



Glasgow City HSCP Cost of Living Support Guide

This directory provides easy access to available supports across Glasgow, clearly presented under the following themes: **Food Supports, Money Advice Supports, Energy and Fuel Supports, Crisis Supports, Specific Population, Housing/Legal Supports, Practical Supports, Support Directories and Helpline Supports.**

This directory is designed as a signposting tool for all services working within local communities, helping direct citizens within Glasgow to the right supports for them. **This complements existing sites of information nationally and in the city e.g., Glasgow HELPS and HSCP Your Support Your Way.** It is an interim time limited directory which will become redundant once all existing cost of living supports are featured within the aforementioned sites. This list is not exhaustive. The directory will be reviewed on a six-monthly basis. Please contact Shona Rae at shona.rae@ggc.scot.nhs.uk with any updates.


Please note the Housing and Homeless service, number 37, accept referrals from HSCP staff and RSLs/Housing Officers only.



The inclusion of organisations within this directory should not be taken as an endorsement by NHS GGC, who also hold no responsibility for the content provided by the 3rd party organisations listed.






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	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
Theme: Food Support						
1	City Wide	<p>Glasgow Community Food Network- Citywide Food Services Directory</p> <p>Find Local Food Services Glasgow Community Food Network (glasgowfood.net)</p>	Online resource.	<p>Information available to all.</p> <p>See individual services for referral processes.</p> <p>Find Local Food Services</p> 	Find local community gardens, food delivery, free meals, lunch clubs, community cafes, breakfast clubs, allotments and cooking classes.	Access to the Glasgow Food Plan and food education resources.



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2	City Wide	<p>Glasgow Pantry/Community Shop/Larder Directory</p> <p>Microsoft Sway – Glasgow Pantries Directory (office.com)</p>	Online resource accessed via provided link.	<p>See individual pantry/community shop/larder information for registration process.</p> 	Access to affordable high-quality food including fresh fruit and vegetables.	See individual establishment details for information around community cafes, financial advice/support and cooking classes.
3	City Wide	<p>Govan Community Project</p> <p>Food Support for asylum seekers</p> <p>Food Support – Govan Community Project</p>	<p>Food Support:</p> <p>Mon - 10am – 1pm Tue - 10am – 1pm Wed – 10am – 1pm Thu – 10am – 1pm Fri - CLOSED</p>	<p>Food Support:</p> <p>Call the GCP helpline direct on 0800 310 0054 for self-referral. Helpline opening hours in previous column. Pantry vouchers, foodbank referrals, and destitution support are available for people in the asylum process, who are destitute and/or have no recourse to public funds.</p> 	<p>Food support available:</p> <p>The Community Project provide “pay-it-forward” vouchers for Govan Pantry, The Courtyard Pantry, Royston Community Pantry, Castlemilk Pantry, Govanhill People’s Pantry and Pollok Pantry.</p>	Emergency food vouchers can also be provided for those experiencing crisis due to Home Office support being stopped.



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Theme: Money Advice Supports						
4	City Wide	<p>Independent Food Aid Network led Cash First Leaflets</p> <p>Cash First Leaflets - Independent Food Aid Network UK</p>	Online resource.	<p>Available to all.</p> <p>Self-referral available.</p> <p>Cash First Referral Leaflets - Independent Food Aid Network UK</p> 	Local advice and support if struggling financially.	<p>Worrying About Money? Leaflets - (Click On Glasgow Image for Glasgow version and translated versions).</p> <p>All advice available in English, Slovakian, Spanish, Polish, Arabic, Urdu, Romanian, and Farsi.</p>


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5	National	<p>Universal Credits</p> <p>Universal Credit: Contact Universal Credit - GOV.UK (www.gov.uk)</p>	<p>Universal Credit helpline</p> <p>Tel: 0800 328 5644 Text: 0800 328 1344</p>	<p>Check eligibility: https://www.gov.uk/universal-credit/eligibility</p> <p>And access the benefits calculator: https://www.gov.uk/benefits-calculators</p>  <p>For link to apply: Universal Credit: How to claim - GOV.UK (www.gov.uk)</p> 	<p>Universal Credit is a payment to help with living costs which can be accessed if on a low income, out of work or unable to work.</p>	<p>Universal Credit is paid once a month, usually into a bank, building society or credit union account.</p> <p>Payment can include money for your rent or other housing costs to pay to your landlord.</p> <p>If unable to open a bank, building society or credit union account, call the Universal Credit helpline to arrange a different way of getting paid.</p>


