

Covid-19 Info Sheet & Directory

Updated 20th June 2022



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

HOMES ARE OUR PURPOSE
SERVICE AND SUSTAINABILITY
OUR PRIORITY

5 Royal Crescent, Glasgow, G3 7SL

Phone: 0141 331 6650

Email: admin@glasgowwestha.co.uk

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Help in your Community

We're Here to Help

Glasgow West Fuel Fund

We have funding in place which could assist you with your fuel costs. This is not administered by a 3rd party, and is exclusive to GWhA tenants.



You can apply if you:

- pay 10% of your net income towards fuel bills, after paying housing costs
 - are experiencing difficulties maintaining an acceptable standard of living
- All applications will be based on your individual circumstances, and your details will be kept confidential. We provide a standard credit of £49 during the winter months.

Please note these payments are not restricted to benefit claimants, and are determined by your remaining income after fuel and housing costs.

After applying, our Tenancy Services team will contact you and gather the necessary information, including details of wages/benefits to assess need. We provide a standard credit of £49. We send a referral to the fuel bank, who will complete their actions within 1 working day.

The fuel bank will then communicate directly with you by text or email, and an electronic code is issued which will go direct to your utility account. You will have to attend a local shop to activate the code.

Apply for Assistance



Call us on 0141 331 6650



Email us at admin@glasgowwestha.co.uk

Where to Find Help



National Helpline

Call: 0800 111 4000

A national helpline has been set up by the Scottish Government to provide essential assistance to those who have been advised to self-isolate and do not have family/network of community support and cannot get online; specifically those who:

- Are over 70
- Are disabled
- Are pregnant
- Require the support of mental health services
- Receive the flu jab for health reasons

Callers will be automatically connected to their local authority who will support them to access the service they need, such as:

- essential food and medication
- links to local social work services for vulnerable children or adults
- emotional support
- contact with local volunteer groups

Anyone not in these categories but still looking for support should visit [Ready Scotland](#).

Ready Scotland

There is a range of information on the Ready Scotland website to help navigate the Covid-19 changes and advice for community groups and small businesses.



Website: www.readyscotland.org

Where to Find Help

Glasgow Helps

The Glasgow Helps Helpline is able to provide assistance to residents of Glasgow. The Directory contains the details of more than 350 organisations offering help getting food, medicine and a range of other crisis support.



The helpline has now moved online. Assistance is available through the textline and email.

You can access help by visiting their online community hub, sending a text or email. If you don't have credit in your mobile phone, send a text and someone will call you back.

Their textline service is now able to provide support to people who speak Arabic, Cantonese, Czech, Slovak, Lithuanian, Polish, Punjabi and Urdu.

They are also working in partnership with [COPE](#), [Healing for the Heart](#) and the [Good Morning Service](#) to refer people who may need assistance and someone to talk to.

Textline: 07451 289255
Email: helpline@gcvs.org.uk

Community Assistance Directory

SCVO have set up a community assistance directory that allows you to search for organisations giving non-medical help during the Covid-19 pandemic.



Where to Find Help

The Pyramid at Anderston

The Pyramid at Anderston is as busy as ever!

They have events ranging from a knit and a natter to yoga and family tennis!

Find out the latest events at:
thepyramid.scot/events



**THE PYRAMID
AT ANDERSTON**

CONNECT ✦ CREATE ✦ CELEBRATE

Community Connectors

Community Connectors is a free and confidential service, connecting older people and their carers to local services, facilities and activities, and providing them with tailored and informed support.

In response to the current pandemic the service has stopped home visits and moved to telephone based support for those most in need. They can be contacted on 0141 271 2320. For more details of the change to their service check their website link above. If you would like to know more, you can contact them on the email address below.



**COMMUNITY
CONNECTORS**

Looking forward, keeping well

Email: communityconnectors@gcvs.org.uk

Where to Find Help

Chest, Heart & Stroke Scotland

If you, or someone you know, needs help right now CHS Scotland and their Kindness Volunteers can assist. They can help when you're feeling lonely and isolated or when you need help with your essential shopping. Find out more, and apply for help, through the link above.



Glasgow Libraries, Museums & Gyms

Most libraries, museums and gyms across the city have reopened! There are still some procedures in place to follow when attending.

PC Use

If you plan to use a PC, it is recommended that you book it ahead due to anticipated demand. This can be done via phone or visiting the venue and can be also be made on the day (depending on availability). Each session will be limited to 1 hour.

