hoping to provide live chat on Zoom once a week. There is also a dedicated WhatsApp group for women to share ideas, chat and generally offer support to one another. Contact Mary for details on how to join in (07763 894 266 or general.gildedlily@outlook.com)
- **Wee Govanites Toy Library** – toys, games and books to safely borrow and share. The library will be in various locations and hoping to coincide with the daily food van. Items can also be delivered to families within Govan. Details on Facebook (GovanTFC) and Twitter (@govanTFC)
- **Choicesworks Programme – continuing** to offer support to individuals (16+) to tackle offending behaviour. Support provided by telephone at the moment. Citywide service but Govan contacts are James Crainie (07979 163769) and Stevie Gregson (07979 163759)

Phone Pal Project

The **Phone Pal** was created in reaction to the coronavirus outbreak in collaboration between Elderpark HA, Befriending Food Experience and The No. Befriending Agency. We acknowledge that self-isolating during the pandemic might create lots of anxiety and stress.

Restricted social contact and lack of human interaction can trigger mental health problems such as depression.

The Phone Pal project is a friendly way to stay connected with your community and create valuable relationships to improve self – confidence. This project is temporary and will last only for the period of the pandemic.

A friendly volunteer will keep in regular contact with the client calling him/her weekly for a long chat or for a couple of brief chats.

The length and frequency of the calls will be discussed between you and your Phone Pal. It will help to create or continue a valued relationship where the volunteer will support the client emotionally through this difficult time. Phone Pal is a form of distance Befriending, **not** counselling. However, volunteers are prepared to listen even if they cannot provide the client with professional advice.

All volunteers are interviewed and have reference checks and provide self-disclosure. They all receive mandatory induction training and are supervised on an ongoing basis by our Volunteer Coordinator.

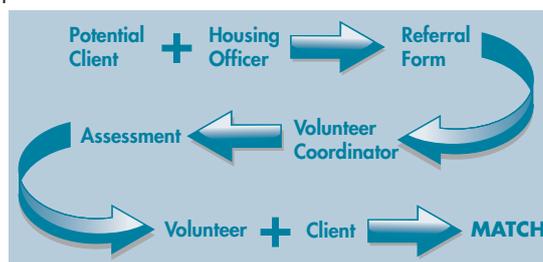
The Housing Officer will identify a client who might benefit from the service and approach him/her with an initial call.

If the potential client is interested in the service, the housing officer will fill in the referral form and send it to the Volunteer Coordinator.

The Volunteer Coordinator will follow up with a call and arrange an assessment with the client over the phone.

After the assessment, the client is matched with a suitable volunteer.

The match is regularly monitored and supervised by the Volunteer Coordinator.





MACMILLAN
CANCER SUPPORT

MACMILLAN@ GLASGOW LIBRARIES

Macmillan Cancer Information and Support Volunteers are in Glasgow Libraries across the city with emotional, practical and financial cancer support. We have dedicated spaces where you will find expert and easy to understand information about cancer. We're here to support people with cancer, their loved ones, carers and people who are bereaved.

Due to the ongoing coronavirus (covid-19) outbreak, we have taken the decision to close our drop in services, however we can still provide cancer support and information over the phone, by email and online.

How can we help?

We offer a wide-ranging service which includes (where possible):

- Emotional support and someone to talk to
- Information and booklets on all aspects of living with and beyond cancer
- Free and local counselling and complementary therapy appointments with Cancer Support Scotland
- Help with finances through a Macmillan Benefits Adviser
- Access to good quality websites for further information and support
- Access a wide range of other local services such as carers support, physical activity, art classes and support groups.

How do I make a referral?

Please contact us with the below information on the person/people who would like support or information (with their consent):

1. Name
2. Address
3. Contact number
4. How person is affected by cancer
5. Cancer diagnosis person is affected by

You can make the referral by emailing macmillan@glasgowlife.org.uk or calling **0141 287 2903**. We will respond within 2 working days.

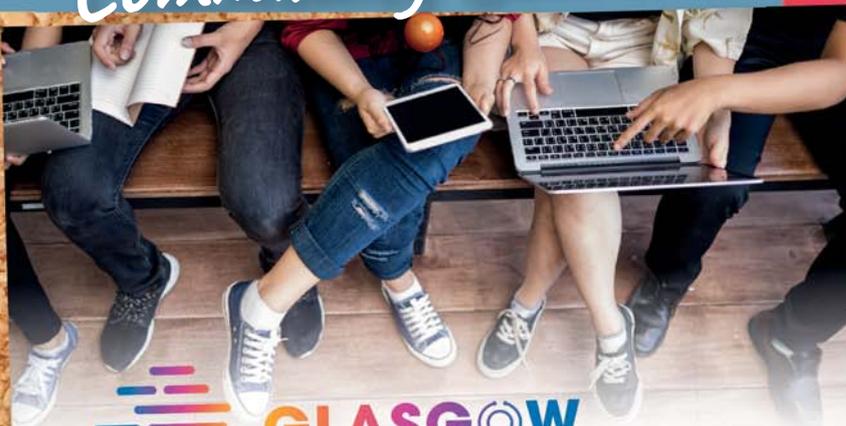


@MacmillanGL

MacmillanatGlasgowLibraries

www.glasgowlife.org.uk/macmillan

Community Board



GLASGOW CODE LEARNING

A range of free and accredited digital skills courses designed to suit you.

