



**Responding to COVID-19:  
Information and Support  
accessible to Young People**  
*North West Glasgow*

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## Introduction

This document brings together information and practical advice to support young people during the coronavirus pandemic. Findings from the *Lockdown Lowdown Survey*<sup>1</sup> have shown that young people in Scotland are concerned about the following:

- School, college and university closures as well as exams and coursework
- Employment and their financial situation
- Their own physical and mental wellbeing and the physical and mental wellbeing of others
- Social relationships with family and friends
- Ability to look after or care for others
- Ability to access their rights

This document aims to allow young people in the North West of Glasgow to easily access information and support around these topics and to provide information and guidance on staying healthy and well throughout the coronavirus pandemic.

## Information & Guidance for Covid-19

For accurate and up to date guidance from The Scottish Government on Coronavirus please visit: <https://www.gov.scot/coronavirus-covid-19/>

For accurate and up to date guidance<sup>2</sup> from NHS Scotland on Coronavirus please visit: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>.

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<sup>1</sup> **The Scottish Youth Parliament, Youth Link Scotland & YoungScot (2020)**. LockdownLowdown – what young people in Scotland are thinking about COVID-19: <https://www.youthlinkscotland.org/media/4486/lockdown-lowdown-final-report.pdf>

<sup>2</sup> This information can also be accessed in a number of different languages including British Sign Language by following the link.

***Are you worried about school, college and university closures? Or about exams and coursework?***

The table below provides links to information and guidance from The Scottish Government, Glasgow City Council, individual Universities and Colleges in the Glasgow area and other organisations that can provide further resources and support. If you have any concerns or would like more information about coronavirus and what it means for your learning and education you should contact the appropriate establishment below. This is not an extensive list and you may be able to access more specific information by contacting your own school, college or university directly.

### SCHOOLS

What?	Where?
Scottish Government - Reassurance for students during Covid19	<a href="https://www.gov.scot/news/reassurance-for-students-during-coronavirus-outbreak/">https://www.gov.scot/news/reassurance-for-students-during-coronavirus-outbreak/</a>
Glasgow City Council – information and guidance during Covid19 (see Schools & Learning)	<a href="https://glasgow.gov.uk/coronavirus">https://glasgow.gov.uk/coronavirus</a>

### COLLEGES & UNIVERSITIES

What?	Where?
Glasgow Kelvin College Update for Students (Covid19)	<a href="https://www.glasgowkelvin.ac.uk/glasgow-kelvin-college-coronavirus-update-students/">https://www.glasgowkelvin.ac.uk/glasgow-kelvin-college-coronavirus-update-students/</a>
City of Glasgow College Update for Students (Covid19)	<a href="https://www.cityofglasgowcollege.ac.uk/coronavirus-update">https://www.cityofglasgowcollege.ac.uk/coronavirus-update</a>
Glasgow Clyde College Update for Students (Covid19)	<a href="https://www.glasgowclyde.ac.uk/news/573-covid19-coronavirus-guidance-for-students">https://www.glasgowclyde.ac.uk/news/573-covid19-coronavirus-guidance-for-students</a>
University of Glasgow Update for Students & Staff (Covid19)	<a href="https://www.gla.ac.uk/myglasgow/news/coronavirus/">https://www.gla.ac.uk/myglasgow/news/coronavirus/</a>
University of Strathclyde Glasgow update for Students (Covid19)	<a href="https://www.strath.ac.uk/coronavirus/">https://www.strath.ac.uk/coronavirus/</a>

What?	Where?
<p>Glasgow Caledonian University update for Students (Covid19)</p> <p>GCU student helpline: +44 141 331 3130 or <a href="mailto:coronavirushelpline@gcu.ac.uk">coronavirushelpline@gcu.ac.uk</a> if you have any concerns relating to coronavirus or your studies (Mon-Fri, 9am-5pm)</p>	<p><a href="https://www.gcu.ac.uk/student/coronavirusuptodateinformation/">https://www.gcu.ac.uk/student/coronavirusuptodateinformation/</a></p>
<p>University of the West of Scotland (UWS) Coronavirus Information</p>	<p><a href="https://www.uws.ac.uk/about-uws/coronavirus-covid-19-information/">https://www.uws.ac.uk/about-uws/coronavirus-covid-19-information/</a></p> <p>Student Update: <a href="https://www.uws.ac.uk/about-uws/coronavirus-covid-19-information/coronavirus-student-updates/">https://www.uws.ac.uk/about-uws/coronavirus-covid-19-information/coronavirus-student-updates/</a></p>