Read the full FAQs from [here](#)

Visiting Museums

Glasgow Life have published their festive opening hours [here](#). Otherwise, museums are open as usual and pre-booking is not required.



Where to Find Help

Parkinson's UK

All face to face activities run by Parkinson's UK are cancelled until further notice however, some activities have now moved online. Find out more about the [West Glasgow Support Group](#) activities by emailing vc.scotland2@parkinsons.org.uk.

You can also access advice through the Parkinson's UK helpline on 0808 800 0303 and join discussions on their [forums](#).

PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

Alzheimer's Scotland

Alzheimer's Scotland has increased the level of support available to people with dementia and their carers through their Freephone, 24 hr Dementia Helpline. The helpline will actively support in accessing things like groceries and medication as well as providing emotional support.



They also have a useful section of guided activities and produced some videos demonstrating activities for people to take part in from home. There is a wide range to choose from including seated yoga, mindfulness & meditation and sing-alongs! Visit their website to find out more: www.alzscot.org/guided-activities

Freephone 24hr Dementia Helpline:
0808 808 3000

Where to Find Help

The Herbert Protocol

Police Scotland is encouraging the friends and family of people living with dementia to sign up to the Herbert Protocol. The process helps officers quickly obtain information about a vulnerable missing person who has dementia, saving vital time in the early stages of an investigation and has been developed in partnership with Police Scotland, Health and Social Care Scotland, Alzheimer Scotland and the Scottish Government.

Carers or family members can download a form from Police Scotland's [website](#) or request a copy from local Health & Social Care Partnership staff, or other agencies, including Alzheimer Scotland.



The form is completed in advance and generally kept in the person's home or with relatives. It holds personal details, a description, a recent photograph, languages spoken, as well as previous addresses, places of employment and other significant locations in someone's life. This can include their old school, a church, or a favourite walking route, plus their medical history and information about past incidents of going missing.

The Herbert Protocol form can be used together with Alzheimer Scotland Purple Alert, a free app designed to help finding missing people with dementia. If someone is missing, users will get notified via the app and can help with local searches.

Where to Find Help

Friends Against Scams

Friends Against Scams is run by the National Trading Standards and has lots of useful information to keep you safe online and prevent you from becoming the victim of scam.



Website: www.friendsagainstscams.org.uk

The No. 1 Befriending Agency

The No.1 Befriending Agency are now open to new referrals. Telephone Befriending is a free service for people who are isolated and lonely and who find the pandemic situation challenging.



The service aims to create a meaningful conversation and connection between the person and their community and the Telephone Befriender will call every week.

Shopping & prescription pickups are offered for free to people who are housebound. They are happy to support isolated people with food delivery and picking up prescriptions. Alternatively, the volunteer can teach them how to use the internet to order groceries and retain their independence. They are open Monday- Friday, 10am-4pm and you can get in touch through the details below.

Phone: 0141 465 6998

Email: info@befriend.org.uk

Facebook: [Facebook.com/Befriend.org.uk](https://www.facebook.com/Befriend.org.uk)

Where to Find Help



BSL British Sign Language

BSL videos with subtitles containing the latest Covid-19 advice is available on [NHS Inform](#).

[Scottish Commission for Learning Disability](#)

The Scottish Commission for Learning Disability has produced an easy read version of Scottish Government guidance on Covid-19 for people with learning disabilities.



[Just Citizens](#)

Just Citizens have written factsheets to help EU citizens better understand their rights to live, work, study & access healthcare, benefits & housing in Scotland. These are now available in English, Polish, Romanian, Lithuanian, Spanish & Italian.

Food Services

In addition to the services below, you can also visit the [Glasgow Helps](#) (see page 3) site for more assistance in obtaining emergency food or delivery services.

The Scottish Pantry Network

The Scottish Pantry Network are a network of community shops providing low cost food to the whole community. Members can enjoy huge savings on popular food items.



Once you're a member, it costs £2.50 each time you use the pantry and you get around £10-15 worth of food. They stock everything you need for a healthy balanced diet and anybody can use it.

There are currently 5 pantries open in Glasgow, with others planned to open in 2021. The closest pantry is the Courtyard Pantry at 2 Wester Common Place, G22 5PG and it is open Tues and Wed, 11am-3pm.

