

Wee tips and some
useful contacts may help
support your wellbeing
in Winter 🧝



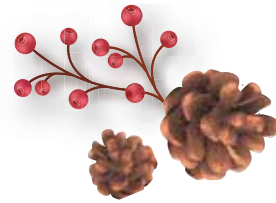
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wee changes can make a big difference

for tips for a COVID-19 Pandemic Festive Season



Manage expectations

This festive period won't be like other years due to the pandemic. May be through loss, it will never be the same, as those you love are no longer with you to share Christmas. Be kind to yourself and do what works for you, not what the adverts and films all sell as the perfect Christmas. On the COPE Scotland website www.cope-scotland.org there is a piece on coping with loss, it won't have all the answers but may offer something to help you suffer less.

Manage the stress

This year has been unlike any experienced before and it is taking its toll in many ways. Even if you or those you love haven't had COVID-19, you will still have experienced the restrictions and uncertainty caused by the pandemic. How we are living just now, we know isn't natural for us. It is going on longer than anyone expected, and we may even find we wonder, when will it end? There are breakthroughs in vaccines and new developments are happening all the time. However, we need to stay well during this time and not allow this festive season to add on any more stress, which at this time, we really don't need. Perhaps think about using the time over the festive period, to recharge your energy levels, pick up your life again. There are pieces on the COPE Scotland website www.cope-scotland.org with ideas on how to recharge your battery, as well as a workbook on, "picking up the pieces when the world feels changed".

Be aware of unhelpful coping strategies

When we feel overwhelmed, anxious, fed up, we can turn to strategies which aren't helpful for us, gambling, overeating, drugs, alcohol. This can lead to even more challenges and in the long term doesn't help us at all. Sometimes we need someone to talk to, or, help to find ways to cope with how we feel. Many services are closed over the festive break, but there are still helplines if you don't have friends or family to talk to. Use them, they can save lives, sometimes our own. There are some contacts on page 5 you may find useful to be aware of. Remember, people do care.

Make plans as far ahead as suits you

This can often be a time of year which is stressful, trying to get round and visiting all the friends and family you feel you must see. With current restrictions this might be more difficult to organise. Be realistic with what you can do and keep your family safe. If that means for this year you might not get round to see everyone, perhaps have fun planning something you can do with each group of family/friends in 2021.



Watch the pennies

Sometimes when things seem overwhelming, we can feel 'ach stuff it' and decide to just blow our money and have a great Christmas. However, the most priceless gifts are often the ones which cost the least money and in a time of uncertainty, we can ill afford to overspend. Only setting up a problem we need to deal with in the future. Perhaps you are already worrying where you will get food to eat on Christmas Day. Check out Trussell Trust for a foodbank near you <https://www.trusselltrust.org/get-help/find-a-foodbank>

What connections do you need?

We are often sold this image of 'The perfect Christmas' and when we don't recognise that as our experience, either feel left out, or try to recreate it. But life isn't like the telly and in real life people are unpredictable, whereas in the films and adverts they work from a script, and keep repeating it till they get it right! If you enjoy your own company and don't want to spend Christmas with others don't feel under pressure to 'do what others think you should do'. If you are alone at Christmas and don't want to be, then see what can be done to create some company, even if that's a phone call, a virtual zoom call, or walking the dog with someone you know. Socially isolated doesn't need to mean being alone. There is a piece on the COPE Scotland website www.cope-scotland.org on socially isolated doesn't need to mean alone, you may find interesting.

Have enough supplies in

It's important when planning ahead to have enough supplies in, so you have enough medication, food, other items you may need over the festive period. This is even more important if you need to self-isolate. We recognise that this is the festive season however COVID-19 does not. It won't be on holiday and we should continue to stay safe. Issue 11 of the 'what's happening' magazine on the COPE Scotland website www.cope-scotland.org offers you some ideas on how to prepare if you need to self-isolate. The magazine has some other information you may find interesting.

Your wellbeing plan in emergencies!

We have a fire drill so that in the event of fire, we know what to do. We should also have a wellbeing drill, so that we know what to do if we feel overwhelmed. If we suffer from panic attacks or anxiety, what can we do to help control them. On the COPE Scotland site www.cope-scotland.org there is a video on surviving panic attacks. This does not replace professional advice, the aim is to offer some self-management tips until you speak to someone. There is also a video and several pieces on the site if you feel your mood has dipped, again this does not replace professional advice. We are all different, think about your own circumstances and if you are in receipt of any health care support, work out with your providers, things you can do to look after you and emergency numbers to call when self-management is not enough.



Tap into assets around you

We are often capable of a lot more than we give ourselves credit for but often we lack the confidence to see it. If you visit www.cope-scotland.org there are several pieces on lifting confidence, including in the video section, how to use a kinder inner voice. We can also be more creative than we realise and again on the site is a piece on ideas for how creativity can improve our mental health. It is amazing, there are often far more local assets than we realise, local groups, befrienders, places of worship. Find out what is happening near you and if it meets your needs maybe think about how to tap into those assets, even if for now that means online. If you need help to get online, find out who your local support is e.g. **Glasgow Life – Digital Support Freephone Helpline T: 0800 158 3974**

Useful numbers

Samaritans 116 123

Domestic abuse and force marriage helpline T: 0800 027 1234

Childline T: 0800 1111

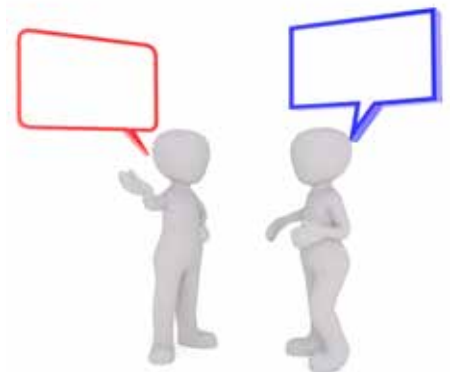
Emergency Homelessness T: 0800 838 502

Alcoholics Anonymous T: 0800 0086 811 / 0800 9177 650

Gamblers Anonymous Scotland T: 0370 050 8881

Overeaters Anonymous <https://www.oagb.org.uk/find-a-meeting/>

Narcotics anonymous T: 0300 999 12 12



Let's make poverty a thing of the past.