## EXAMS & FURTHER EDUCATION

Who/Where?	Information
<p><b>UCAS</b> - <a href="https://www.ucas.com/coronavirus">https://www.ucas.com/coronavirus</a></p>	<p>University &amp; College Admissions Service (UCAS) – Up to date information and guidance around Covid19, exams, getting into college/university and information for current students</p>
<p><b>UCAS Information for students in Scotland</b> - <a href="https://www.ucas.com/undergraduate/after-you-apply/coronavirus-covid-19/information-students-scotland">https://www.ucas.com/undergraduate/after-you-apply/coronavirus-covid-19/information-students-scotland</a></p>	<p>University &amp; College Admissions Service (UCAS) – Up to date information and guidance around Covid19, exams, getting into college/university and information for current students in Scotland.</p>
<p><b>Virtual Open Days</b> - <a href="https://www.ucas.com/ucas/events/find?keywords=virtual%20events">https://www.ucas.com/ucas/events/find?keywords=virtual%20events</a></p>	<p>Range of virtual open days for potential students to attend.</p>
<p><b>SQA</b> - <a href="https://www.sqa.org.uk/sqa/files_ccc/020420-SQA-NQ2020-Parent-Carer-covid-19-FAQ.pdf">https://www.sqa.org.uk/sqa/files_ccc/020420-SQA-NQ2020-Parent-Carer-covid-19-FAQ.pdf</a></p>	<p>A guide for learners, parents and carers. The guidance in this document aims to provide learners, parents, carers with answers to some common questions about how fair, safe and secure set of results will be delivered over the coming months. It will be regularly updated.</p>

Who/Where?	Information
<p><b>Skills Development Scotland (My World of Work)</b> - <a href="https://www.myworldofwork.co.uk/SDS-update-and-exam-results">https://www.myworldofwork.co.uk/SDS-update-and-exam-results</a></p>	<p>Skills Development Skills centres are now closed as a result of Covid19 but you can still get 1:1 career information, advice and guidance from your local centre (find here: <a href="https://www.myworldofwork.co.uk/centres/">https://www.myworldofwork.co.uk/centres/</a>) or on the My World of Work website.</p>
<p><b>Young Scot: How will I get my exam results?</b> - <a href="https://young.scot/get-informed/national/sqa-update-for-national-courses-how-you-will-get-your-results">https://young.scot/get-informed/national/sqa-update-for-national-courses-how-you-will-get-your-results</a></p>	

### ***Are you concerned about employment or your finances?***

There are lots of national and local services and organisations that can offer free, impartial support to young people in order to manage your finances, budget your money, support with benefits and provide information on universal credit and student finance. The tables below provide details of a number of these support agencies, websites and helplines but it is not an extensive list and there may be other places you can access support. If you are a student, it is likely you will be able to access support with your finances from the student support team within your college or university (it would be best to contact them directly to do this).

#### **FINANCIAL ADVICE**

Who/Where?	Contact/Find	Support
<p><b><u>The Money Advice Centre</u></b></p> <p>Telephone (Mon-Fri, 8am-6pm)</p> <p>Whatsapp</p> <p>Webchat (Mon-Fri 8am-6pm, Sat 8am-3pm)</p>	<p>Call: 0800 138 7777</p> <p>Whatsapp: +447701342744</p> <p>Website: <a href="https://www.moneyadviceservice.org.uk/en">https://www.moneyadviceservice.org.uk/en</a></p>	<p>Free and impartial money advice set up by the government. Advice and guides to help improve your finances. Tools and calculators to help keep track and plan ahead. Help with benefits. Support over the phone and online.</p>

Who/Where?	Contact/Find	Support
<p><b><u>The Money Advice Service Budget Planner</u></b></p> <p>Online tool</p>	<p>Website:  <a href="https://www.moneyadviceservice.org.uk/en/tools/budget-planner">https://www.moneyadviceservice.org.uk/en/tools/budget-planner</a></p>	<p>Free budget planner to put you in control of your spending. Analyses your results to help you take control of your money.</p>
<p><b><u>The Money Advice Service – Money Health Check</u></b></p> <p>Online tool</p>	<p>Website:  <a href="https://www.moneyadviceservice.org.uk/en/tools/health-check">https://www.moneyadviceservice.org.uk/en/tools/health-check</a></p>	<p>Free money health check to find out where you stand with money – find out which areas to focus on in practical ways to improve your situation. Free and unbiased advice from building savings to repaying debt. Tailor-made advice plans with simple tasks you can start now. Step by step tips to help you along the way.</p>
<p><b><u>The Money Advice Service – Savings Calculator</u></b></p> <p>Online tool</p>	<p>Website:  <a href="https://www.moneyadviceservice.org.uk/en/tools/savings-calculator">https://www.moneyadviceservice.org.uk/en/tools/savings-calculator</a></p>	<p>Helps you understand how long it will take to save a specific amount or how much you need to save to have enough by a particular date.</p>
<p><b><u>Citizens Advice Bureau</u></b></p> <p>Telephone</p> <p>Email/ (see website)</p> <p>Online (see website)</p>	<p>Call: 0141 552 5556</p> <p>Website:  <a href="http://www.glasgowcentralcab.org.uk">www.glasgowcentralcab.org.uk</a></p>	<p>Free, impartial and confidential advice and information to give you the tools you need to sort out any issues or problems. Services include: Benefits, Work, Debt &amp; Money, Consumer, Family, Housing, Law &amp; Courts, Health, and Immigration.</p>
<p><b><u>Drumchapel Citizens Advice Bureau</u></b></p> <p>Telephone</p> <p>Email</p> <p>Online</p>	<p>Drumchapel Library: 0141 276 1545</p> <p>Netherton, Royal Crescent, Townhead &amp; Yoker: 0141 944 2612</p> <p>Website:  <a href="http://www.drumchapelcab.org.uk">www.drumchapelcab.org.uk</a></p>	<p>Free, impartial and confidential advice and information to give you the tools you need to sort out any issues or problems. Services include: Benefits, Work, Debt &amp; Money, Consumer, Family, Housing, Law &amp; Courts, Health, and Immigration.</p>
<p><b><u>Drumchapel Money Advice centre</u></b></p> <p>Telephone/Email</p>	<p>Call: 0141 944 0507</p> <p>Email: <a href="mailto:admin@d-mac.org.uk">admin@d-mac.org.uk</a></p> <p>Website: <a href="http://www.dmac.btck.co.uk">www.dmac.btck.co.uk</a></p>	<p>Free, impartial and confidential one-to-one advice and assistance in relation to debt, benefits and representation at benefit appeals.</p>