GLASGOW CODE LEARNING digital

Learn basic digital skills for life and work.

Achieve recognised qualifications and learn at your own pace. Option of tutor-led courses and drop-in sessions with tutor support available across the city.



GLASGOW CODE LEARNING developer

From web development to digital marketing, learn the skills you need to progress in your career or to promote your business.

Bespoke qualification developed by tech experts with optional work experience. Online course plus drop-in sessions with tutor support.



GLASGOW CODE LEARNING pro

Practical coding skills and web development qualification to suit your interests and advance your career.

Part-time, tutor-led course with mentoring. Optional work experience included.



www.glasgowlife.org.uk/libraries
[glasgow-code-learning](https://glasgow-code-learning.org)

[@GLACodeLearning](https://twitter.com/GLACodeLearning)



Supported by J.P.Morgan



Local Optician Services

In the current circumstances, things can change very quickly, so we would advise you to phone to check on up to date opening hours.

Asda Opticians

500 Helen Street, Glasgow G51 3HR
0141 445 7512 • Open: Mon-Sun 9am-5pm

Boots Opticians

Braehead Shopping Centre, Glasgow G51 4BP
0141 885 9116 • Currently closed

Brown Opticians

1827 Paisley Road West, Glasgow G52 3SS
0141 882 3077 • Open: Mon-Sat 9.30-5.30

Elizabeth Adams Eyecare

2191 Paisley Road West, Glasgow G52 3PF
0141 883 8800
Open: Mon, Wed, Thu, Fri 10-2.30, Sat 10-1.30
plus telephone triage

Forde Opticians

Unit 13, Govan Cross Shopping Centre,
Glasgow G51 3JW
0141 440 1567
Open: Mon, Tue, Thu, Fri 10-3, Wed 10-1

Optical Direct

2218 Paisley Road West, Glasgow G52 3SJ
0141 882 8333 • Telephone triage only

Optical Express

Unit 111, Braehead Shopping Centre,
Glasgow G51 4BS
0141 886 1773 • Currently closed

Specsavers Opticians

110 Kings Inch Drive, Glasgow G51 4BT
0141 886 2886
Open: Mon, Tue, Fri, Sat, Sun 10-3

Vision Express at Tesco

Silverburn Shopping Centre, Glasgow G53
6AG 0141 212 2013 • Open: Tue -
Fri 10-5

Vision Express

Unit 4, Braehead Shopping Centre, Glasgow
G514BP
0141 886 5036 • Currently closed

Vision Plus

35 Burleigh Street, Glasgow G51 3LB
0141 445 1671 • Telephone triage only

Community Board



Due to the Coronavirus (Covid19) situation all our libraries are closed but we continue to offer a full range of services online. While our libraries are closed no fines will be incurred.

Join Us

We have a fantastic range of eBooks, eMagazines, eAudiobooks and music that can all be downloaded for **FREE** with your library card.

During this period, we've made it even easier to join online
www.glasgowlife.org.uk/libraries

Our eOffer

We use a number of different apps to provide a great range of eBooks, eMagazines and eAudiobooks. All you need to get started is your library card and PIN number for FREE access to:

- over 12000 eBooks & eAudiobooks
- 100 popular eMagazines
- 15 million songs

Universal Credit

During this time we are also continuing to offer essential Universal Credit support by phone, you can call free **0808 169 9901** to make an appointment.

Stay in Touch

We use our Glasgow Libraries social channels to share recommendations, give support and useful information.

Follow us today to keep up date,
 Facebook - Glasgow Libraries
 Twitter - @GlasgowLib

Contact us

libraries@glasgowlife.org.uk

[#glasgowlifegoeson](https://www.instagram.com/glasgowlifegoeson)



Discover the full range of Glasgow Life online services here:
www.glasgowlife.org.uk/Glasgow-life-goes-on

Glasgow Life is the operating name of Culture and Sport Glasgow. Culture and Sport Glasgow is a limited company which is registered in Scotland with registration number SC313851 and has its Registered Office at 38 Albion Street, Glasgow G1 1LH. Culture and Sport Glasgow is a company limited by guarantee and is registered as a charity (No SC037844) with the Office of the Scottish Charity Regulator.

Wee Govanites' TOY LIBRARY

Lockdown is tough. Let's mix it up a bit.

What is it?

- A weekly stall where you can come and pick up, share or swap toys, books, games or puzzles.

Who's it for?

- Any family in Govan who's sick to the back teeth of playing the same games or just need some new ideas to keep wee ones entertained. Everyone is welcome!

How does it work?