Poverty Leadership Panel Newsletter



Dec 2020

Welcome to the Poverty Leadership Panel's first Newsletter. This Newsletter has been introduced following discussion with our Community Activist Panel members to help improve communications and maintain links to the PLP partners. It will be produced monthly except for the month that the PLP meeting is held. If you would like to contribute with relevant information on what is happening in your area to help tackle poverty in Glasgow please send the details to gerry.quinn@glasgow.gov.uk. I hope you find this Newsletter useful and interesting.

What is the Poverty Leadership Panel (PLP).

The PLP was established in 2013 by a range of partners from across the city that represented groups who were likely to be disproportionately affected by changes to the social security system. The PLP is made up made up of decision makers from the public sector, the 3rd and voluntary sector and importantly people with lived experience of poverty.

For further information and copies of the People Make Glasgow Fairer (Tackling Poverty) Strategy and the two PLP Progress Reports can be viewed and downloaded from here: <https://www.glasgow.gov.uk/article/17559/Poverty-Leadership-Panel>

The PLP and members of CAP have been visited by a number of other community groups to gain valuable information and experiences that they have used to help set up similar challenge poverty organisations, namely in Edinburgh, Falkirk and Dundee. This demonstrates the high regard that colleagues from across other organisation hold the PLP in for the work they do.

The PLP meetings return...

The PLP held its first meeting on 17th November since the lockdown, the delay was due to IT issues where we have been unable to hold a virtual meeting that all partners were able to attend.

There have been a number of changes to the membership:

- Councillor Allan Gow, City Treasurer and co-chair of the PLP has been replaced by Councillor Richard Bell as the Treasurer and PLP co-chair.
- Sandra McDermott, Head of Financial Inclusion has retired and has been replaced by John Sherry, Corporate Service Reform Manager.
- Rosie Illet Child Poverty co-ordinator at CPAG has been replaced by Anna Baillie.

Our meeting was held via Microsoft Teams and we had over 25 members present.

We heard from Gena Howe on the development of the Local Child Poverty Action Report, then from Hilda Campbell from the charity COPE on the mental health issues brought about by Covid and from David Ramsay of Homelessness Network Scotland on their latest project to avoid homelessness.

Notes and presentations from the meeting and previous meetings can be found at <https://www.glasgow.gov.uk/article/17559/Poverty-Leadership-Panel>

Community Activist Panel (CAP)

It was agreed from the outset of the PLP that the voices from those with lived experience of poverty was essential for the PLP to have any authenticity and to help in the identification of issues and the development and delivery of successful new or amended services. These volunteers, known as the Community Activist Panel has around 10 members, one of which is the co-chair of the PLP quarterly meetings.

CAP members are offered an insight into how policies and decisions are made within public sector and have over the years helped design those policies. Members are offered a series of training and development opportunities to help them in their volunteering tasks and over the years around 25% of them have gone on into full time employment.

If you are interested or know of someone who may be interested in being a CAP member please contact David Ramsay for further information at DavidR@homelessnetwork.scot

Meet the PLP Co-chairs.



Innocent Jakisa from the Community Activist Panel



Councillor Richard Bell, the City Council Treasurer and co-chair of the PLP



Mental health and Wellbeing

One of our partners in the PLP is COPE, which is run by Hilda Campbell. Hilda is an inspirational character and every weekday morning issues an email to all interested parties on how to keep good mental health through these difficult times, with useful tips, advice and links to organisations and support groups. If you would like to be included in Hilda's daily "Your mental health still matters" emails, please contact Hilda at hilda@cope-scotland.org

Scottish Social Security update

The Scottish Social Security has published its annual report, available via this link [Annual Report and Accounts](#).

Some of the highlights from the report are:

They now administer 10 benefits:

- Carer's Allowance Supplement
- Best Start Grant Pregnancy and Baby Payment
- Best Start Grant Early Learning Payment
- Best Start Grant School Age Payment
- Best Start Foods
- Funeral Support Payment
- Young Carer Grant
- Job Start Payment
- Child Winter Heating Assistance
- Scottish Child Payment.

Over **£346.7 million** was paid to clients in devolved Scottish Social Security benefits in the last financial year.

This added to the £190.9 million we paid in our first seven months from September 2018 to March 2019 and the £6.9 million in Best Start Food payments that we made on behalf of Scottish Government in 2019/20 totals over **£540 million** in benefit payments since we launched.

One Parent Families Scotland (Glasgow) aims to put a smile on over 1,500 children's faces through its '12 Weans of Christmas Appeal'. OPFS are able to help you to offer this support to the single families that you work with. Our package of Christmas support includes:

- Supermarket Vouchers
- New Toys and Gifts
- Baby Essentials
- New Warm Clothing

We also have a very limited number of Mobile Phones with 6 months connectivity and Fuel Crisis Grants for single parents, some conditions apply e.g. parent must register with OPFS Services to gain access to these resources. If you are supporting a single parent family, living in Glasgow and could do with a little extra help this Christmas, please don't hesitate to get in touch with us. **Closing date for referrals Monday 14th December at 12 noon.** For further information please contact:

Michelle Morgan E: michelle.morgan@opfs.org.uk

Bank on Us

The Bank on Us Toy Appeal is calling on Glaswegians to donate toys to youngsters throughout the city and take pressure off the hard working mums, dads and guardians who are facing an uncertain festive period due to the Covid-19 crisis. While shops are closed due to lockdown, donations can be handed in to:


Riverside Hall
29-31 Clydebrae St,
Govan, Glasgow G51 2AJ

This has been an unforgettable year, I suspect for most of us for the wrong reasons. Let's hope that the new year and a vaccine brings about good health and a return to a more "normal" way of life and may we never hear the word unprecedented again in my lifetime.