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6	National	<p>Pension Credits</p> <p>Pension Credit: Overview - GOV.UK (www.gov.uk)</p>	<p>Pension Credit claim line Tel: 0800 99 1234 Text phone: 0800 169 0133. Relay UK (If you cannot hear or speak on the phone): dial 18001 then 0800 99 1234. British Sign Language (BSL) video relay service if you are on a computer - find out how to use the service on mobile or tablet Available Mon to Fri, 8am to 6pm - Find out about call charges</p>	<p>Online: Pension Credit: How to claim - GOV.UK (www.gov.uk)</p> 	<p>Pension Credit calculator: https://www.gov.uk/pension-credit-calculator</p> <p>State Pension Info: https://www.gov.uk/state-pension</p> <p>Additional Supports: https://www.gov.uk/guidance/get-help-with-benefits-and-pensions-if-you-have-accessibility-needs</p>	<p>Pension Credit is extra money to help with living costs if over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.</p> <p>Access easy read format: https://www.gov.uk/government/publications/easy-read-pension-credit</p>


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7	National	<p>Social Security Scotland Support Entitlements</p> <p>Social Security Scotland - Homepage</p> <p>scottish-child-payment/how-to-apply</p> <p>Best Start Grant and Best Start Foods - mygov.scot</p> <p>Child Winter Heating Assistance - mygov.scot</p> <p>Child Disability Payment - mygov.scot</p> <p>Carer's Allowance Supplement - mygov.scot</p> <p>Tel: 0800 182 2222</p>	<p>24-hour online information on criteria for available payments and application access.</p> <p>Phone Line open Mon – Fri 8am – 6pm.</p> <p>https://chat.socialsecurity.gov.scot/</p>	<p>Online or by phone: 0800 182 2222</p> <p>Social Security Scotland</p> 	Information and application links to all payments and details of eligibility criteria.	The site lists the wide range of payments that are currently available alongside eligibility criteria.




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8	City Wide	<p>Clothing Grant and Free School Meals</p> <p>Clothing Grants and Free School Meals - Glasgow City Council</p>	24 - Hour online information.	<p>Clothing Grants and Free School Meals Enquiry Form – sign into myaccount</p> <p>https://www.glasgow.gov.uk/index.aspx?articleid=27195</p> 	Clothing Grant payments will be made automatically for families who are currently in receipt of Council Tax Reduction from Glasgow City Council and their children are detailed on their claim. You do not need to re-apply.	The processing timescale for new applicants is 4 weeks. You must provide all requested information with your application, or your payment may be delayed.
9	National	<p>Citizens Advice Scotland Support</p> <p>Money Talk Team - Citizens Advice Scotland</p> <p>Advice Line - 0800 028 1456</p>	To find local office: Bureaux Citizens Advice Scotland (cas.org.uk)	<p>Self-referral available.</p> <p>Money Talk Team</p> 	<p>Virtual Assistant offers 24/7 online support.</p> <p>Appointments available at local office.</p>	The Money Talk Team can help you maximise income by providing free money and debt advice.


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10	City Wide	<p>Glasgow Life</p> <p>Family Finances</p> <p>Family Finance Support— Glasgow Life</p>	Text or call during business hours of: Mon – Fri – 9am to 5pm.	<p>Text or Tel: 07443814190 or 07443814677 or Email: financialcapability@glasgowlife.org.uk</p> <p>Contact gain4u on: http://www.gain4u.org.uk/</p> 	Glasgow Life provides support to start work or get a better paid job as well as help with finances for parents and kinship carers.	Family Finances Support can provide supports around benefits, financial services, training and learning and employment opportunities.
11	National	<p>Children 1st</p> <p>Children 1st Parentline - Parenting Help, Advice & Support Children 1st</p>	Online/Phone resource.	<p>Available to all.</p> <p>self-referral email: financialwellbeing@children1st.org.uk</p> 		


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12	National	<p>Ofcom</p> <p>Social tariffs: Cheaper broadband and phone packages</p> <p>Social tariffs: Cheaper broadband and phone packages - Ofcom</p>		<p>Check if your current provider offers a social tariff and if not see link below for advice switching to one who does: Switching broadband provider - Ofcom</p> 	<p>Households receiving Universal Credit can apply for a Social tariff. The person receiving the benefit needs to be the main person on the contract.</p>	<p>All major providers also include people on Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support. Some providers might include additional benefits, like Personal Independence Payment and Attendance Allowance.</p>