Who/Where?	Contact/Find	Support
<p><b><u>Ethnic minorities Law Centre (Glasgow Wide)</u></b></p> <p>Telephone</p> <p>Email</p>	<p>0141 204 2888</p> <p>admin@emlc.org.uk</p>	<p>Legal advice and representation for ethnic minority communities on a range of issues –immigration and nationality, asylum, employment and discrimination.</p>
<p><b><u>GHA</u></b></p> <p>Telephone</p>	<p>Call: 0808 169 9901</p> <p>Call: 0800 479 7979</p> <p>Email: <a href="mailto:talk@gha.org.uk">talk@gha.org.uk</a></p>	<p>Support with money, welfare benefits, fuel bills.</p>
<p><b><u>Glasgow North West Advice Bureau</u></b></p> <p>Telephone</p> <p>Webchat (see website)</p>	<p>Call: 0141 948 0204</p> <p>National helpline: 0800 028 1456</p> <p>Website: <a href="http://www.gnwcab.org.uk">www.gnwcab.org.uk</a></p>	<p>free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, finances and budgeting support.</p>
<p><b><u>Citizens Advice Scotland</u></b></p> <p>Telephone (Mon-Fri, 9am-5pm)</p>	<p>Call: 0800 028 1456</p> <p>Website: <a href="http://www.cas.org.uk/news/launch-scotlands-citizens-advice-helpline">www.cas.org.uk/news/launch-scotlands-citizens-advice-helpline</a></p>	<p>Free national advice helpline.</p>
<p><b><u>Govan Law Centre (Glasgow-wide)</u></b></p> <p>Telephone</p> <p>Email</p> <p>Whatsapp</p> <p>Facebook &amp; Messenger</p> <p>Twitter</p>	<p>Call: 0800 043 0306</p> <p>Email: <a href="mailto:m@govanlc.com">m@govanlc.com</a></p> <p>Whatsapp: 075 6404 0765</p> <p>Facebook Messenger: <a href="https://www.messenger.com/t/107506744235879">https://www.messenger.com/t/107506744235879</a></p> <p>Twitter: @govanlawcentre</p>	<p>Expert advice on money, welfare rights and homelessness. Solicitors specialising in housing, homelessness, employment, welfare and consumer law.</p>
<p><b><u>Home Energy Scotland</u></b></p> <p>Telephone</p>	<p>Call: 0808 808 2282</p>	<p>Advice and support if you are worried about energy bills</p>

Who/Where?	Contact/Find	Support
<p><b><u>Universal credit support</u></b></p> <p>Telephone</p> <p>Online</p>	<p>Call: 0808 169 9901</p> <p>Website: <a href="http://www.gain4u.org.uk">www.gain4u.org.uk</a></p>	
<p><b><u>Glasgow Libraries</u></b></p> <p>Telephone (Mon- Fri, 9am-5pm)</p> <p>Appointment only</p>	<p>Call: 0808 169 9901 (Freephone)</p> <p>Website: <a href="http://www.glasgowlife.org.uk/universalcREDIT">www.glasgowlife.org.uk/universalcREDIT</a></p>	<p>Support applying for Universal Credit. Translators available for non-English speaking clients. Direct referrals to trusted partners for support with housing, employment, debt, health and literacies.</p>
<p><b><u>Tenants' rights during Covid19</u></b></p> <p>Online information</p>	<p>Website: <a href="http://www.mygov.scot/housing-local-services/renting-property/">www.mygov.scot/housing-local-services/renting-property/</a></p>	<p>Advice and tips on how to look after your finances during Covid19.</p>
<p><b><u>Government Guidance (Covid19) -</u></b></p> <p>Online</p>	<p>Website: <a href="https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses">https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses</a></p>	<p>Coronavirus support for employees, benefit claimants and businesses</p>
<p><b><u>GEMAP</u></b></p> <p>Telephone</p> <p>Online</p>	<p>Call: 0141 773 5850</p> <p>Website: <a href="http://www.gemap.co.uk/">http://www.gemap.co.uk/</a></p>	<p>Free and confidential advice and support with: Fighting Sanctions, Claiming Personal independence Payments, The Scottish Welfare Fund, Tax Credits, Housing Benefit, Council Tax Reduction, Universal credit, Living with debt, Manage money, Debt Management Plan, Bankruptcy (sequestration), Minimum Assets Process, Temporary Payment Plans, Write offs, Negotiated settlements, Debt Arrangement Scheme, Trust deeds, Financial inclusion, Financial what?, Budgeting and Financial Planning, Saving, Borrowing, Insurance, Bank accounts, Credit Union accounts, Consumers' rights</p>



