



Support for Families

In this guide, we have pulled together a number of resources to support families at this difficult time.

If you require any further help or guidance, please do not hesitate to contact us on 0141 570 7200 or via email at schoolmail@Kirkhill.e-renfrew.sch.uk

Family First - Do You have a Child aged 0-11?



Family First is a free, confidential advice and information resource in East Renfrewshire.

Our aim is to provide support by working in partnership with families.

We can assist and enable you to access local services professional and voluntary, ensuring the children get the best possible start in life.

We understand that families can run into difficulties, emotionally, financially, or even physically that may prevent us doing the simplest of things.

Whatever you would like to speak about, our team can offer support & advice on issues surrounding school, health, home, money, parenting, and confidence building.

familyfirst@eastrenfrewshire.gov.uk

Please click on the pictures to the right hand side to enlarge the information.

About Family First

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familyfirst@eastrenfrewshire.co.uk

Contact Family First

Call, text or email to arrange an appointment at school, at home or somewhere convenient to you.

Barnton
Rosie Graham
Based: Auchincloss Community Centre
Mobile - 07800 712088
Rosie.Graham@eastrenfrewshire.co.uk

Barnton & Halston
Shona Stevenson
Based: Dalziel Community Centre - 07800 712186
Shona.Stevenson@eastrenfrewshire.co.uk

Busby/Clarkston
Eugenieham
My Day
Mobile - 07808810721
My.Day@eastrenfrewshire.co.uk

Thornliebank/Giffnock
Aile Douglas
Mobile - 07891712547
Aile.Douglas@eastrenfrewshire.co.uk

Newton Mearns
Sam Cunningham
Mobile - 07291752445
Sam.Cunningham@eastrenfrewshire.co.uk

East Renfrewshire
early years

Family First



Are you needing a little bit of help?
Do you have a child aged 0-11?
Then maybe we can support you!

We have an informal friendly approach and can support you with issues around:

- School
- Health
- Home
- Money
- Parenting
- Confidence
- ASN

Money

- Guidance on benefits
- Debt advice
- Applying for grants
- Budgeting and money

Parenting

- Guidance on behaviour/General Advice
- Signposting to community group/parent groups
- Routines for children's sleep
- Confidence building in parenting

Confidence

- Assistance with filling in forms
- Assistance with paperwork
- Help/advice on joining groups within the local Community
- Isolation
- Coaching/Mentoring
- Role modelling
- Motivational Interview techniques

School

- Help with homework
- Applying for and receiving free school meals
- Planning for the school day
- Information on nursery placed children

Health

- Navigate you to the right service
- Eating well/keeping fit
- Making/booking appointments

Home

- Preparing healthy meals/snacks
- Establishing good family routines
- Building positive relationships
- Guidance on home life relationships

ASN

- Supporting transitions
- Link in to required services
- Supporting family
- Supporting the process of diagnosis
- Work with services to ensure child is supported (with or without diagnosis)

Healthier Minds

HEALTHIER MINDS



Click on the link below to view East Renfrewshire's guide to promote the mental wellbeing of our children and young people.

The website aims to help you find the information you need to develop children and young people's talents and abilities in a way that will support them to meet life's common challenges, develop their resilience, and have healthier minds as a result.

<https://blogs.glowscotland.org.uk/er/healthierminds/>

Bereavement and Loss

How to Cope when Someone has Died - A Guide for Children and Young People

Ways To Remember

A fun thing to create something to remember the person who has died for example:

- Memento Box or Book** - fill with pictures, mementos, postcards etc.
- Plant a Tree or Plants**
- Artwork** - create something as a remembrance that will remind you of the person.
- Diary** - write down your thoughts, feelings and memories of the person.
- Letter** - write the person a letter.

REMEMBER!
Be kind to yourself and ask for help

Where To Find Help

For general information or for advice on how to contact with someone who has died:

- For general information, or support, call 01753 451111 or visit www.griefsupport.com
- For more information, or support, call 01753 451111 or visit www.griefsupport.com

Other useful websites:
www.bereavement.org.uk
www.griefsupport.com
www.griefline.org.uk
<http://www.griefline.org.uk>

HEALTHIER MINDS
EAST RENFREWSHIRE COUNCIL

Bereavement, Loss and Grief

For Children and Young People
How to cope when someone has died

When Someone Close To You Has Died

Death is part of the natural cycle of life that all living things go through.