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Theme: Energy and Fuel Support						
13	City Wide	<p>Glasgow Helps</p> <p>Phoneline - Tel: 0141 276 1185</p> <p>Online Referral Form: www.glasgow.gov.uk/GlasgowHelps</p> <p>A wider directory of support can be viewed at: Glasgow Helps – A directory to help people get the community support they need</p> <p>(Website currently under development)</p>	Mon to Fri, 9am-5pm.	<p>Glasgow Helps is a service set up to work directly with the people of Glasgow.</p> <p>With little to no eligibility criteria, the service offers free, confidential support, information and advice for citizens of Glasgow and will assist access to the <i>'right support at the right time, in the right place'.</i></p> 	Call handlers can offer confidential support, information and advice to citizens on a wide range of issues.	Glasgow Helps have facilitated fuel support grants via Glasgow City Council – keep abreast of grant opportunities as they arise.


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14	City Wide	<p>Glasgow Home Energy Advice Team</p> <p>(G-Heat)</p> <p>G-Heat - Glasgow City Council</p> <p>gheat - GHEAT (g-heat.org.uk)</p>		<p>For direct link to Glasgow Home Energy Advice Team (G-Heat):</p> <p>Tel: 0800 092 9002</p> 	<p>Glasgow home Energy Advice Team (G-Heat) was established to provide independent advice on energy related issues to householders in the city on a face-to-face basis, in their homes.</p>	


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15	National	<p>Home Energy Scotland Supports</p> <p>https://www.homeenergyscotland.org/red-uce-home-energy-bills-tips-support-funding/</p>	<p>Mon – Fri 8am – 8pm; Sat – 9am - 5pm.</p> <p>Please note lines are very busy during weekends and evenings.</p>	<p>Funding advice/support freephone: 0808 808 2282 or Access online: https://www.homeenergyscotland.org/contact-advice-support-funding/</p>  <p>or Access the online home energy check tool:</p> 	<p>A range of energy saving tips and information on Scottish Government support available.</p>	<p>Home Energy Scotland helps people in Scotland create warmer homes, reduce energy bills, and lower carbon footprints. They are funded by the Scottish Government and managed by Energy Saving Trust link –</p> <p>https://energysavingtrust.org.uk/</p> 


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16	National	<p>British Gas Energy Trust</p> <p>Grants Available - British Gas Energy Trust</p>	24/7 online resource.	<p>The new Individuals and Families Fund will re-open on Monday 1st May 2023 for applicants in England, Wales and Scotland-Apply Now.</p> <p>Proof of income will be required at the point of application.</p> 	All applicants are required to have sought money advice before applying and be able to provide evidence of this.	<p>Applicants must:</p> <p>Live in England, Scotland or Wales and have not received a grant from BGET in the last 12 months.</p>


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17	City Wide	<p>Money Matters</p> <p>More Electricity and Gas Assistance (MEGA Fund)</p> <p>New MEGA Fund available » Money Matters (moneymattersweb.co.uk)</p>	Apply online 24/7.	<p>Application available:</p> <p>Any local community worker, housing officer, health professional or any other agency worker can complete the application and the customer will be sent an energy code (with instructions) that can be used immediately.</p> <p>MEGA Fund Application</p> 	<p>The MEGA Fund is available for customers with pre-payment meters. Emergency Utility Credit Vouchers (maximum of 3 vouchers allowed per individual or couple/family) for all fuel company customers with pre-payment meters (each voucher value will be a maximum of £49 for an individual person, couple or family).</p>	<p>Please note that even those who are not in receipt of benefits and/or have a health condition, may still be successful with a grant application.</p>


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18	National	Fuel Bank Foundation https://www.fuelbankfoundation.org/	Apply online 24/7.	Apply online: https://www.fuelbankfoundation.org/celtic-fc/ 	The fuel bank foundation can provide people with financial support and practical advice. Offering emergency financial support to households identified as being in fuel crisis.	The fuel bank Foundation are working with Celtic FC Foundation to provide financial support to people in fuel crisis and who prepay for their energy.

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
Theme: Crisis Support						
19	National	<p>Scottish Welfare Fund</p> <p>http://www.mygov.scot/scottish-welfare-fund/</p> <p>Tel: 0141 276 1177</p>	Online resource.	<p>Local council supports.</p> <p>Apply: www.glasgow.gov.uk/swf</p> <p>or</p> <p>Tel: 0141 276 1177</p> 	Information on how to access local council crisis grants and help with money problems.	People on low incomes may be able to get a crisis grant from the Council. This is a payment to help you cope during an emergency or due to unexpected expenses. Crisis grants do not have to be paid back (not a loan).