I hope you all have a safe, happy and healthy Christmas and keep looking out for one another.

All the best

Gerry



Hoping you all have a healthy,
happy Christmas and New Year.



wee changes can make a big difference to lifting your mood

Diet

A healthy balanced diet is important at all times, especially if your mood is low. For more information on a healthy diet visit <https://www.nhsinform.scot/healthy-living/food-and-nutrition>

Move more

Exercise helps produce feel good hormones and neuro transmitters which can help lift mood, even starting a short walk, every day is a step in the right direction, sometimes when our mood is low we can't be bothered, but finding a way to be active 30minutes each day could make a real difference.



Be mindful of turning towards unhelpful coping strategies when we feel down or overwhelmed, such as drugs, alcohol and gambling, which can be so easy to access if you are online

Taking non-prescribed drugs or misusing alcohol can make us feel even worse and may lead to addiction. Alcohol is a depressant so it lowers your mood even more. It is dangerous to self-medicate with drugs and/or alcohol when you have thoughts of suicide, as you are more likely to act on those thoughts of killing yourself and you could die. If you feel you are using non-prescribed drugs or alcohol to lift your mood, speak to your GP who can advise you of services you may find helpful. There are other things which can help lift your mood in a healthier way. If you are having thoughts of suicide, speak to someone straight away. Gambling is also an unhelpful way to lift your mood as it can lead to addiction and financial challenges. Check out the resources sections if you find you are adopting unhelpful habits to cope with a life challenge.

How you talk to yourself

Self-talk, and body language is so important in lifting mood, if we slouch, tell ourselves how awful we feel, how pointless it all is this will make us feel even worse, become aware of your self-talk maybe read COPE's wee changes on improving self-talk www.cope-scotland.org

When we may need to speak to someone about how we feel

Sometimes low mood is a reaction to something which has happened in our lives and it maybe we need to go and speak to someone about this to help us work through the feelings arising from this. Speak to your GP about services they can refer you to for more support.

If you are having thoughts of suicide, tell someone

If your mood is so low you are having thoughts of suicide, speak to someone straight away, the Samaritans have a free phone number 116 123, there is also Breathing Space 0800 83 85 87, also speak to your GP about services which can offer support, also are there friends or family members who you could talk to about how you are feeling? You are not alone, there are people who care, and yes sometimes it takes time to find them, but it is worth the effort, your life matters.

Do something which distracts you

Get involved in something, distract yourself, clean out those drawers that keep sticking as full of paper, or rearrange the furniture, or listen to upbeat music. Sitting thinking about how low you feel will not help. Our physical environment can reflect how we feel inside, sometimes when we are feeling low we neglect the house so give it a spring clean, it will feel better for it and so may you.

Be kind to yourself

Pamper yourself, do something which makes you feel special as you are very special, sometimes when our mood is low we neglect ourselves, then when we look in the mirror we say unkind things to ourselves, be kind to your body and your mind. Practice mindfulness and even when your mood is low find something each day to be grateful for and appreciate.



Give it time

Remember this too will pass, it's like rain, telling the rain to stop, won't make the rain stop, but it won't rain for ever, sunny days will come back, sometimes its recognising that things take time and giving it and yourself time.

Smile even when we don't feel like it, as this is when we need a smile most

You matter, be kind to yourself, from the beginning of time till the end of time, there will only ever be one you, you are a unique and special human being. Smiling, laughing, watching comedy programmes can all help lift our mood too, so please give some of these tips a go, they may just help make you feel a wee bit better. Maybe try some laughter yoga? Never heard of laughter Yoga? Check out the video section on www.cope-scotland.org for more information.

wee changes can make a big difference to help keeping you warm over winter



Clothes

May seem obvious but layering clothes and wearing a hat and socks can help keep you warm, including wearing a hat indoors if very cold and slippers.



Block draughts

Check if you have any draughts in your home and block them up with draught excluders. You can make your own by recycling old materials. The legs from old trousers, sleeves from woolly jumpers, just sew or staple up one end, stuff with anything which is suitable, sew or staple up the other end and if you fancy being creative give it a snakes tongue or caterpillar legs go for it. Just take care if you have children or pets there are no choking hazards and ensure there are no fire risks. If you look online, you will find plenty of inspiration. Use curtains ideally with a thermal layer, open them during the day to let sunlight in and close them in the evening. Think about installing a door curtain if your front door is very draughty or put a flap over the letter box inside the house.

Diet

It's important during a cold spell that you eat well. If money is tight this can also be a challenge. Look for deals in supermarkets like 2 for 1 on porridge, this is a healthy meal to help keep you warm and can be eaten any time of day. Soups are a great way to stay warm and nourished, such as Cup A Soups or Mug Shots. You can also easily make your own with chicken stock cubes, vegetables and noodles, cheap and cheerful chicken noodle soup. For more ideas on cooking on a budget, take a look online or TV. BBC Good Food has lots of straightforward every day and comfort food recipes.



Being warm in bed

If your home is cold wear a hat to bed to help keep the heat in, try if possible to have a warmer tog quilt, this can also be brought into the living room to snuggle in if the weather is cold. Throws and fleece blankets add another layer of warmth to your bed as well as being something else to use to stay warm if wrapped around you in the living room.