Everyone brings their own feelings and thoughts.

When someone dies, everyone close to them feels the loss. But everyone will think of death in their own way and in their own different. This is quite normal.

How might I feel?

There is no "right" or "wrong" way to feel. Your feelings may change from day to day and you may feel:

- angry
- sad
- upset
- lonely
- guilty
- worried
- helpless
- scared

What If I Don't Feel Anything?

Remember - there is no "right" or "wrong" way you should feel - you might not feel anything at first.

It is okay that sometimes feelings can come later on.

Feeling well during someone's life does not mean you feel different. You might:

- Feel thankful
- Feel that the world is much brighter
- Feel more peaceful
- Have more energy
- Feel more grateful

How Can I Manage My Feelings?

The feelings we experience in the first few days and weeks after someone dies are a normal part of the grieving process.

THIS IS GRIEF

You might want to try a number of things to find out what can help you to manage your feelings.

Ways To Help

- Get for a walk
- Play sport
- Listen to music
- Read a book or watch a film
- It is okay to laugh, also sometimes you can cry
- Ask for support about what you are feeling
- Be with the people you love
- Get help from a professional if you need it

What About School?

You might worry about being for people in school who have died and what happened. You might worry about what someone will be like.

Someone will contact the school to tell the head teacher and if you are worried about what happened. You might worry about what someone will be like.

Someone will contact the school to tell the head teacher and if you are worried about what happened. You might worry about what someone will be like.

A Guide for Parents/ Carers



Where to Find Help



Please click on the pictures below to view a large number of organisations available to support families during this difficult time. To view the full document, please click on the link below



HEALTHIER MINDS

EAST RENFREWSHIRE COUNCIL

A Community Approach to Supporting
Bereavement, Loss and Grief

Where to Find Help



Confidential Help

Childline Scotland

www.childline.org.uk

0800 11 11

Free, confidential telephone helpline and online support for children and young people available 24 hours

Breathing Space

<https://www.breathingspace.scot/>

0800 83 85 87

Free, confidential telephone helpline for those experiencing low mood or depression available Monday to Thursday 6pm – 3am and Friday to Monday 6pm – 3am

Campaign Against Living Miserably (CALM)

www.thecalmspace.net

0800 58 58 58

Free, confidential helpline and online support for **males of any age** who are in crisis

Samaritans

www.samaritans.org

info@samaritans.org

116 123

Free, confidential telephone helpline and email support for those in crisis or need to talk available 24 hours

Crisis Counseling

<http://www.scotscounseling.co.uk/>

info@scotscounseling.co.uk

0545 812 8476

Self-refer for confidential counseling sessions (small fee for self-referrals)



Young Minds Crisis Messenger

<https://youngminds.org.uk/first-help/young-people-help/youngminds-crisis-messenger/>

TEXT YM to 85258

- Free, 24/7 crisis support across the UK
- aiming to connect every texter to a trained volunteer in less than 5 minutes to provide support via text in a crisis

Preparing for and Following a Bereavement

Child Bereavement UK

www.childbereavementuk.org

support@childbereavementuk.org

0800 028 8840

- Confidential information and support line for families and professionals when a child has died and when a child is bereaved
- Counselling and Bereavement Support
- Web discussion for families and for professionals
- Message boards and forums
- Resources, information and training courses
- Child Bereavement App – Grief Support for Young People

Cruse Bereavement Care Scotland

<http://www.cruse.scotland.org.uk/>

support@crusescotland.org.uk

0845 800 2227

- Telephone helpline, webchat and face to face support
- Support Groups including Step by Step Group in Fife
- Support for children and young people – for online help we suggest The Little Website
- Resources, information and training courses



Hope Again (Youth website of Cruse Bereavement Care)

<http://www.hopeagain.org.uk/>

helpline@cruse.org.uk

0808 806 1677

hopeagain@cruse.org.uk

- Free telephone and email support for bereaved young people available Monday to Friday 9.30am – 5.00pm
- Individual and group support
- Resources, information and training courses