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20	Citywide	<p>Aberlour Urgent Assistance Fund</p> <p>Aberlour Children's Charity - Stop children suffering</p> <p>For general enquiries: Tel: 0800 085 6150</p>	<p>Telephone: Mon – Fri 9am – 5pm.</p>	<p>All applications must be made by a sponsor on behalf of the individual.</p> <p>Email: urgentassistance@aberlour.org.uk</p> <p>Aberlour Aberlour Urgent Assistance Fund (AUAF)</p> 	<p>Aberlour's Urgent Assistance Fund can provide immediate relief to families with children (aged 21 and under) who are suffering extreme hardship and families who are struggling to provide food, heating and clothing for their children. This support is typically via cash grants.</p>	<p>Awards will not be made for carpets, floor coverings or electronic devices.</p>


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21	UK Wide	<p>Buttle UK – Chances for Children Grants</p> <p>Home - Buttle UK</p> <p>For general enquiries: Tel: 07922 426276</p>	<p>Online application or call 9am – 5pm - Mon – Fri.</p>	<p>Apply directly via: Chances for Children and young people:</p> <p>https://buddleuk.org/apply-for-a-grant/how-can-buddle-help-me/</p> <p>If making a referral for the first time and wish further support/advice please call: 07922 426276 or email info@buddleuk.org</p> 	<p>Support workers can apply for individually tailored grants of up to £2000 for children and young people who have experienced a crisis that has recently had a significant and enduring impact on their wellbeing and educational engagement.</p>	<p>Grant referrals must be made by a professional working closely with the family who will then receive the allocated funds and have an 8-week time frame to purchase the required items and provide receipts. Buttle UK is a charity dedicated to helping children and young people in the UK who have experience of crisis, living in financial hardship and dealing with multiple challenging social issues.</p>


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22	National	<p>Family Fund – Grant</p> <p>BBC Children in Need Emergency Essentials Programme - Family Fund Business Services (familyfundservices.co.uk)</p> <p>Tel: 01904 550011</p>	Call Mon to Fri- 9.30am and 3.00pm.	<p>All applications must be made by a registered referrer.</p> <p>Register and apply via:</p> <p>BBC Children in Need Emergency Essentials Programme - Family Fund Business Services (familyfundservices.co.uk)</p> 	<p>BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances and is delivered by Family Fund Business Services. The programme provides items that meet a child’s most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child’s wellbeing.</p>	<p>In response to the emerging cost of living crisis the programme made new items available to support families to reduce their energy consumption and give vulnerable households some much needed support.</p> <p>The new items include small kitchen appliances (which can avoid having to use conventional oven) and items to help keep the individual warm.</p>


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23	City Wide	<p>Glasgow Care Foundation</p> <p>About Us Glasgow Care Foundation</p>	<p>General Enquiries: info@glasgowcarefoundation.org</p> <p>or</p> <p>Tel: 0141 445 2736</p> <p>9am – 4pm - Mon – Fri.</p>	<p>Individual & Family Grants Glasgow Care Foundation</p> <p>Referrals accepted from Social Work, Housing Associations, Citizens Advice, and other agencies working with vulnerable people.</p> 	<p>Support available to families and individuals who cannot get help from any other source. This takes the form of essential household goods (flooring, beds, white goods, etc.)</p>	<p>The Glasgow Care Foundation also support community projects and help with Christmas expenses for families.</p>