Who/Where?	Contact/Find	Support
<p><b><u>Young Scot: How to look after my finances during Coronavirus</u></b></p> <p>Online</p>	<p>Website: <a href="https://young.scot/get-informed/national/how-to-look-after-your-finances-during-coronavirus">https://young.scot/get-informed/national/how-to-look-after-your-finances-during-coronavirus</a></p>	
<p><b><u>Young Scot: How will my work be affected by Coronavirus?</u></b></p> <p>Online</p>	<p>Website: <a href="https://young.scot/get-informed/national/how-will-my-work-be-affected-by-the-coronavirus-outbreak">https://young.scot/get-informed/national/how-will-my-work-be-affected-by-the-coronavirus-outbreak</a></p>	
<p><b><u>The Mix</u></b></p>	<p>Website: <a href="https://www.themix.org.uk/money/money-management-tips/coronavirus-and-money-an-expert-financial-guide-from-mybnk-35764.html">https://www.themix.org.uk/money/money-management-tips/coronavirus-and-money-an-expert-financial-guide-from-mybnk-35764.html</a></p>	<p>Coronavirus and money: An expert financial guide from MyBnk.</p>

## FINANCIAL INFORMATION & SUPPORT – STUDENTS

Who/Where?	Contact/Find	Support
<p><b><u>SAAS</u></b></p>	<p>Website: <a href="https://www.saas.gov.uk/">https://www.saas.gov.uk/</a></p> <p>Coronavirus info &amp; advice - <a href="https://www.saas.gov.uk/news/coronavirus">https://www.saas.gov.uk/news/coronavirus</a></p>	<p>Information and advice for students on funding their studies.</p> <p><b>*The SAAS deadline for funding is 30<sup>th</sup> June 2020.</b></p>
<p><b><u>Extra hardship payments for students</u></b></p>	<p>Website: <a href="https://www.gov.scot/news/extra-hardship-payments-for-students/">https://www.gov.scot/news/extra-hardship-payments-for-students/</a></p>	<p>Information on extra hardship payments and financial support available for students directly affected by coronavirus.</p>
<p><b><u>Guide to student finance in Scotland</u></b></p> <p>Online</p>	<p>Website: <a href="https://www.studentinformation.gov.scot/">https://www.studentinformation.gov.scot/</a></p> <p>Coronavirus specific information: <a href="https://www.studentinformation.gov.scot/coronavirus">https://www.studentinformation.gov.scot/coronavirus</a></p>	<p>Information for learners, parents, carers and education staff on money, bursaries, grants, scholarships and loans</p>

Who/Where?	Contact/Find	Support
<b><u>Young Scot: Common Questions (Covid19)</u></b>	Website: <a href="https://young.scot/get-informed/national/coronavirus-your-frequently-asked-questions-answered">https://young.scot/get-informed/national/coronavirus-your-frequently-asked-questions-answered</a>	
<b><u>Young Scot: SAAS 2020/21 Questions Answered</u></b>	Website: <a href="https://young.scot/get-informed/national/saas-2020-2021-your-questions-answered">https://young.scot/get-informed/national/saas-2020-2021-your-questions-answered</a>	Up to date information from Scottish Government and the Student Awards Agency Scotland.

## JOB OPPORTUNITIES DURING LOCKDOWN

What	Where
My World of Work – Job Finder	<a href="https://www.myworldofwork.co.uk/getting-a-job">https://www.myworldofwork.co.uk/getting-a-job</a>
Community Jobs Scotland – Job opportunities (paid) for young people (16-29) in voluntary sector organisations to increase skills and gain great workplace experience.	<a href="https://scvo.org.uk/jobs/community-jobs-scotland/information-for-employees?gclid=Cj0KCQjwka_1BRCPARIsAMlUmEggoylhe4dUwmXeh5drTZex62dA9lgw73N_YAnnY_SYQnkslp8ZLC4aAhNaEALw_wcB">https://scvo.org.uk/jobs/community-jobs-scotland/information-for-employees?gclid=Cj0KCQjwka_1BRCPARIsAMlUmEggoylhe4dUwmXeh5drTZex62dA9lgw73N_YAnnY_SYQnkslp8ZLC4aAhNaEALw_wcB</a>

## DEVELOPING SKILLS – ONLINE OPPORTUNITIES

What	Where
My world of work – FREE online courses	<a href="https://www.myworldofwork.co.uk/learn-and-train/find-free-online-courses">https://www.myworldofwork.co.uk/learn-and-train/find-free-online-courses</a>
My World of Work – Advice, guidance and practical tools to improve your skills and development in order to gain employment.	<a href="https://www.myworldofwork.co.uk/">https://www.myworldofwork.co.uk/</a>

## ***Are you concerned about your own and others physical and mental health and wellbeing?***

The NHS is still open and if you or your loved ones become unwell you should still seek medical attention. You can contact your own GP by phone or NHS 24 on 111. After a phone consultation, the phone operator will decide if you need to be seen by a doctor or nurse at your local Assessment Centre or to attend Accident & Emergency. It's important that you seek medical advice if you are concerned about your health in any way or if there have been any changes to your health that you are concerned about. If you experience any coronavirus symptoms you should follow the guidance from NHS Scotland (access here: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>).