Richmond's Hope

www.richmonds-hope.org.uk

rsghw@richmonds-hope.org.uk

0141 230 6123

- Individual and group support for bereaved children & young people from 4-18 years and their families
- Telephone Support & Advice
- Information, training and resources

Winston's Wish

www.winstonswish.org.uk

ask@winstonswish.org

08088 020 021

- Telephone helpline, email and online support or anyone supporting a grieving child
- Information, training and resources

Much Loved

<https://www.muchloved.com/>

- Create an online tribute to remember and celebrate someone special and option to fundraise in their memory
- Chat online to a specially trained bereavement counsellor



For Those Affected by a Life Limiting or Life Shortening Illness

Prince and Princess of Wales Hospice

<https://www.princeandprincessofwaleshospice.org.uk/>

info@ppwh.org.uk

0141 429 5599

- Family Support Service offering support to anyone living with the impact of a life limiting, or life shortening illness through counselling and befriending
- Butterfly Service for children and young people

ACCORD Hospice

<https://www.accordhospice.org.uk/>

0141 581 2014

- Bereavement support groups and 1:1 counselling for those affected by a life limiting illness

Preparing For and Following a Suicide

Beautiful Inside and Out Scio

beautifulinsideandoutscio@gmail.com

07964 528808

- Scottish charity which supports bereaved parents and siblings of suicide victims
- Facebook page advertises group events (search Beautiful Inside and Out – SCIO)

PAPYRUS – Prevention of Young Suicide

<https://www.papyrus-uk.org/>

pat@papyrus-uk.org

0800 098 41 41



- Free and confidential help and advice to young people and anyone worried about a young person
- Information, resources, training and awareness raising

Petal – People Experiencing Trauma and Loss

www.petalsupport.com

info@petalsupport.com

01698 324 502

- Telephone and face to face counselling and support for families and friends of murder and suicide victims including support for children and young people
- Drop-in centre in Hamilton and Outreach programmes in Glasgow and Edinburgh

Step by Step - Samaritans Postvention Service

www.samaritans.org/scotland/how-we-can-help/schools/step-step/

www.samaritans.org/scotland/how-we-can-help/schools/step-step/step-step-resources-stepbystep@samaritans.org

08081 682528

- Supporting organisations which work with young people to prepare for and recover from a suicide

Survivors of Bereavement by Suicide (SOBS)

<https://uksobs.org>

email.support@uksobs.org

0300 111 5065

- Providing group support to adults (18+) who are bereaved by suicide



This leaflet can be accessed electronically

For those with an East Renfrewshire Glow Account:

<https://blogs.glowscotland.org.uk/en/meeting/learnernneeds/support-for-health-and-wellbeing/support-for-bereavement-and-loss/>

or via the East Renfrewshire Educational Psychology Website:

<https://blogs.glowscotland.org.uk/en/PsychologicalService/>

Separation and Divorce

Title	Author	Description
Feel Days With Dad?	Nancy Collier	Told from the point of view of a young child whose parents are divorcing, this story follows a girl and her dog from one parent's house to the other, going for a sense of stability and continuity. The award-winning book has simple text, readable language, and whimsical artwork with a light and hopeful mood.
Mum and Dad Were No Grry	No Grry	After his Dad is fired a job of parent glue to stick his mum and dad back together, his parents have come undone and he wants to mend their marriage, stick them back on and make them better. He finds out that you change their marriage only by looking, their love for him is true.
Two Homes	Claire Marshall	A young boy, who, lives between two homes and this book details what a house rather than what a fact when parents divorce, and how it affects their lives and those of their.
The Invisible Thing	Patricia Oswald	This book explores separation and connection through an invisible thing, with a M where people may be separated through family separation, distance or even death. It speaks to the power of love in the invisible connection that binds after a family falling with the parents about their remaining device, a young girl discovers that there will be something changes but that their love for her will remain the same.

The Prince and Princess of Wales Hospice - Family Support Services



Family Support Services

During these difficult uncertain times, we want to reassure you that our Family Support Services are available to provide emotional, practical and counselling support to patients, families and carers pre and post-bereavement.

Please call 0141 429 5599 and ask for Family Support Services. You can reach us Monday to Friday between 9am and 5pm.