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	Theme: Specific Population					
24	City Wide	<p>One Parent Family Scotland (OPFS)</p> <p>Standard Building</p> <p>94 Hope Street</p> <p>Glasgow</p> <p>G2 6PH</p> <p>Tel: 0141 847 0444</p> <p>National freephone helpline: 0808 801 0323</p>	<p>Monday – Friday</p> <p>9am – 4.30pm.</p>	<p>Phone, Message WhatsApp: 07990 078560</p> <p>Email: michelle.morgan@opfs.org.uk glasgow@opfs.org.uk</p> <p>Your benefits - One Parent Families Scotland (opfs.org.uk)</p> <p>Facebook: OPFS Glasgow</p> 	<p>One to One Support delivered face to face or by phone to meet your needs:</p> <p>Welfare Rights: Benefit Applications and Entitlements, Appeals and Tribunals.</p> <p>Crisis Support: Food, Heating, Household Items, Baby Equipment etc.</p> <p>Money and Debt: Manage Family Finance One to One Meetings and Group Work Sessions.</p> <p>Family Support: Emotional support to reduce isolation and loneliness.</p>	<p>Our Glasgow Service supports single and young parents as well as lone kinship carers living across the city to gain equal access to the support, services, and resources they need to improve family well-being and reduce the impact of living in circumstances of poverty.</p> <p>Young Parents Service Build confidence and parenting skills. Meet others, gain access to childcare.</p> <p>Employability Service Addressing issues and barriers to reaching your goals by: building confidence, developing skills, accessing training, support, childcare and information on grant funding to enter suitable employment, college etc.</p>


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25	Pilot Areas across Glasgow City	<p>Thrive Under 5</p> <p>Contact:</p> <p>South Health Improvement Senior – Margaret Roberts margaret.roberts3@ggc.scot.nhs.uk</p> <p>North East Health Improvement Senior -Lucy Sewell lucy.sewell@ggc.scot.nhs.uk</p> <p>North West Health Improvement Senior -Alex Durie alex.durie@ggc.scot.nhs.uk</p> <p>Project Lead - Siobhan Boyle siobhan.boyle@ggc.scot.nhs.uk</p>	<p>Contact HI Seniors Mon – Wed</p> <p>Or</p> <p>Project Lead at any time.</p>	<p>Thrive Under 5 (TU5) has a distinct financial inclusion pathway with enhanced supports. This is in partnership with Money Matters. Contact the project team for details on how to register as a referrer.</p> 	<p>TU5 work directly benefits families by combining healthy lifestyle supports in relation to food insecurity, healthy eating, physical activity and financial inclusion. Participants will be given advice on ways to maximise income and opportunities for a helping hand of practical supports such as free meal packs with recipes for families, local pantry vouchers and fuel/cooking equipment support for those who need this.</p>	<p>TU5 is a pilot project funded to NHS GGC by the Scottish Government and delivered by GHSCP Health Improvement staff. This is a whole systems approach in three Glasgow neighbourhoods to enable a healthy weight in the early years via a child poverty lens.</p> <p>The selected neighbourhoods include Ruchazie, Garthamlock and Cranhill (North East); Drumchapel and Blairdardie (North West); Priesthill, Househillwood, Nitshill and Pollok (South).</p> <p>Information video below: NHSGGC - Thrive Under 5 Project - YouTube</p>


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26	City Wide	<p>Govan Community Project</p> <p>Advice and advocacy for asylum seekers</p> <p>Advice & Advocacy – Govan Community Project</p>	<p>Advice and Advocacy</p> <p>Mon - 10am –1pm Tue - 10am-1pm Wed - 10am - 1pm Thu – 10am – 1pm Fri - CLOSED</p>	<p>For advice and advocacy support for asylum seekers, call the GCP helpline direct on 0800 310 0054 for self-referral. Helpline opening hours in previous column.</p> <p>No referral is required and anyone requiring help can call the helpline. Interpreters available on request.</p> <p>To email on behalf of a client, send referral details to adviceteam@govancommunityproject.org.uk</p> 	<p>Advocacy and Advice offers:</p> <ul style="list-style-type: none"> -Advice on support options available -Applying for Home Office support -Help with accessing emergency accommodation -Help with problems with ASPEN cards or other asylum support related issues -Applications for destitution grants -Finding foodbanks- in your local area -Accessing English classes -Accessing groups -Accessing healthcare 	<p>Eligibility for support will be assessed by the Advice and Advocacy casework team.</p>



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27	City Wide	<p>Refuweegee</p> <p>Refuweegee 249 W George St Glasgow G2 4QE</p> <p>Tel: 0141 401 0756</p> <p>Email: enquiries@refuweegee.co.uk</p>	<p>Mon – Fri</p> <p>HQ - open from 10.00 am - 4.00 pm, Monday to Friday - anyone welcome to pop in and make use of the wifi, meet other people or simply chill out - no need to book, tea, coffee and snacks always available.</p>	<p>partner organisations contact via:</p> <p>Tel: 0141 401 0756</p> <p>or email: enquiries@refuweegee.co.uk to request an appointment on behalf of clients.</p> <p>https://www.refuweegee.co.uk/make-a-referral</p> 	<p>Partner organisations can use the link:</p> <p>Shop Refuweegee</p> <p>to book an appointment for someone they are working with to visit the Refuweegee Shop - to browse and select items such as clothing, household items and food - free of charge.</p>	<p>Refuweegee is a community-led charity offering people a way to welcome and embrace those newest to arrive. The service strives to ensure that people who have been forced to flee their homes arrive in Scotland to a warm welcome and some of the things that will help them to feel more at home here.</p>