Staying warm across the generations

We feel the cold differently depending on age and physical health, it's important to make sure any younger or older family member's needs are also met as well as anyone with a health condition. Make sure you receive the benefits you are entitled to, speak to Citizen's Advice. If someone has poor circulation in their hands and feet, heated insoles and gloves could be a good choice.



Gizzmos which can help

You can get meters which tell you how much energy you are using. Become aware of items which are high cost e.g. kettles, only boil what you need or if you boil more keep it in a flask till the next time you need it. If you have radiators, explore with advice centres or housing providers using foil or radiator reflectors to stop wasting heat from the back of the radiator, if your radiator is under the window maybe explore putting a shelf above it to stop heat being wasted. But don't put anything on the shelf.

Mobility in winter

If you have mobility issues or use a wheelchair you may find it challenging to stay warmer in winter, a wheelchair cosy can help this as well as make sure if you are out you wear something waterproof. Speak to your health care advisors about specific tips to meet your needs.

In winter it's tempting to not move and just snuggle on the couch, the wintry weather is more reason to keep doing some form of exercise e.g. yoga practice to develop an internal heat that keeps us healthy and warm. Check out FREE opportunities to be active in your area.



Use heating wisely

If you have central heating, turning the heating down a wee bit may help you keep the heating on longer, use a thermostat to see how warm your house is, in general most homes in UK are between 18 and 20 degrees Centigrade. Use layers of clothes and fleece throws to help keep warm. However, as already stated if you have specific health conditions or other vulnerabilities to the cold seek advice around how your needs can be met. If you don't have central heating, heat the rooms you use most and keep the doors closed on those you don't so cold air doesn't travel. Energy suppliers can vary in costs, shop around and make sure you are getting the best deals.

These are only some tips, for more advice contact:

Home Energy Scotland: 0808 808 2282

Compare energy deals: www.energycompare.citizensadvice.org.uk/

Citizens Advice Bureau: www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-schemes-to-help-you-save-money-on-energy-bills-s/

Macmillan Cancer Care: many local libraries have outreach services or visit www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support

Age UK: www.ageuk.org.uk/information-advice/health-wellbeing/mind-body/preparing-for-winter/

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

Maybe see if you can register as a priority services customer, for more info www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need

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

The Samaritans: free phone number is 116 123

Crisis Text Line: www.crisistextline.uk or Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer

Breathing space: 0800 83 85 87

wee changes can make a big difference in helping you feel better. Coorie the Scottish way to Wellbeing and Balance

Take pleasure in the simple things

Visit the library online, borrow a book, written or audio if you fancy having a wee story read to you and snuggle up in a comfy warm blanket with a cup of tea for even 15 minutes, just embrace the moment. Here is one example of an online library <https://www.glasgowlife.org.uk/libraries/online-library>



Take a walk on the wild side

We know the weather in Scotland can be wild, so embrace it. Wrap up warm on a cold day and go out a walk, even for a short while, if you have a dog enjoy sharing it with them, maybe even visit a park or beach somewhere you both can experience nature in the raw. When you get home, snuggle up with a warm blanket and bowl of homemade soup.



Have a cosy home

Keeping the house warm when money is tight can be a challenge, so have warm snuggles, use colours which suggest warmth, maybe invest in a salt lamp which can glow a lovely orange colour, or download an app to your TV, if it's a smart one, showing a log fire crackling, or invest even in a wee electric heater with coal, or log effect, again to create that feeling of warmth. When it's really cold maybe focus on one room in the house being the cosy room so heat can be concentrated in that area.

Share a cuddle

Many of us like a cuddle, it maybe with another person, or even sharing affection with our pets, its suggested stroking a cat or dog has real health benefits for us as well as being good for our pets, there are some suggestions even watching videos of cats can be good for us as its boost's energy and positivity! Or make a nest of cushions and blankets with the kids, get out a board game and a bowl of popcorn and for a wee while just enjoy the fun of being together. There are also weighted blankets which can help give that feeling of being cuddled and for some promote better sleep.

Appreciate the landscape

Nowhere in Scotland are we far from the great outdoors, from Loch Lomond, to the Campsie Hills, the West Highland way, the Cairngorms, Glencoe and so much more. Within current restrictions, check out special deals on buses and trains to explore the outdoors around you or borrow or hire a bike, join a cycle club, health walk or a rambler's group. Take a warm flask of soup and some sandwiches and appreciate how much of nature we still have around us.



Getting away from it all and getting perspective

Enjoying the variations in the natural world in Scotland can help take us away from our troubles even for a wee while, the openness and space can help give us perspective, just to be, not to be trying or doing, just to be. Walking up a mountain or hill or whatever you can manage depending on your fitness and health listening to the silence and seeing the world spread out around us can help recharge our batteries and heal perhaps the emotional aches we have as we realise, we are connected to something so much more than ourselves. If walking is a challenge, we have many lochs in Scotland, just sit and watch the sun reflect off the water, listen to the wind in the trees and realise we all have a wee bit of paradise on our doorsteps.

Making the most of what we have

Money can be tight and sometimes even trying to make sure the children are fed is a challenge. Coorie is also about how do we protect ourselves and our family to feel safe, and cosy even when life is challenging? Keeping an area of the house cosy, making wholesome warm meals which don't cost a lot, using free local facilities like libraries and local community resources can help build a community cuddle where we can all feel cosier and safer and have a sense of balance and wellbeing. Coorie is also about caring for ourselves, each other and the environment, together we can all help build a cosier world for all.