There is a wide range of online and telephone support available during lockdown to support young people with their mental health. The information seen below is not an extensive list and there may be other supports available to you (e.g. from your own school, college, university or any other service/organisation in your area).

### **MENTAL HEALTH & WELLBEING ONLINE & TELEPHONE SUPPORT**

<b>Who/Where</b>	<b>Contact /Find</b>	<b>Support</b>
<b><u>NHS 24</u></b> - <a href="https://www.nhsinform.scot/illnesses-and-conditions/mental-health">https://www.nhsinform.scot/illnesses-and-conditions/mental-health</a>	Call: 111	Direct access to NHSGGC Mental Health Hub for immediate support.
<b><u>Youth Health Service</u></b> Telephone support Tue – Thu 6pm – 9:30pm	Call: 0141 451 2727	One to one counselling by telephone appointment. Health and wellbeing support, information and advice from Youth Health Service nurses by telephone appointment.
<b><u>Lifelink</u></b> Telephone & Video support Self-care resources: <a href="https://www.lifelink.org.uk/helpful-materials/for-adults/">https://www.lifelink.org.uk/helpful-materials/for-adults/</a>	Call: 0141 552 4434 Website: <a href="http://www.lifelink.org.uk">www.lifelink.org.uk</a>	One to one counselling, mentoring, personal development, group work for young people aged 11+. Referrals taken from anyone, including self-referral.

Who/Where	Contact /Find	Support
<p><b><u>Breathing Space</u></b></p> <p>Telephone support</p> <p>Mon – Thu 6pm – 2am</p> <p>Fri 6pm – Monday 6am</p>	<p>0800 838 587</p> <p>Website: <a href="http://www.breathingspace.scot">www.breathingspace.scot</a></p>	<p>Free telephone based service for people feeling low, anxious or stressed (16+). Self-help coached and therapists offering appointment based telephone support.</p>
<p><b><u>Childline</u></b></p> <p>Telephone</p> <p>Online chat (see website)</p> <p>Email (see website)</p>	<p>Call: 0800 1111</p> <p>Website: <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>	<p>Free, confidential support by phone, online and from other young people on message boards</p>
<p><b><u>SAMH</u></b></p>	<p>Website: <a href="https://www.samh.org.uk/get-involved/going-to-be/information-help/children-and-young-people">https://www.samh.org.uk/get-involved/going-to-be/information-help/children-and-young-people</a></p>	
<p><b><u>Samaritans</u></b></p> <p>Telephone</p> <p>Email</p> <p>Online</p> <p>Post</p> <p>24/7</p>	<p>Call: 116 123</p> <p>Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (reply within 24 hours)</p> <p>Website: <a href="https://www.samaritans.org/">https://www.samaritans.org/</a></p> <p>By post: Chris Freepost RSRB-KKBY-CYJK PO Box 9090 STIRLING, FK8 2SA</p>	<p>Free, confidential, 1:1 support by phone, email or post.</p>
<p><b><u>Anxiety UK</u></b></p> <p>Telephone, text &amp; online support</p> <p>Mon – Fri 9:30 am – 10pm</p> <p>Sat – sun 10am – 8pm</p>	<p>Helpline: 03444 775 774</p> <p>Text: 07537416905</p> <p>Website: <a href="https://www.anxietyuk.org.uk/oronxiety-support-resources/">https://www.anxietyuk.org.uk/oronxiety-support-resources/</a></p>	<p>1:1 confidential support by phone, text or video call (by appointment)</p>
<p><b><u>CAMHS Glasgow (resources)</u></b></p>	<p>Link to resources: <a href="https://www.camhs-resources.co.uk/">https://www.camhs-resources.co.uk/</a></p>	<p>Resources for young people, parents, carers &amp; professionals to support mental health and wellbeing</p>

Who/Where	Contact /Find	Support
<p><b><u>Clear Your Head</u></b> -  <a href="https://clearyourhead.scot/">https://clearyourhead.scot/</a></p> <p>Online</p>	<p>Website:  <a href="https://clearyourhead.scot/">https://clearyourhead.scot/</a></p>	<p>Information and advice on looking after your mental health during the coronavirus outbreak.</p>
<p><b><u>Big White Wall</u></b> –</p> <p>Online</p>	<p>Register online:  <a href="https://www.bigwhitewall.com/">https://www.bigwhitewall.com/</a></p>	<p>Any young person aged 16+ living in Glasgow struggling with mental health issues or experiencing a tough time can find support on Big White Wall. Big White Wall provides safe, anonymous, online support 24/7, with a supportive community, information and self-help resources and trained professional online at all times. The service is free to young people living in Glasgow.</p>

### ***Are you concerned about your social relationships with family and friends?***

Following The Scottish Government’s advice, we are all in lockdown and are unable to meet up with friends and family that do not already live with us. This means a lot of us are feeling isolated and lonely. It’s important to try and keep in touch with friends and family as much as you can online, by phone, video-calling, by text or even by posting a letter or a card. Reach out to friends and family if you are struggling, it can help to talk to someone about how you are feeling.