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28	National & City wide	<p>National Autistic Society – Benefit and Money Advice</p> <p>Benefits and money (autism.org.uk)</p>	Online resource.	<p>24-hour online information on criteria for available payments.</p> <p>To access the Glasgow National Autistic Society Branch email:</p> <p>NASGlasgowBranch@nas.org.uk</p> <p>Benefits and money</p> 	The National Autistic Society (NAS) website offers autistic adults and parents/carers further information on the different types of benefits available and how to claim these.	<p>Access advice on managing money and planning for the future.</p> <p>See link below for access to free online “managing money” modules:</p> <p>https://www.autism.org.uk/what-we-do/professional-development/training-and-conferences/online/managing-money</p>

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29	City Wide	<p>Glasgow Disability Alliance (GDA)</p> <p>About GDA • Glasgow Disability Alliance</p>	Contact during business hours of Mon – Fri, 9am-5pm.	<p>To access support from a Welfare Rights Officer:</p> <p>Tel: 0800 432 0422</p> <p>or</p> <p>Email: RightsNow@gdaonline.co.uk</p> <p>Rights Now! PIP Take up leaflet</p> 	GDA Welfare Rights officers ensure that disabled people, and families who have disabled children, access all benefits to which they are entitled. They can also signpost disabled people to appropriate employability support services.	GDA offers a variety of opportunities and support for disabled people to enable them to participate and to contribute within their 'community of identity' and generally in their wider community and civic life in Greater Glasgow.

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30	National	<p>Families Outside</p> <p>https://www.familiesoutside.org.uk/</p>	Support available via email, online form and free helpline.	<p>Contact the helpline on:</p> <p>Tel:</p> <p>0800 254 0088</p> <p>or</p> <p>Email:</p> <p>support@familiesoutside.org.uk</p> <p>or</p> <p>Complete the enquiry form below:</p> <p>Contact Families Outside</p> 	Families Outside work to improve outcomes for children and families affected by imprisonment, supporting families to access local funding, foodbanks, benefits, and CAB income and benefit checks. Also supporting families to apply to individual funds for specific needs e.g. white goods, clothing, footwear etc.	If family members require more in-depth support, a Regional Family Support team is available throughout Scotland and can offer direct 1:1 support until a positive outcome is reached.

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31	City Wide	<p>Contact - Supporting Families with Disabled Children</p> <p>https://contact.org.uk/help-for-families/information-advice-services/our-helpline/#get-in-touch</p>	Mon-Fri - 9.30am-5pm	<p>For advice and support around benefits:</p> <p>Freephone: 0808 808 3555</p> <p>or</p> <p>Help with household bills Contact</p> 	Contact offers a wide range of support and advice around specific benefits families may be entitled to.	

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32	City Wide	<p>McMillan - Long Term Conditions and Improving the Cancer Journey</p> <p>https://www.glasgow.gov.uk/LTC</p> <p>Email: LTCandMacmillan@glasgow.gov.uk</p> <p>or</p> <p>Tel: 0141 287 5901</p>	Support Line open 7 days a week, 8am - 8pm.	<p>Call the support Line on: 08088080000</p> <p>Or chat online: https://www.macmillan.org.uk/cancer-information-and-support/get-help/chat-online</p>  <p>Or access a Glasgow City Council McMillan ICJ/LTC referral form: https://glasgow.gov.uk/index.aspx?articleid=22231</p> 	The MacMillan support line can advise and support on money worries and are there to support anyone affected by cancer.	