Little Self-Care Tips

as ever if in doubt check with your GP

♥ Find a book you enjoy and read for at least 6 minutes each day, or, listen to a talking book. Pop into your local library which has a great selection of books and materials which are free. If due to restrictions, you can't visit the library, why not register with an online one? Here is one example of an online library <https://www.glasgowlife.org.uk/libraries/online-library>

♥ Make time every day to do something to relax e.g. here is a link to a 3min relaxation video.

www.cope-scotland.org/index.php/videos/video/relaxation-in-just-3-minutes

♥ Find something which helps you get distracted from negative or anxious thoughts e.g. playing a game of patience, or many people have found Mindful colouring in very good for helping to switch off for a few minutes. Epione Training have put together a toolkit, which may help manage anxieties people may have around the current situation with COVID-19. Visit their website for more information <https://www.epione-training.com/>

♥ Make sure and drink enough water and eat regularly try and include fruit and veg every day in your diet.

♥ Listen to music which you find uplifting, make your own playlist to inspire you, have a look at this work by See Me and Young People for inspiration.

www.seemescotland.org/young-people/resources/campaigns/run-your-feels-fm-activity/





♥ Every day try and find some time to do a bit of movement, can be dancing to your favourite song. Walking the dog, playing with the kids, vigorous housework, something which helps you stay active.

♥ Get out in nature, even looking at pictures of nature can be good for us, there is a lot of work now looking at Ecotherapy have a look here for more info.

www.ecotherapy-scotland.co.uk

♥ Make a joy jar, or appreciation jar, write things to inspire or offer joy in little bits of paper, pop into a jar you can also decorate and whenever you feel the need for inspiration take one of the pieces out and have a read. Please make sure whatever you put in the jar is something which brings you joy or inspiration when you take it out. If you visit **www.cope-scotland.org** you will find a section on how to make an affirmation jar and an accompanying video

♥ Give someone a hug, cuddles are good for us. If you don't have a person to hug just now at home, hug a pet if they would like it, cushion or cuddly toy and maybe begin to explore ideas for building more connections in your life with other people. There are many opportunities to find and connect with new people, we just have to take the chance of going out and meeting them.

♥ Maybe learn to give yourself a butterfly hug? There are various videos and guidance online around how to do this, just make sure and use a source which is reputable.

Emergency Services Websites and COVID19

Central and Southern Scotland

Phone Scottish Power Energy Networks on:

T: 0800 092 9290 (from landlines)

T: 0330 1010 222 (from mobiles)

Electricity

Who you need to contact depends on where you live

Emergency Homelessness

T: 0800 838 502 - out of hours after 4.45pm

Monday to Thursday, 3.55pm Friday and weekends

Gas

National Gas Emergency Service

If you smell gas phone the National Gas Emergency service

T: 0800 111 999

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

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

You should tell your supplier if you have:

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

Medical or Mobility Equipment

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

North of Scotland's Central Belt

Phone Scottish and Southern Energy (SSE)

T: 0800 300 999

Police Scotland

W: www.scotland.police.uk/about-us/covid-19-policescotlandresponse

Scottish Ambulance Service

W: www.scottishambulance.com

Scottish Welfare Fund

T: 0141 276 1177

SGN Manage the Network that Distributes Gas Across Scotland

T: 0800 912 1700

Social Work Direct

T: 0141 287 0555 (Office Hours)

T: 0300 343 1505 (Out of Hours)

Water

Phone Scottish Water

T: 0845 601 8855

Financial Hardship and Support

Advice Scotland

T: 0808 800 9060

Best Start Grant and Best Start Foods

- if your child is the right age for a payment
 - whether you're in work or not, as long as you're on certain payments or benefits
 - as long as you're the parent of a child, or the main person looking after the child
- For more information visit www.mygov.scot/best-start-grant-best-start-foods/

Citizens Advice Scotland

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

T: 0800 028 1456

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

W: www.checkmycounciltax.scot

Financial Help While Self-Isolating

W: www.gov.scot/news/new-grant-for-those-selfisolating/

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

Applications are now open and will be delivered through the existing Scottish

Welfare Fund, which is administered by local authorities. This link offers more information on the Scottish Welfare Fund in Glasgow
W: www.glasgow.gov.uk/swf

Find a foodbank near you

W: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

GAIN Network

T: www.gain4u.org.uk helpline
T: 0808 801 1011

GHA – for help with benefits & fuel advice

T: 0808 169 9901

Glasgow Life Communities and Libraries

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

T: 0808 169 9901

Govan Law Centre: (Glasgow-wide service)

T: 0141 440 2503

W: www.govanlawcentre.org
WhatsApp: 07564 040765

Home Energy Scotland

W: energysavingtrust.org.uk/scotland/home-energyscotland/

W: news/covid-19-faqs-home-energy-scotlandcustomers

T: 0808 808 2282

HMRC

T: 0300 456 3565

Mortgage Payment Assistance Line

T: 0808 145 0437 (Bos Halifax & Lloyds)

Scottish Housing Advice

W: scotland.shelter.org.uk/get_advice/scottish_housing_advice_coronavirus_COVID_19



Fuel

Home Energy Scotland

Energy suppliers have started to open their Warm Home Discount Schemes.

Eligible clients could get £140 off their winter electricity bill.

Call 0808 808 2282 or **email**

adviceteam@sc.homeenergyscotland.org for more information.