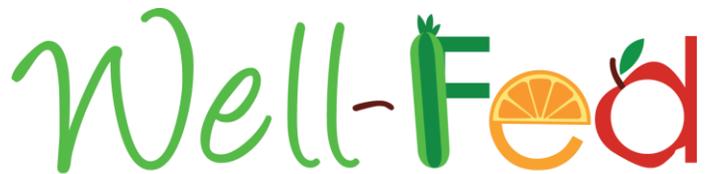
If you would need transport to use, you can arrange the pantry bus service by calling 0141 778 2042. You must arrange this 24 hours in advance and the phone line is monitored Mon-Fri, 12-4pm.

Pantry Bus Service: 0141 778 2042
Online: www.scottishpantrynetwork.com
Facebook: [Facebook.com/tsponline](https://www.facebook.com/tsponline)
Twitter: [@tsponline](https://twitter.com/tsponline)

Food Services

Well-Fed

Well-Fed are currently focusing all of their resources on providing emergency food aid to those in need.



They are able to offer support and there is no need to be referred by any agency or third party. You can make contact yourself either by telephone, Facebook or by completing their online form. If you would find it easier, or have difficulty in accessing a phone or computer, someone else can make a referral on your behalf using any of the above methods.

Their phone line is available between 9am - 6pm, Sun - Fri. They are currently working one day ahead, so if you require support you can expect to receive your delivery the next working day and will be advised if it will be a morning or afternoon delivery slot.

This service is completely free! To get in touch for yourself, or for somebody else, use the details below.

Phone: 0141 954 2006

Facebook: [Facebook.com/well-fedscotlandcic](https://www.facebook.com/well-fedscotlandcic)

Online Form: www.well-fedscotland.org.uk/covid-19

Food Services

Food Train

Food Train's shopping delivery service ensures that you have access to fresh and affordable groceries, delivered direct to your home on a weekly basis, or less often if that suits you.



Anyone over the age of 65 who has difficulty getting their grocery shopping can use the service. It costs £5 per delivery, which is paid alongside the cost of your shopping.

Call: 0141 423 1722

Email: glasgow@thefoodtrain.co.uk

The Trussell Trust

The Trussell Trust are still operating to get food parcels to people who are most in need. They provide a parcel with at least 3 days worth of essential food.

To get a referral, give us a call on 0141 331 6650 or email

admin@glasgowwestha.co.uk.



Food Services

Refuweegee

Refuweegee are delivering food; toiletries and toys; shopping; mobile phones; clothing; nappies; board games to people all over the city.

Refuweegee
(ref-u-wee-gee)

The service is for everyone - not just refugees. If you would like to find out more email the address below.

Email: enquiries@refuweegee.co.uk
hannah@refuweegee.co.uk

Salvation Army Foodbank

The Salvation Army at Medwyn St, Whiteinch is operating a drop-in food bank operating every Tuesday and Thursday from 10am-12pm.

They also run a free community lunch, Sally's Café, every Thursday from, 11.45am – 1pm, working in partnership with St Paul's Primary School, Whiteinch Primary School and Whiteinch Nursery. The Cafe runs during the school term.



Call: 0141 959 3039
Email: Glasgow.West@SalvationArmy.org.uk

Family Resources

Aberlour Urgent Assistance Fund

Aberlour's Urgent Assistance Fund can provide cash grants to help families with children to cope with the impact of the Coronavirus.



Applications must be endorsed and submitted by a sponsor and you can find out more through their website. If you think you're eligible get in touch and we can help.

Glasgow West: 0141 331 6650
admin@glasgowwestha.co.uk



**One Parent
Families Scotland**
changing lives, challenging poverty

One Parent Families Scotland

One Parent Families Scotland can provide resources for single parent families during the Coronavirus crisis. They have launched [My life & me](#) which is dedicated to tips for single parents.

Helpline: 0808 801 0323



Children 1st

Children 1st have an established helpline offering support and advice to families. They also have some great resources on their website.

Parentline: 08000 28 22 33

Parent Club

Parent Club have put together resources to help families cope with the huge changes to everyday life. There is range of information, advice and ideas including coping with change and activities to keep busy. These cover children of all ages, from babies to teenagers, through this time.



Stay Connected With Glasgow West

For up to date information please check our website:

www.gwha.org.uk

We will provide updates in the event of any further changes in our services.

We will be regularly updating our social media channels with our own service updates as well as changes and opportunities within your community. Follow us on:



Twitter - [@GlasgowWest4](https://twitter.com/GlasgowWest4)



Facebook - [GlasgowWestHA](https://www.facebook.com/GlasgowWestHA)

If you do not have internet access, call 0141 331 6650 for current service information.