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Theme: Housing/Legal Support						
33	National	<p>Shelter Scotland</p> <p>Shelter Scotland Glasgow Office 116 Osborne Street Glasgow G15 QH</p> <p>Contact Shelter Scotland - Shelter Scotland</p>	<p>Visit by appointment only 9am – 5pm</p> <p>Mon – Fri</p> <p>Or</p> <p>Call the Free National Helpline 9am – 5pm</p> <p>Mon – Fri</p> <p>Tel: 0808 800 4444</p>	<p>Request an appointment at the Glasgow office: glasgow@shelter.org.uk</p> <p>Email with the following information:</p> <p>The housing issues being experienced, steps already taken to resolve the issue, basic information on who lives in the home, any relevant dates and when a homeless application was made.</p> 	<p>Shelter Scotland provide advice around homelessness renting rights, repossession, housing costs, ejection, going to court, repairs and neighbourhood problems.</p>	<p>Shelter offer help and advice to people struggling with bad housing or homelessness, providing the help they need, through advice, support and legal services.</p> <p>Campaigning to achieve the vision of a safe, secure, affordable home for everyone.</p> <p>It is important to know which type of tenancy you have, see link below to check:</p> <p>http://shelterscotland.org/tenancy-checker</p> 


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
34	City Wide	<p>Govan Law Centre</p> <p>Orkney Street Enterprise Centre (Units 4 & 6), 18-20 Orkney Street, Glasgow, G51 2BZ.</p> <p>Tel: 0141 440 2503</p> <p>email: m@govanlc.com</p>	<p>Leave a message and a solicitor, welfare rights worker or money advisor will call you back.</p> <p>WhatsApp: 07899 493 169</p> <p>or</p> <p>Tel: 0800 043 0306</p> <p>or</p> <p>Twitter: @govanlawcentre</p> <p>or</p> <p>Facebook page m@govanlc.com</p>	<p>For legal advice:</p> <p>Tel: 0141 440 2503</p> <p>or</p> <p>Email: m@govanlc.com</p> <p>Glasgow community legal services</p> 	<p>On initial phone call, staff will discuss issues then an appointment will be made if appropriate or advice offered on the best service to contact for help. All legal services are free, confidential, and independent and provided by fully qualified solicitors and specialist advisers.</p>	<p>Govan Law Centre also provide free, confidential and secure advice through WhatsApp, Facebook, and e-mail and a free call back telephone service for people who live in Glasgow.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
35	City Wide	<p>Legal Service Agency (LSA)</p> <p>Legal Services Agency Ltd, Fleming House, 134 Renfrew Street, Glasgow, G3 6ST</p> <p>Contact us – Legal Services Agency (lsa.org.uk)</p> <p>Tel: 0141 353 3354</p> <p>Email: mail@lsa.org.uk</p>	<p>LSA Glasgow Offices offer a drop in service to the people of Glasgow City Council area who are at risk of homelessness.</p> <p>Drop in runs on the following days:</p> <p>Tue, Thu – 10am – 1pm</p> <p>Fri – 11am – 1pm</p>	<p>Make an appointment – Legal Services Agency (lsa.org.uk)</p>  <p>Emergency Advice and Representation – Glasgow Sheriff Court Help Desk.</p> <p>Eviction cases in Glasgow call on Wednesdays. The hearings are at 10am or 2pm. LSA staff attend court from 9:30am to 10:30am and 1:30pm to 2:30pm.</p>	<p>LSA is a Scottish Law Centre and Charity committed to defending legal rights primarily through providing legal advice, assistance and representation to those who need it most.</p>	



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
36	City Wide	<p>GLASGOW Private Rented Sector Housing and Welfare Team (Hub)</p> <p>Tel: 0141 287 1796/8361</p> <p>or</p> <p>Email: PrivateRentedSectorHub@glasgow.gov.uk</p>	<p>Tel: Mon – Fri 9am – 5pm</p>	<p>Referral to this service <u>must</u> be officer led, for example, Health Visitor, Social Worker, DWP staff, support worker or any other agency the tenant is working with.</p> <p>Tel: 0141 287 1796/8361</p> <p>or</p> <p>Email: PrivateRentedSectorHub@glasgow.gov.uk</p>	<p>The Private Rented Sector Housing and Welfare Team (Hub) in Glasgow City Council Housing and Regeneration Services specifically supports families living in the Private Rented Sector affected by poverty and welfare reform.</p>	<p>The team supports vulnerable families in the city living on low incomes in the private rented sector and may be able to help with the difficult financial position many private rented sector tenants find themselves in. Staff at the hub can also link families in with other services who can help if required.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
37	City Wide	Housing and Homelessness Leads	Contact between: 9am – 4pm, Mon – Fri.	<p><u>HSCP REFERRAL</u></p> <p>Contact should be via Health Visitor, Social Worker, RSLs/Housing Officers and HSCP Health Care Support Workers.</p> <p>If you require a referral form request from:</p> <p>victoria.skelton@ggc.scot.nhs.uk</p> <p>South/North West and Mental Health discharge (Citywide)</p> <p>Vikki Skelton - 07768808470</p> <p>or</p> <p>jaclyn.robertson3@ggc.scot.nhs.uk</p> <p>North East/North West and Early Years Family Support Team (Citywide)</p> <p>Jaclyn Robertson - 07779987097</p>	There are two Housing and Homelessness Leads who act as a link between Registered Social Landlords and HSPC staff with the aim to sustain tenancies and prevent homelessness.	Both leads also have a remit under the Early Years Family Support Team as well as Integrated Mental Health Discharge.



