

COVID-19 SUPPORT SERVICES – We understand our customers may be feeling overwhelmed or worried about the financial and social impact COVID-19 may be having on you and your family. We are committed to helping you. In addition to telephoning the office for advice during office hours on:

Tel **0141 763 1317** or emailing us at: info@tollcross-ha.org.uk or visiting our website at: www.tollcross-ha.org.uk,

Please also find below details of other support agencies.

You can access these from our website too and we're trying to keep this as up to date as possible as different agencies are identified.

Financial	Wellbeing	Food & Delivery	Energy Supplies (Gas, Electricity)	Employability	General Support
<p>You can call Tollcross Housing Association on 0141 763 1317 and we can refer you to one of our Welfare Rights Advisers</p> <p>GEMAP Scotland Ltd - To arrange a telephone appointment. Tel: 0141 773 5850 Email info@gemap.co.uk www.gemap.co.uk follow our social media updates on Facebook, Twitter or at https://twitter.com/GemapScotland https://www.facebook.com/GemapScot/</p> <p>Bridgeton Citizens Advice Bureau Tel: 0141 554 0336 www.bridgetoncab.org.uk/</p>	<p>Big White Wall - Any young Person aged 16 - 18 – If you are struggling with mental health issues, or know someone who is, don't hesitate to join BWW or recommend it to someone you know. Access is easy: simply go to www.bigwhitewall.com and enter your postcode.</p> <p>National Health Service- Information and support that is local to where you live on money advice or a range of other health and wellbeing topics, visit the NHS GGC Health and Wellbeing Directory. http://infodir.nhs.gov.uk/Home/Directory Tel: 0800 028 2816</p> <p>Whocares Scotland Worried about the Coronavirus and need someone to talk to? Email help@whocaresScotland.org.</p>	<p>You can call Tollcross Housing Association on 0141 763 1317 to arrange a Foodbank Voucher. We are also able to refer customers to a number of agencies to assist with delivery of essential food/medical items, etc.</p> <p>Family Action in Rogerfield & Easterhouse (FARE) – You can call Tollcross Housing Association on 0141 763 1317 or info@tollcross-ha.org.uk If you require a care package. We will refer your details on to FARE directly and they will get in touch with you.</p> <p>Glasgow City Council Support – School Meals- If you receive school clothing grant and/or free school meals you will be sent a preloaded gift card to buy food from</p>	<p>G.Heat - Need assistance with your gas and/or electricity bills? The Association can refer you - please call the Association on 0141 763 1317.</p> <p>Home Energy Scotland call free on 0808 808 2282. Open Friday 8am – 8pm and Saturday 9am – 5pm Or use this link for further information: https://energysavingtrust.org.uk/scotland/home-energy-scotland</p>	<p>Employability Support A range of temporary jobs are available http://www.employabilityinScotland.com/</p> <p>Employment and financial support online Information - Check if you:</p> <ul style="list-style-type: none"> • can get statutory sick pay (SSP) • are eligible for Universal Credit • if you're eligible for Employment and Support Allowance (ESA) • Check your rights if your hours are cut or you're laid off • what to do if you cannot pay your tax bill on time <p>https://www.gov.uk/coronavirus</p>	<p>Scottish Government – guidance for tenants of social landlords: The Scottish Government have updated their 'MyGov' website. Please visit https://www.mygov.scot/social-rental-rights/ to view specific information on the new measures for social housing tenants and information for those who may be suffering from financial hardship.</p> <p>Glasgow Helps – Glasgow City Council are offering a range of services – check out their website: www.glasgowhelps.org</p> <p>Ethnic Minority Law Centre - Tel. 0141 204 2888 www.emlc.org.uk</p>