The Warm Home discount is accepting applications NOW. The Warm Home Discount is a government-run scheme that provides one-off payments of £140 off electricity bills to help customers keep warm over winter. For more information www2.scottishpower.co.uk/whd.

process?execution=e1s1 or **phone:**

0800 027 0072 Monday to Friday 8:30am - 6pm

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



Helplines

Alcoholics Anonymous

T: 0800 0086 811 / 0800 9177 650

Advice. Scot

T: 0808 800 9060

Alzheimer's Scotland

T: 0808 808 3000

Autism Helpline

T: 0808 800 4104

Beat Eating Disorders

T: 0808 801 0677

Blue Cross for Pets (Support following the death of a pet)

T: 0800 096 6606

Breathing Space

T: 0800 83 85 87

Bullying

www.nationalbullyinghelpline.co.uk

T: 0845 22 55 787

CAB

T: 0800 328 5644

Campaign Against Living Miserably CALM (Men)

T: 0800 585858

Child Bereavement UK

T: 0141 352 9995

Childline

T: 0800 1111

(Help prevent) Childhood abuse

T: 0808 1000 900

CHSS Advice line Nurses

T: 0808 801 0899

Combat Stress UK charity for Veterans Mental Health

T: 0800 138 1619

CRUSE Bereavement support Bereavement support helpline

T: 0808 808 1677

Dementia Helpline

T: 0800 888 6678

Digital Support Freephone Helpline

T: 0800 158 3974

Domestic Abuse and Forced Marriage Helpline

T: 0800 027 1234

Drinkline Scotland

T: 0800 7314 314

Emergency Homelessness

T: 0800 838 502

Families Affected by Murder and Suicide (FAMS)

T: 07736 326 062

Families Outside Peer Support Group

(supporting families affected by imprisonment) Text FAMOUT 60777 or Freephone 0800 254 0088

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

T: 0800 731 4880

Gamblers Anonymous Scotland

T: 0370 050 8881

Gambling Helpline

T 0808 8020 133

Glasgow Disability Alliance helpline

T: 0800 432 0422

Glasgow Helping Hero's

T: 0800 731 4880

Hopeline UK (people under 35)

T: 0800 068 41 41

LGBT Helpline

T: 0300 123 2523

LGBT Youth

Text: 07786 202 370

Mind Info Line

T: 0300 123 3393

Modern Slavery Helpline Scotland

T: 08000 121 700

NA

T: 0300 999 1212 (10am-12midnight everyday)

NHS 24

T: 111

OCD Helpline

0845 390 6232 or 020 7253 2664

www.ocdaction.org.uk

One Parent Families Scotland Helpline

0808 801 0323

Parkinson's UK Scotland

T: 0808 800 0303

Pandas (perinatal mental illness)

T: 0808 1961 776

Parent Line

T: 08000 28 22 33

Glasgow & Clyde Rape Crisis helpline

Freeephone: 0808 800 0014

Report a Consumer Issue

Advice Direct Scotland

T: 0808 164 6000

Report a Loan Shark

T:0800 074 0878

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

Sexual Health Info Line

T: 0800 567 123 but changing to

T: 0300 123 7123

Silverline (older people)

T: 0800 4 70 80 90

Shelter Helpline

T: 0300 330 1234

Shout (an affiliate of crisis text line)

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

SOBS (Bereaved by Suicide)

T: 0300 111 5065

The Lullaby Trust

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

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

T: 0808 808 00 00

The Samaritans

Free Phone T: 116 123

The Spark Relationship Counselling and Support

T:0808 802 0050

Universal Credit Helpline

T: 0808 169 9901

Victim Support

T: 0345 603 9213

WSREC Hate Crime Helpline

T: 07497 187 992

Young Minds

T: 0800 018 2138

Every day is a day to start afresh

Often at the New Year we decide to make resolutions. Sometimes it is to lose weight, get fitter, stop smoking, or some other unhelpful habit, take up a new hobby, get a new job, stop worrying, spend more time with the family.....the list is endless. What we have noticed over the last year working with people is that in addition to resolutions which improve their health, wellbeing, life circumstances, people have resolved to do something that is kinder for others, or the planet. One Million Lives is an App for free use by anyone. It's been developed by mental health professionals and aims to provide a free check in for anyone with support tips and tools. Have a read of the piece on the campaign as this is something which may support your wellbeing and by sharing it, support someone's else's as well. Two resolutions in one go! Kind to you and kind to another. If you want to make that three in a row, this wee postcard offers ideas on being kind to the planet also.





It's hard to change mental health until we can measure it.
It's time to take matters into our own hands.

Mental health is solvable as a challenge if we do it together, we use technology, and we measure results. With One Million Lives, changing a whole societal problem is in the palm of each of our hands. It is time we move beyond awareness...to put our hands up together and, by checking our own mental health, lead the way for others to check theirs too.

By regularly completing a check-in, we'll be better equipped to understand how we are currently coping and be able to generate real-time, personalized solutions. We'll be able to start conversations and get support much earlier.

One Million Lives is sponsored by Jacobs, and clinically endorsed by mental health professionals. But it's your support we need to bring our campaign to life and reach our goal.

Our goal

Our goal is to create a ripple effect across the globe, where over one million people are inspired to complete a mental health check-in. We want to break down the barriers that hinder honest conversations about mental health and encourage an open culture of support.

We believe that one million lives are in our reach. With you beside us, we can reach so many millions more. If ever a problem was worth coming together to harness our values, our networks and our technology, it is this. And the time is now.

One Million Lives check-in tool

Our check-in tool has been developed incorporating the Kessler Psychological Distress Scale (K10), a globally recognized psychological screening tool. The tool allows users to understand their current mental health strengths and challenges, and provides suggestions for how to improve mental health based on your own scores. For those who might be feeling well, the tool also assesses early signs and proactive strategies, such as sleep, exercise or social media behaviors.

One Million Lives is not intended to diagnose, treat, cure, or prevent any mental health disease or condition. Please seek immediate help from trained medical physicians if you suspect you are suffering from any mental health or other medical condition.