When we are all staying inside and feel we are running out of things to talk about it’s a good idea to come up with fun activities to keep things positive, like creating a quiz or creating challenges to complete with your friends – be creative.

**Are you a young and/or unpaid carer? Does someone in your household need some extra support?**

If you are a carer you can access support from your local carers centre. If you are a young carer, you are entitled to a young carers grant. If someone in your household requires extra care and support you can speak to your local carers centre for some more information.

**CARERS SUPPORT & INFORMATION**

Who/What?	Contact
<b>Carers Scotland</b> - <a href="https://www.carersuk.org/scotland">https://www.carersuk.org/scotland</a>	Call: 0808 808 7777 Email: <a href="mailto:advice@carersuk.org">advice@carersuk.org</a>
<b>Carers Trust Scotland</b> - <a href="https://carers.org/country/carers-trust-scotland">https://carers.org/country/carers-trust-scotland</a>	Call: 0300 123 2008 Email: <a href="mailto:scotland@carers.org.uk">scotland@carers.org.uk</a>
<b>Glasgow West Carers Centre</b> - <a href="https://www.gamh.org.uk/project/carers-support/">https://www.gamh.org.uk/project/carers-support/</a>	Call: 0141 959 9871 Email: <a href="mailto:westcarers@gamh.org.uk">westcarers@gamh.org.uk</a>
<b>Young Carers</b> - <a href="https://www.gamh.org.uk/project/young-carers/">https://www.gamh.org.uk/project/young-carers/</a>	Call: 0141 959 9871 Email: <a href="mailto:westcarers@gamh.org.uk">westcarers@gamh.org.uk</a>
<b>Young Carers Grant</b> - <a href="https://www.mygov.scot/young-carer-grant/">https://www.mygov.scot/young-carer-grant/</a>	
<b>Young Scot: Young Carers Information &amp; Support</b> - <a href="https://young.scot/campaigns/national/young-carers">https://young.scot/campaigns/national/young-carers</a>	
<b>Young Minds: Young Carers Information &amp; Support</b> - <a href="https://youngminds.org.uk/find-help/looking-after-yourself/young-carers/">https://youngminds.org.uk/find-help/looking-after-yourself/young-carers/</a>	
<b>Scottish Government Information on Unpaid Carers</b> - <a href="https://www.gov.scot/policies/social-care/unpaid-carers/">https://www.gov.scot/policies/social-care/unpaid-carers/</a>	

***Are you concerned about your rights or are you worried your rights are not being upheld?***

If you are worried that your rights are not being upheld or you would like to find out more about what your rights are you can seek advice and support from a local or national organisation. Below is a list of some, but not all, organisations that are able to offer information and advice on your rights. There are also some websites where you can find out more information about your rights. This is not an extensive list and there may be other organisations and websites where you can access information more tailored to you.

**RIGHTS**

<b>Who/Where?</b>	<b>Contact/Find</b>
<p><b><u>Glasgow North West Citizens Advice Bureau</u></b></p> <p>Call</p> <p>Webchat – see website</p>	<p>Call: 0141 948 0204</p> <p>National Helpline: 0800 028 1456</p> <p>Webchat available on website: <a href="http://www.gnwcab.org.uk">www.gnwcab.org.uk</a></p>
<p><b><u>Govan Law Centre (Glasgow-wide)</u></b></p>	<p>Call: 0800 043 0306</p> <p>Email: <a href="mailto:m@govanlc.com">m@govanlc.com</a></p> <p>Whatsapp: 075 6404 0765</p> <p>Facebook Messenger: <a href="https://www.messenger.com/t/107506744235879">https://www.messenger.com/t/107506744235879</a></p> <p>Twitter: <a href="http://www.twitter.com/govanlawcentre">www.twitter.com/govanlawcentre</a></p>
<p><b><u>Ethnic Minorities Law Centre (Glasgow-wide)</u></b></p>	<p>Call: 0141 204 2888</p> <p>Email: <a href="mailto:admin@emlc.com">admin@emlc.com</a></p>
<p><b><u>Human Rights</u></b></p>	<p>Website: <a href="https://www.gov.scot/policies/human-rights/">https://www.gov.scot/policies/human-rights/</a></p>

Who/Where?	Contact/Find
<p><b><u>Children's Rights</u></b></p>	<p>Scottish Government Policies &amp; Publications:  <a href="https://www.gov.scot/policies/human-rights/childrens-rights/">https://www.gov.scot/policies/human-rights/childrens-rights/</a>  <a href="https://www.gov.scot/publications/un-convention-rights-child-guide-children-young-people-2/">https://www.gov.scot/publications/un-convention-rights-child-guide-children-young-people-2/</a></p>
<p><b><u>Carer's Rights (including young carers)</u></b></p>	<p>Scottish Government Carers Charter:  <a href="https://www.gov.scot/publications/carers-charter/">https://www.gov.scot/publications/carers-charter/</a></p>
<p><b><u>Scottish Government Fair Work Agreement (COVID19)</u></b></p>	<p><a href="https://www.gov.scot/publications/coronavirus-covid-19-fair-work-statement/">https://www.gov.scot/publications/coronavirus-covid-19-fair-work-statement/</a></p>
<p><b><u>Tenant's rights during Covid-19</u></b></p>	<p><a href="http://www.mygov.scot/housing-local-services/renting-property/">www.mygov.scot/housing-local-services/renting-property/</a></p>