- Come along to the stall, every week we'll have stuff that's free and stuff that you can borrow
- Make your choices, we'll give everything a wee clean before you take it, go have fun!
- Bring back the borrowed items once you're finished and swap them for something else!
- All items brought back will be cleaned and quarantined before being offered out again.

Keep up to date about where we'll be each week:

Facebook: GovanTFC

Twitter: @govan TFC

Can't leave the house? Message us on Facebook!

Please keep in line with Government guidance, if you're coming, work it into your daily exercise or when you're going to pick up essentials.



Social distancing rules will be observed.



COVID-19 | Cyber Security

Cyber security hygiene for audio and video conferencing

COVID-19 measures are causing organizations to turn to video conferencing applications for remote working. Good cyber security hygiene can help keep out unwanted attendees, protect your employees and secure your data.

Require passwords for all meetings

Meeting IDs can be guessed, allowing unauthorized attendees to join even if they have not received an invite. Never share meeting IDs on public fora (including social media) unless you intend the meeting to be open to all. Set a meeting password, which can be communicated by other channels, to limit access.

The chairperson joins first

The chairperson or host of the conference should control admittance. Use the "waiting room" feature to manage those requesting to join and challenge unknown attendees before starting the conference.

Lock calls after everyone joins

Once invited attendees have joined, lock the meeting to keep out unknown attendees.

Be wary of unknown phone numbers

Beware of attendees dialing in from unknown phone numbers. Ask them to confirm their identity and expel them from the call if they refuse to do so. Check whether your conferencing application enforces passwords when dialing in.

Set up alerts when meetings are forwarded

Establish alerts, so you know when meeting invites are forwarded over email to others; check any secondary invitees are legitimate and challenge the forwarding of the invite if not. If necessary, schedule a new meeting with new dial-in details.

Limit file sharing in the chat

Restrict file sharing in the message column of a conference call, so that any unknown attendees aren't able to receive and open private documents, or send malware disguised as an attachment to other attendees of the call.

Prevent the recording of meetings

Block any attendees except for the chairperson or host from recording the meeting, or set up alerts to identify which attendee has started recording.

Use a business or enterprise license

Your employees need access to effective collaboration tools. Consider buying an enterprise license that allows you greater control over employee use, and helps ensure that default settings are secure and meet privacy needs.

Be a great listener

Make sure that every attendee speaks at the start of the call, maybe even on video. It helps deal with isolation and identifies unknown attendees.

David Ferbrache
Global Head of Cyber Futures

KPMG International

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E: david.ferbrache@kpmg.co.uk

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Community Board

Spaghetti with Beef and Chickpea Meatballs

Ingredients (serves 4)	Cost
400g chickpeas	33p
500g beef mince	£1.75
1-2 garlic cloves, crushed	8p
1 onion	12p
400g chopped tomatoes	35p
4 tbsp tomato puree	18p
50g cheddar cheese, grated	32p
300g spaghetti or linguine	33p
Crusty bread to serve	80p
Total	£3.93

Method

Mash chickpeas, remove one-third and set aside. Add the beef or pork mince, dried mixed herbs, mustard and half the crushed garlic to the remaining mix.

Combine well and shape into 28 small meatballs. Heat half the oil and fry in batches.

Put remaining oil in a pan and cook onion and rest of garlic until soft.

Stir in tomatoes, puree, stock, BBQ ketchup and the chickpeas you set aside. Simmer gently for 5 minutes.

Add cooked meatballs and simmer for 5 minutes.

Serve with spaghetti and sprinkle with cheese.

From the store cupboard

- 1 tbsp dried mixed herbs
- 1 tbsp Dijon mustard
- 1 tbsp olive oil
- 75ml beef stock
- 2 tbsp BBQ ketchup

Ingredient costs sourced from major supermarket website and are correct as at 3rd May 2020.

Feed a family of 4 for under £5!



Contact us during Covid-19

As our offices have been closed from lock down on the 23rd March 2020 and as we are working to maintain essential services, we can advise that we have the following contingencies in place to contact us:

- Our office, and community hub on Govan Road, are closed to the public, we would encourage you to contact us by telephone on **0141 440 0308** or you can email **general@govanha.org.uk**.
- We will carry out essential home visits only and we will ask a series of questions before any visits are agreed.

- If you are experiencing financial difficulty you can contact our Financial Inclusion Service on **0141 440 0308** or email **financial.inclusion@govanha.org.uk**.
- If you have any rent enquires you can contact us on **0141 440 0308** or email us on **income.govanha.org.uk**.
- If you have an emergency repair during office hours Monday-Friday 8:30am-5pm, you can contact us on **0141 406 6630**.
- If you require out of hour emergencies repairs, if you contact City Building on **0800 595 595**.
- If you require out of hours emergency repairs for any central heating or hot water issues contact James Frew Ltd on **01294 468 113**.

Govan Housing Association

35 McKechnie Street, Glasgow G51 3AQ

Telephone: **0141 440 0308**

Option 1 - Reporting a Repair

Option 2 - Rent/Factoring Payment Line

Option 3 - General Enquiries

Email: **general@govanha.org.uk** • Website: **www.govanha.org.uk**

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