How to get involved

- Complete your **mental health check-in** to understand how you are currently coping and explore our suggestions to build resiliency
- Become a part of the ripple effect by **sharing One Million Lives widely** with friends and family and on social media
- Get your organization involved - explore and download the free campaign resources available on our website **oml.world** to share the campaign with your team and business
- Contact us at **OML@jacobs.com** to explore other ways to get involved

Jacobs

Challenging today.
Reinventing tomorrow.

At Jacobs, we believe the wellbeing of our people is fundamental to our success. Through our BeyondZero® culture of caring and genuine concern for each other, we work together to create a workplace that values the safety, positive mental health and sense of belonging of all employees. That's why we're proud to sponsor One Million Lives – not only for our employees, but for our families, friends, clients, stakeholders and the communities we live in.

Caring for you as well as others

Often, we find ourselves putting others wellbeing before our own, a part of us knows this isn't healthy for us, but we just find it hard to make the time for ourselves. There are often more opportunities than we realise to connect with others even for a wee hour a month. This year with the pandemic has been particularly challenging for people in a caring role. Have a wee look at the following which shares about a new carers café starting in 2021.

Carer Voices

Conversation Café

promoting the carer voice in Scotland

The Health and Social Care Alliance Scotland



 Carer Voices



In **January 2021**, the ALLIANCE Carer Voices project will mark the **10th Anniversary of National Lead Tommy Whitelaw's 'Tommy on Tour'** – a week-long tour of Scotland's towns and cities which collected hundreds of carer stories and experiences.

At a time that social distancing measures remain in place due to the COVID-19 pandemic, the project aims to now bring together carers across Scotland virtually through a **monthly Carers Conversation Café**.

When?

The first conversation café is on **Tuesday 26 January 2021** from **11-12pm on Zoom**.

The Conversation Café will:

- aims to bring together carers in a relaxed and informal space to foster peer support
- run on a drop-in basis and feature different guests
- be led by carers for carers.

The date, time and agenda for each month will be determined by your needs. We have some ideas (poetry readings and singalongs to name a few) but we want to hear yours!

How can I join?

To register, please visit the event page. You can also email or visit the ALLIANCE website at <https://www.alliance-scotland.org.uk/blog/events/join-the-launch-of-the-monthly-carer-voices-conversation-cafe/>

Any questions?

To find out more or sign up, email the team at carervoices@alliance-scotland.org.uk



Rights and the Carer Voice



wee changes can make a big difference

in helping you feel better tips to setting better goals



Is it your goal?

Might sound obvious BUT achieving goals take motivation and if it's not really a goal you would choose for yourself then it's hard to get motivated so make sure any goal you set is your goal and something you really want to achieve



Have a goal buddy

Having someone to share your goals with can help motivation, also it means there is someone who you can keep up to date with progress this helps in making sure you keep to your timeline. This is a buddy someone to offer support and encouragement

Focus on the positive

Imagine how good you will feel even taking steps towards your goals, believe they can be achieved and see it in your mind's eye how good that will be, remember, success isn't measured by the position we achieve but the obstacles we overcome seeking to achieve, sometimes we need to go back to the drawing board, doesn't mean we give up. If we need inspiration of what we can achieve think about others who have overcome significant obstacles to pursue a life dream

Is it realistic?

Now there is always a balance between confidence and having a go and not setting yourself up to fail, we can all set goals which are set so high they are unobtainable and then we feel disheartened, so once you decide on your goal maybe ask advice from others who can help you achieve it or a step towards it as sometimes its wee steps which get you there, dream big and go for it while balancing that with not putting yourself under undue pressure

Write it down

Take the time to really think about your life now and what you want to change, this can help you decide on your new goals, once you have decided to write it down, even do an inspiration board with pictures something to look at which will help motivate you to achieve that change

Timeline

Moving from dreaming to having dreams come true requires more than talk it requires action, having a timeline helps achieve goals as it focuses you on what you need to do within a specific time. Now it may be a big goal, no problem, just break it into smaller goals each with their own timeline

Don't fear to fail

We all fail all the time, we learn from what didn't work to try again, so don't worry if it all doesn't go to plan first time, review the plans for next time



Get advice

There are so many agencies, groups, and maybe people you know who can help you set and take steps to achieve your goals so find out what and who is in your area that can help you achieve the goals which are important for you

wee changes can make a big difference in tips to live meaningfully and mindfully

We live in uncertain times, and while there is news of a vaccine for COVID-19, we have still to be cautious until the vaccine programme has had time to take effect. Living meaningfully can help us find pleasure in the simple things and feel more content regardless of what life is throwing at us. Mindfulness can offer us ways to be in the moment and not be overwhelmed when things feel very challenging.

Bringing some meaningfulness and Mindfulness into your day ever day, maybe one wee thing which is good for you. Remember, you matter.

Mindful breaths

A few times a day observe 5 Mindful breaths, just normal slow breaths but bring your full attention to your breathing.

Whatever you do give it your full attention

Take your time don't be thinking about what you plan to do next or what you have or haven't done, be in the moment.



Decide what is important to you

Weed out that which isn't kind to you or others. Let your children and those close to you know they are loved, find new ways to let you know you also love and care about yourself.

Learn to be calm in situations

Try not to react defensively and with anger, find solutions don't focus on problems and blame.

Pace yourself

Don't have huge to do lists cramming every minute with activity, give your life a chance to pause and breath rather than always be panting.



Learn to live in the moment

The past is a different country we don't live there anymore, and the future has still to be, so plan for it, don't worry about it.

Realise it's hard to be content in the moment when you worry about the future or get upset and angry by the past.

If you hurt or are angry find out what needs to change for you to let this suffering go

Learn the art of deep listening, when you talk to someone be with them, give them your full attention, listen to your children and actually hear what they say.