## ***Staying safe, healthy and well during the Coronavirus pandemic***

There are lots of ways we can look after ourselves during lockdown and some of our top tips are:

- ★ ***Keep a routine*** – try and get up and go to bed at the same times each day, plan your day and make a to-do list
- ★ ***Keep yourself healthy*** – try to maintain a healthy, balanced diet, stay active and try to keep a good sleep routine (approx. 9.5 hours sleep per night for teens). All of these things will help you feel more motivated and keep your body healthy.
- ★ ***Keep in touch*** with family and friends by phone, text, online or post
- ★ ***Take part*** in online activities and challenges with friends and family to keep things fun. Or link in with a local youth group and their online activities.
- ★ ***Keep your mind busy*** with school work, studying, taking up a new hobby or starting a new project at home.
- ★ ***Take time out*** to relax and wind down especially before bed.
- ★ ***Keep yourself up to date*** with guidance from The Scottish Government and NHS Scotland but try not to overwhelm yourself with the news by limiting how much you watch or read each day.
- ★ ***Be kind*** to yourself and others.

## Staying safe, healthy and well during the Coronavirus pandemic

There is lots of information and advice online and many places you can access support for a range of different issues or concerns. As well as all of the resources listed in the previous pages, we have put together some additional support available and where to access it. This is not an extensive list and there may be other supports available to you from different organisations and services in your community or that you are already involved with.

Who?	What they do	Find/Contact
<b><u>SCVO Coronavirus – Community Assistance Directory</u></b>	The community assistance directory has been set up to support communities around Scotland to find and offer help. You can access help and support near you as well as general health and wellbeing information.	<a href="https://covid-19.scvo.org.uk/">https://covid-19.scvo.org.uk/</a>
<b><u>Glasgow Helps</u></b>	Glasgow Helps is an online directory to help people find help with food, medicine and other crisis support.	<a href="https://www.glasgowhelps.org/">https://www.glasgowhelps.org/</a>
<b><u>National Gambling Treatment Service</u></b>	Provide support to anyone who thinks they might have a problem with gambling – gambling too much, betting more than you can afford to lose, feelings of guilt or shame after gambling or gambling so much that it is having an impact on your day-to-day life.	Website – access live chat: <a href="https://www.begambleaware.org/">https://www.begambleaware.org/</a>  Call: 0808 8020 133
<b><u>Mind Yer Time</u></b>	Designed by children and young people from the Children's Parliament and the Scottish Youth Parliament, Mind Yer Time has been created to support everyone who loves social media and screen time. We've got positive tips, stories and information for children and young people, to help you use your screen time positively!	<a href="https://mindyertime.scot/">https://mindyertime.scot/</a>

Who?	What they do	Find/Contact
<p><b><u>Sandyford Sexual Health Services</u></b></p>	<p>Provide support to maintain good and positive sexual health. Sandyford provide confidential advice and guidance on a range of sexual health topics and you can access lots of information on their website. Sandyford's services have changed as a result of Covid19 and are only carrying out face-to-face appointments for urgent cases. You can still access the free condom service online (and have them delivered discreetly to your door).</p>	<p>Website:  <a href="https://www.sandyford.scot/">https://www.sandyford.scot/</a></p> <p>Call: 0141 211 8130            Information for young people:  <a href="http://youngpeoples.sandyford.org/">http://youngpeoples.sandyford.org/</a></p> <p>Free Condom Service:  <a href="https://www.sandyford.scot/sexual-health-services/free-condoms/">https://www.sandyford.scot/sexual-health-services/free-condoms/</a></p>
<p><b><u>Safer Scotland</u></b></p>	<p>Safer Scotland continue to provide support to anyone experiencing Domestic Abuse including individuals and families. This service is still here during coronavirus and you can still access support and help if needed. Safer Scotland also provide support and advice for intimate image abuse, it is illegal to share or threaten to share intimate images without the persons consent. You can access information on their website or speak to someone using the online web chat, by email or by calling the helpline.</p>	<p>Website: <a href="https://safer.scot/">https://safer.scot/</a></p> <p>Call: 0800 027 1234</p> <p>Email: <a href="mailto:help@sdfmh.org.uk">help@sdfmh.org.uk</a></p>
<p><b><u>Childline</u></b></p>	<p>You can contact Childline about anything. Whatever your worry, it's better out than in. Childline offer support by phone, webchat, email, post or you can chat anonymously with other young people.</p>	<p>Website:  <a href="https://www.childline.org.uk/get-support/">https://www.childline.org.uk/get-support/</a></p> <p>Call: 0800 1111</p>
<p><b><u>Scottish Autism</u></b></p>	<p>Scottish Autism offer an Autism Support Line 7 days a week 8am-8pm.</p>	<p>Website:  <a href="https://www.scottishautism.org/services-support">https://www.scottishautism.org/services-support</a></p> <p>Call: 01259 222 022</p> <p>Email:  <a href="mailto:advice@scottishautism.org">advice@scottishautism.org</a></p>