<p>Parkhead Citizens Advice Bureau Tel: 0141 554 0004 www.cas.org.uk/bureaux/glasgow-parkhead-citizens-advice-bureau</p> <p>Glasgow Life Help with your Universal Credit Claim from Shettleston Library (Tuesday and Thursday 10.00 am – 5.00 pm) You can make an appointment by phoning: 0808 169 9901</p> <p>The Scottish Welfare Fund – For a crisis grant the quickest and easiest way to apply is to check the Glasgow City Council website at: www.glasgow.gov.uk/index.aspx?articleid=17160</p> <p>Glasgow City Council will let people pay their 10 Council Tax payments from June 2020 to March 2021. To arrange this please select the Set up a Direct Debit option at www.glasgow.gov.uk/counciltax If tenant/owner cannot pay by DD they can use the enquiry form on the same web page and</p>	<p>Your Support Your Way Provides information on finding health services in Glasgow include money advice and debt. www.yoursupportglasgow.org/homepage</p> <p>If you are attending Hospital - NHS has Support & Information Services (SIS) A friendly and confidential place for patients, families and staff to access health, wellbeing and financial support. Referred by mail or phone and also has drop-in facilities. Tel: 0141 276 1177 or Email: sis@ggc.scot.nhs.uk www.nhsggc.org.uk/sis</p> <p>Breathing Space The Breathing Space freephone and webchat helpline is a good starting point if you are stressed, anxious or depressed due to money worries. It has a wide range of information and tips on how to reduce stress Call free on 0800 83 85 87 https://breathingspace.scot.nhs.uk/</p>	<p>Farmfoods. This is only available to existing claimants no new applications are being received. You will be sent by post automatically if you currently receive school clothing grant and/or free school meals Tel: 0141 276 1177 or Email: sis@ggc.scot.nhs.uk www.nhsggc.org.uk/sis</p> <p>Glasgow Central Mosque: Support for the elderly and vulnerable with shopping, medication pick-ups etc. Supporting elderly people living alone with hot meals and food parcels. Contact: 0141 429 3132</p> <p>Glasgow's Golden Generation – AGE 55+ DO YOU NEED ESSENTIALS? Tel: 0141 221 9924 https://glasgowgg.org.uk/do-you-need-essentials</p> <p>The Food Train Providing food packages and support for elderly people. Contact: Tel: 0141 423 1722 Email: glasgow@thefoodtrain.co.uk</p>		<p>Self Employment Support Scheme – The Government has recently released grants available to those who are self employed or a member of a partnership and lost income due to the coronavirus. The Governments website explains how you can apply for the grant and outlines other help you could be entitled to – https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme</p>	<p>Mutual Aid – Need support but don't have access to the internet? Text or call the number 0141 280 7025. The helpline is open from 10am - 6pm every day, but please only phone if you are unable to fill out the form, as we try and keep the lines open for those who need it. https://covidmutualaid.org/local-groups/</p> <p>Violence Against Women Services continue to operate during COVID-19.</p> <ul style="list-style-type: none"> • ASSIST: phone support to women, men, children and young people affected by domestic abuse. Contact ASSIST assist@glasgow.gov.uk or phone 0141 276 7710 to leave a message. Visit www.assistscotland.org.uk. • Routes Out: phone support to current clients. RO will take new referrals - phone 0141 276 0737. RO offer advocacy services. Harm reduction services continue to
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<p>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. A new bill will be issued before the June instalment is due.</p> <p>CITIZENS ADVICE BUREAUX Citizens Advice Scotland Helpline 0800 028 1456. 9am till 5pm, Monday to Friday.</p> <p>Parkhead Citizens Advice Bureau Tel: 0141 554 0004 www.cas.org.uk/bureaux/glasgow-parkhead-citizens-advice-bureau</p> <p>Bridgeton Citizens Advice Bureau Tel: 0141 554 0336 www.bridgetoncab.org.uk/</p> <p>CHILD BENEFIT Parents of new-borns will still be able to claim Child Benefit without having to register their child’s birth first to ensure that they do not miss out. First time parents will need to fill in Child Benefit Claim form CH2 found online and send it to the Child Benefit Office. If they haven’t registered</p>	<p>Cancer Support - Offering holistic support for anyone affected by Cancer, including financial, housing, practical, physical and emotional. Tel: 0141 287 7077 - lines currently restricted 10am-3pm subject to change</p> <p>Email: ICJ@glasgow.gov.uk Or LTCandMacmillanService@glasgow.gov.uk Website: www.glasgow.gov. Or www.glasgow.gov.uk/LTC</p> <p>COUNSELLING BY TELEPHONE/VIDEO LINK Lifeline are offering FREE counselling by telephone or video link. You do not need to be referred on by a support agency or GP, individuals can contact Lifeline directly online lifeline.org.uk/make-a-referral or by giving them a call on 0141 552 4434. They are also encouraging referrals for individuals that may not feel they require formal one-to-one counselling sessions but do feel that they would benefit from simply having someone qualified to talk to about</p>	<p>Refugee Open to everyone – They can deliver support packages to people which can include – toiletries, food shopping or meals and entertainment – toys, board games, and books. All volunteers are trained on zero-contact, doorstep deliveries. – you can phone for a package – 07520648388</p> <p>Glasgow North East Foodbank along with Celtic FC Foundation have launched - a free self-referral service available now for those financially impacted by COVID 19, it includes, people who have become recently unemployed, are working on reduced hours, or are currently applying for a new benefit claim, although is not limited to just this criteria.</p> <p>To check eligibility call Tel: 0141 551 4354 or 0141 551 4340</p> <p>Food parcels will be delivered by Glasgow Taxis straight to the door.</p>			<p>be available at Drop In door service only.</p> <p>Govan Law Centre (Glasgow Wide Service) We are running free and confidential advice through WhatsApp, Facebook messenger, and e-mail and a free call back telephone service. Contact us using any of the methods below, and we will get back to you as soon as we can: Leave us a message and a solicitor, welfare rights worker or money advisor will call you back. Everything is confidential, free and secure. Tel: 0141 440 2503 www.govanlawcentre.org/ WhatsApp: 07564 040765</p> <p>Twitter: @govanlawcentre Facebook messenger: Facebook page www.facebook.com/Govan-Law-Centre-485591671499123/</p> <p>WOMEN’S AID RAIL TO REFUGE The Women’s Aid Rail to refuge scheme means that survivors of domestic abuse with a refuge space can travel for free across England, Scotland and Wales. Men can also use this service - 22 Women’s Aid</p>