These web links also offer some useful advice:

Mental health and wellbeing resources
nhs.uk/your-health/health-services/specialist-childrens-services/information-centre/mental-health-and-wellbeing-online-resources/

Scottish Womens Aid
womensaid.scot

Safer Scotland
safer.scot

Glasgow Council on Alcohol
glasgowcouncilonalcohol.org

Good Life, Good Death, Good Grief
goodlifeandgrief.org.uk/content/support_with_covid19/

Money Advice



We know how difficult a time this is for everyone, so East Renfrewshire Council's Money Advice and Rights Team are here to help with benefit and debt advice. Just call the team on 0141 577 8420 for more information, advice and support.

Arrangements are in place to ensure the provision of the Scottish Welfare fund service can continue during this difficult time. Calls can be made to 0141 577 3475.

Money Saving Expert

Money Saving Expert has information about how coronavirus affects your finances, including sick pay, mortgages, rental help, energy top-ups, cancelled events and more.

[Visit the Money Saving Expert website.](#)

You can also calculate any benefits you may be entitled to by visiting the [UK Government website](#).

Free School Meals and Clothing Grants



You can apply if your child attends an East Renfrewshire primary school or secondary school. You also need to receive a qualifying benefit.

Qualifying benefits

Qualifying criteria for free school meals and/or clothing grant		
Will I qualify?	Clothing grant	Free school meals
Employment and Support Allowance (income related)	Yes	Yes
Income Support	Yes	Yes
Job Seekers Allowance (income based)	Yes	Yes
Child Tax Credit but not Working Tax Credit with a gross or projected annual household income of less than £16,105 for 2018/19 as assessed on your 2019/20 HM Revenue & Customs tax credits award letter (TC602)	Yes	Yes
Child Tax Credit and Working Tax Credit with a gross annual household income of less than £5,900 for 2018/19 as assessed on your 2019/20 HM Revenue & Customs tax credit award letter (TC602)	Yes	Yes
Child Tax Credit and/or Working Tax Credit with a gross annual income of below £16,105 but above £5,900 for year 2018/19 as assessed on your 2019/20 tax credit award letter from HM Revenue and Customs (TC602)	Yes	No
Support under part VI of the Immigration and Asylum Act 1999	Yes	Yes
Housing benefit	Yes	No
Universal Credit - where your maximum monthly earned income from employment does not exceed £610	Yes	Yes

Proof of qualifying benefits

Employment and Support Allowance (income related)

- ERC residents - we'll automatically check our benefits system
- Non ERC residents - provide your current award letter

Income Support

- ERC residents - we'll automatically check our benefits system
- Non ERC residents - provide your current award letter

Job Seekers Allowance (income based)

- ERC residents - we'll automatically check our benefits system
- Non ERC residents - provide your current award letter

Child Tax Credit and Working Tax Credit

- 2019/20 Tax Credit award letter showing 2018/19 assessed income
- Annual renewal award notice for yourself and your partner (where applicable) showing your total household income. You must also provide your P60

Support under part VI of the Immigration and Asylum Act

- Recent confirmation letter from Home Office. This must be no more than 3 months old

Housing benefit

- ERC residents - we'll automatically check our benefits system
- Non ERC residents - provide your current award letter

Universal credit

- We'll automatically check our benefits system. Please note, if you're not in receipt of Council Tax Benefit from ERC we'll require you to provide access details from your online portal showing your most recent award details and earned income

You must provide original documents. Please post to:

East Doncheshire Council HQ
Eskdale Park
Rouken Glen Road
Giffnock
G48 0JG

You can also hand deliver documents to the council offices.

All supporting documents can be emailed to lcsmr@eastdoncheshire.gov.uk attachments must be in PDF or TIF format.

Clothing grant value

The rate for 2019 to 2024 is £100 per child.

What happens next?

After you apply:

- Payment of £100 per child will normally be made to your bank account within 15 working days of receipt of your application. This applies to applications with full and correct information
- If you're entitled to free school meals we will notify the school. We will not write to you separately to confirm this
- If you've made a placing request or your child is entering P1 or S1, payment will be made when your child's details have been verified by the school. In the circumstance that your child is in S1 and lives outwith the authority or is transferring into the authority we may need to wait for the school to verify attendance
- If your child is entitled to leave school a clothing grant will not be paid until confirmation has been received from school that they have returned after the summer break