Eat slowly and savour your food

Drink water feel how cool and refreshing it is, bite into fruit and appreciate how sweet and juicy it is. Give what you are eating your full attention, don't talk between bites just take it slowly and enjoy.

Be in the moment

Savour life and eat it with your eyes and ears, become aware of bird singing, flowers, the noise of wind in the trees, the world is a magical place full of interest and beauty learn to see that.

Make any chore a chance to mediate

Do the chore slowly, methodically and with the activity as your sole focus, this can be from working on a report to cleaning the toilet. Be there in the moment giving it your full attention. Make focusing on the present a habit, remember it's called the present because it's a gift.

Visit the use your senses to relax and be in the moment for more tips and ideas on www.cope-scotland.org.



wee changes can make a big difference in tips to live meaningfully

Sometimes when life feels routine and options feel limited, it can all feel a bit mundane. This can make us feel bored, restless, unsettled as if the whole world is at a party, we didn't get an invitation to. We have heard of living mindfully, even living kindly, so here are some tips for living meaningfully, as we all need a reason to get out of bed in the morning.



Do something which has a positive impact on someone else

This can be from making banana bread which one of the family will enjoy, phoning an elderly relative or friend you haven't spoken to for a while, even giving a wee gift of an affirmation jar which may help someone smile? This wee piece offers ideas on making a jar www.cope-scotland.org/index.php/latest-blog/changing-the-script

Recognise your strengths and use them

When we feel bored, unsettled, out of sorts, we can be unkind to ourselves, even get angry as we know we should be doing X,Y,Z but just can't be bothered. It's hard to tell yourself, your life has meaning, when you are using an unkind inner voice. Often, we are too quick to condemn ourselves and think we can't do things, as opposed to actually reflect we can do a lot more than we give ourselves credit for. Learning to use a kinder inner voice, helps us to recognise our strengths and use them to make a difference in our lives as well as having a positive impact on others. This piece and video is helpful for using a kinder inner voice

www.cope-scotland.org/index.php/latest-blog/what-are-you-saying-to-yourself-because-you-are-listening-1

Think about the difference doing the task will make

If we feel overwhelmed getting the house back in order as maybe it's got a wee bit out of hand. Visualise what it will be like when it's finished, putting on some music gets you feeling energetic and you may find you are more motivated to do it and finish it. Same can hold if you have a garden and things need weeded or cut back. It maybe you want to create a safe space for nature over winter, the little green space has some amazing ideas www.littlegreenspace.org.uk of how we can support nature.

Learn what matters to you and why

Sometimes we think its fancy holidays, or nights out, or a new kitchen, or.....but other times when we stop to think about it we realise it's the moments we spend with people who matter to us, the laugh we shared, the calm of watching the wind in the trees, escaping into a great book, the first time we made scones and they rose! Not being in pain. This wee piece with workbook and affirmation cards maybe of interest www.cope-scotland.org/index.php/latest-blog/taking-the-time-to-think-about-what-matters-to-you



What are the routines that have become our habits

It's amazing how easily we slip into routines which become habits, maybe not even ones which are good for us, but it's been going on so long we don't even think about it, or why we do what we do. This is an interesting link around habits and routines www.cope-scotland.org/index.php/latest-blog/healthy-routines-lead-to-healthier-habits

Find something you want to belong to and people you want to be with

We recognise loneliness can be an issue, sometimes to fill that need for company we get involved in 1001 things to be around others, and still that feeling remains. Sometimes having one or two meaningful relationships is more satisfying than 1001 contacts where we maybe in a crowd, but we still feel alone. Working on the relationships which have meaning for us, can help bring more meaningfulness into our lives. This wee book and piece maybe of interest www.cope-scotland.org/index.php/latest-blog/picking-up-the-pieces-when-the-world-feels-changed-1

If you need to talk to someone please do

Sometimes things can happen which rocks our World, we lose someone close to us, our health is affected, we lose our job, we find we are taking early retirement and hadn't planned for it and wonder what next. Sometimes we need to talk to someone about how we are feeling. That maybe a friend or family member, but it maybe someone who is trained to offer support. This wee piece maybe of interest if you find sharing how you feel a challenge www.cope-scotland.org/index.php/latest-blog/the-art-of-conversation



Have confidence that what you do matters

How often do you hear someone describe themselves as I am 'just a' or, maybe have done that yourself? As if somehow there are some people more valuable than others. We are all valuable, every single one of us and we all have something to give. Maybe some people earn more money, that's not because they are more valuable, that's because whatever they do carries more responsibility, or requires more time commitment, or whatever. We all contribute something to this world, and we all have meaning, it's just sometimes we forget it, or don't realise the value a smile has to someone who really needs it. Being confident, is not the same as being arrogant. Having confidence can help us find meaning. This maybe helpful www.cope-scotland.org/index.php/latest-blog/self-confidence-and-personal-leadership

Live the life has meaning for you

We can be sold an image of how our lives should be and social media in many ways has contributed to this, where it seems all these people are having all these amazing times and here we are again, Friday night and doing nothing exciting! Oh the pressure when someone asks what you did at the weekend and you have nothing amazing to share....so what! Being happy and being content are not necessarily the same thing. Some people may need to climb Everest to find meaning in their life, other people it maybe that hour a week when they go a walk in the hills, or start a new book, or make a banana loaf and share it with the family, is what gives them that feeling of internal satisfaction. Sometimes finding pleasure in the little things, we find, we can have more pleasure and find more meaning every day.



*“remember It’s a lang road
that’s no goat a turnin...”*

*Don’t lose heart in dark
times, things can’t keep
going in the same direction
forever, start making plans
for spring as it will return*

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