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<p>the birth because of COVID-19, they should add a note with their claim to let us know. If they already claim Child Benefit, they can complete the form or add their new-born's details over the phone on 0300 200 3100. They will need their National Insurance number or Child Benefit number.</p> <p>SOCIAL SECURITY SCOTLAND BENEFITS The Scottish Parliament approved emergency legislation to help people through the ongoing pandemic. This includes some changes to five of their benefits.</p> <p>These changes enable people to still access support should Covid-19 impact their ability to get an application in within set timescales.</p> <p>Clients who make a late application after 7 April may still be treated as eligible even when the delay means they are out with normal eligibility ages, provided they have explained that the reason for their application being late is due to Covid-19. Those benefits are -</p>	<p>anything they're struggling with at the moment.</p> <p>ANTENATAL SUPPORT ONLINE Online NHS antenatal course for parents-to-be and everyone around you FREE during COVID-19 restrictions for parents, grandparents and carers across SCOTLAND. Written by NHS midwives, health visitors and clinical Psychologists. https://inourplace.heiapply.com/online-learning/</p> <p>DENTAL TREATMENT If registered with a dentist and feel you have an EMERGENCY dental need, in normal working hours, contact your dentist on their usual number. They can provide advice, antibiotics or analgesia.</p> <p>If you are currently a patient attending Glasgow Dental Hospital for specialist dental services and are experiencing dental issues that cannot wait at this time, please contact 0141 211 9730 or 0141 211 9607</p> <p>Outside normal working hours and at weekends, if feel you have an EMERGENCY dental need, please contact NHS24 on 111.</p>	<p>The Urban Roots Free Food Map www.urbanroots.org.uk/freefood shows projects across Glasgow offering a meal or food parcel. You can search by day or area and get directions from wherever you are. Many projects are now delivering to people that are unable to go out.</p> <p>Rogart Street Campus Soup and Sandwich offer a free soup and sandwich delivery for elderly and vulnerable people in the East End. Phone 0787 172 5941/0793 606 1030 or email rogartsas@gmail.com</p> <p>COMMUNITY OF HELPING HANDS Facebook group – https://www.facebook.com/groups/2661125600878550/ Providing packages of food and essentials to those struggling. Collecting and delivering shopping or medication for the vulnerable or those having to self-isolate. Shopping on behalf of others unable to easily go to shops themselves due to being a single parent or working full-time on the front line etc. (shopping will be delivered with</p>			<p>member services provide refuge places for men. If a man has a confirmed refuge place in one of them, they can book the ticket for him and any children. Contact Women's Aid via their live chat online https://chat.womensaid.org.uk/</p>
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<p> Pregnancy and Baby Payment Early Learning Payment School Age Payment Young Carer Grant Funeral Support Payment </p> <p> Funeral Support Payment - Financial help for funerals in Scotland. Funeral Support Payment team 0800 182 2222. For more information and to apply, visit mygov.scot/funeral-support-payment </p> <p> People who are arranging a funeral, or have recently organised one, could be entitled to money to help with the costs if they are now in receipt of a low-income benefit due to COVID-19. </p> <p> At a time when people may be accessing benefits for the first time, we are urging people to check if they are entitled to further help from Social Security Scotland and to apply if they are eligible. </p> <p> The support available in Scotland differs from the rest of the UK. The eligibility is wider, has been designed to be easier to access, and is processed within 10 </p>	<p> If you are not registered with a dentist and have an EMERGENCY dental need, you should contact the Emergency Dental Treatment Centre on 0141 232 6323 during working hours and NHS24 on 111 out with normal working hours and at weekends. A walk-in service is not available at this time. </p>	<p> receipt, then payment made to the groups bank account, PayPal or cash safely left for delivery driver.) gccohh@gmail.com </p> <p> MORRISONS DOORSTEP DELIVERIES HELPLINE 0345 611 6111 select Option 5 For vulnerable & shielding people (contactless payment on delivery). </p>			
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<p>working days of receiving a completed application with supporting evidence.</p> <p>Our eligibility sets out that people are entitled to this support if they had the nearest relationship to the person who has died, are responsible for paying for the funeral and meet the other criteria, including being in receipt of certain benefits or tax credits.</p> <p>Potential clients can find out if they are entitled using our pre-application advice and apply online via mygov.scot.</p> <p>People can also choose to apply via a paper application form or by requesting a call back from one of our specially trained advisors working within our dedicated Funeral Support Payment team by calling 0800 182 2222. For more information and to apply, visit mygov.scot/funeral-support-payment.</p> <p>SMALL BUSINESS HELP https://glasgow.gov.uk/home</p> <p>Small Business Grant Fund (SBGF) and the Retail, Hospitality &</p>					
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<p>Leisure Grant Fund (RHLGF) Coronavirus Multiple Properties Fund</p> <p>Glasgow City Council have compiled an overview of the types of support available to Scottish Businesses during the Coronavirus pandemic, please read our Information for Service Users https://www.glasgow.gov.uk/article/25866/Information-for-Service-Users</p>					
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