Who?	What they do	Find/Contact
<b><u>Glasgow Council on Alcohol (GCA)</u></b>	GCA offer support to those experiencing alcohol related difficulties or those affected by someone else's alcohol issues. You can contact their free helpline for more info and advice.	Call: 0808 802 9000 (free) or. 0141 353 1800
<b><u>We are with you</u></b>	Free, confidential support with alcohol, drugs or mental health.	Website: <a href="https://www.wearewithyou.org.uk/">https://www.wearewithyou.org.uk/</a>  Call: 0141 221 3382  Online chat available via the website.
<b><u>Nightstop Glasgow</u></b>	Nightstop Glasgow run by the Simon Community offer young people who have nowhere to stay a place in a trained volunteers spare room. Young people receive a private room, a warm meal and somewhere safe to stay for the night, while the Nightstop team look for a more permanent solution.	Website: <a href="https://www.simonscotland.org/nightstop/">https://www.simonscotland.org/nightstop/</a>  Call: 0141 418 6980  Email: <a href="mailto:nightstop@simonscotland.org">nightstop@simonscotland.org</a>
<b><u>Glasgow Club</u></b>	Glasgow Club are offering free home workout tutorials via their app and on their web page – you don't have to be a member.	<a href="https://glasgowclub.org/News/Pages/Working-Out-From-Home.aspx">https://glasgowclub.org/News/Pages/Working-Out-From-Home.aspx</a>
<b><u>PE with Joe</u></b>	Joe Wicks is offering FREE PE classes Monday – Friday at 9am live on his You Tube channel. There are also a range of other HIIT workouts on his channel for you to try and that are easy to do at home, in small spaces and with no equipment.	The Body Coach TV: <a href="https://www.youtube.com/channel/UCAXW1XT0iEJo0TYlRfn6rYQ">https://www.youtube.com/channel/UCAXW1XT0iEJo0TYlRfn6rYQ</a>
<b><u>Eatwell Guide</u></b>	The Eatwell Guide shows how much of what we eat overall should come from each food group to achieve a healthy, balanced diet. It's important to continue to eat well and stay hydrated during lockdown and this guide can help you understand how to do that.	<a href="https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/">https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/</a>
<b><u>Change 4 Life – Snack Ideas</u></b>	Quick and Easy healthy snacks to have at home	<a href="https://www.nhs.uk/change4life/food-facts/healthier-snacks-for-kids/100-calorie-snacks">https://www.nhs.uk/change4life/food-facts/healthier-snacks-for-kids/100-calorie-snacks</a>

Who?	What they do	Find/Contact
<p><b><u>Who Cares Scotland</u></b></p>	<p>Who Cares Scotland offers support to care experienced young people. Who Cares Scotland are there to provide a friendly voice at the end of the phone, access to advice and information and practical support where possible throughout the coronavirus pandemic. You can call, text, email or visit the website for more information.</p>	<p>Website:  <a href="https://www.whocaresscotland.org/">https://www.whocaresscotland.org/</a></p> <p>Call or text helplines:  <i>Mon-Fri 10am-6pm</i>  <i>Sat-Sun 12pm-4pm</i></p> <p>0775 604 7389</p> <p>0754 553 7152 (kinship care line)</p> <p>0756 824 2965 (Mon-Fri only)</p> <p>0789 596 1815 (Mon-Fri only)</p> <p>Email:  <a href="mailto:help@whocaresscotland.org">help@whocaresscotland.org</a></p>
<p><b><u>The Women's Centre Glasgow</u></b></p>	<p>The Women's Centre Glasgow are offering telephone support to offer information and support.</p>	<p>Website:  <a href="https://www.womenscentreglasgow.org.uk/">https://www.womenscentreglasgow.org.uk/</a></p> <p>Call: 0141 576 1400</p>
<p><b><u>Winston's Wish</u></b></p>	<p>Winston's Wish provides support to children and young people after the death of a close family member. They offer a free helpline, online chat and lots of information and support on their website.</p>	<p>Website:  <a href="https://www.winstonswish.org/">https://www.winstonswish.org/</a></p> <p>Call: 08088 020 021</p>
<p><b><u>Young Scot</u></b></p>	<p>The Young Scot website offers a wide range of information, advice and guidance for young people. You can also access Young Scot Rewards, the Young Carers Package and access learning resources.</p>	<p><a href="https://young.scot/">https://young.scot/</a></p>
<p><b><u>Aye Mind</u></b></p>	<p>Aye Mind is on a mission to improve the mental health and wellbeing of young people – by making better use of the internet, social media and mobile technologies. Aye Mind was developed with young people aged 13-21 and has a wide range of resources.</p>	<p><a href="http://ayemind.com/">http://ayemind.com/</a></p>