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
38	City Wide	Wheatley Group Helpline Wheatley Group (wheatley-group.com)	Free 24 hour help line and online resource.	Access free support and advice 24/7 by: Tel: 0800 479 7979 Email: info@wheatley-group.com Contact us 	A team of expert customer service advisors are on the other end of the phone 24/7 to help tenants, factored homeowners and people using Wheatley services.	Wheatley offers wraparound services tailored for individual tenants, providing welfare benefit information, budgeting and money or training opportunities. Wheatley provide free online services. Customers can pay bills, report repairs and more, using online accounts.



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
39	City Wide	Homelessness Connect	<p>During office hours -</p> <p>Tel: Health and Social Care Connect on:</p> <p>0141 287 0555</p> <p>Out with office hours (after 4:45pm Mon to Thu or 3:55pm on a Fri and at weekends)</p> <p>Tel:</p> <p>emergency social care service:</p> <p>0300 343 1505</p> <p>or</p> <p>emergency homelessness services:</p> <p>0800 838 502</p>	<p>Request homelessness assistance for yourself - Glasgow City Council</p> 		


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
Theme: Other Practical Support						
40	City Wide	<p>Starter Packs</p> <p>Starter Packs Glasgow</p> <p>7 Harmony Row Govan Glasgow G51 3BB</p> <p>Starter Packs Glasgow –</p> <p>https://www.facebook.com/starterpacksglasgow</p> <p>Tel: 0141 440 1008</p>	<p>Mon – Fri 9am – 5pm</p>	<p>Call 0141 440 1008 to make a referral</p>  <p>Visit the website Starter Packs Glasgow – Rebuilding Lives with your Donations to find out about shops – the Magpies Eye and The Magpies Nest.</p>	<p>Starter Packs help Glasgow citizens by providing household packs such as crockery, kettle, toaster, pots, pans, bedding, towels, toiletries and cleaning products. These are available by referral to anybody experiencing poverty, often after being homeless, fleeing domestic situations, moving on from the forces, prison or care.</p>	<p>The household starter packs help empower people to build a new life with dignity, ease their financial burden, and alleviate poverty and the mental and physical ill health that can be caused by it. They allow people to settle into their new home more quickly, reducing the chances of having to leave the tenancy – helping to break the cycle of homelessness.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
41	City Wide	<p>Castlemilk Furniture Project (CFP)</p> <p>Castlemilk Community Church</p> <p>150 Arden Craig Road Glasgow G45 0JG</p>	<p>Tue-Thu: 9am-4pm</p> <p>Fri: 9am-1pm</p>	<p>Contact (During Opening Hours) Helpline Tel. 07393 183334 Church Tel. 0141 634 0018</p> 	<p>The project provides furniture for people on low incomes moving into a first tenancy, and also have donated household goods and baby/toddler equipment and clothes which can be collected.</p>	<p>This is a free service and the project deliver larger items, phone during opening hours for an appointment or to offer donations or enquire about help.</p>
42	City Wide	<p>Universal Credit Digital Support Project</p> <p>Glasgow Life Universal Credit Support — Glasgow Life -</p>	<p>Appointment Line Opened: Mon – Fri - 9am – 5pm</p>	<p>Call 0808 169 9901 to make an appointment.</p> 	<p>The project provides digital support for citizens to apply for Universal Credit.</p>	<p>Face to face assistance in navigating the online service on the Council website, completion of forms, signing up for customer self-service, and setting up direct debits for Council Tax Payments is also available.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
43	City Wide	<p>ApparelXchange</p> <p>ApparelXchange: Second hand, Quality children's clothing</p> <p>Southside shop</p> <p>65 Nithsdale Street</p> <p>Glasgow</p> <p>G41 2PZ</p> <p>Shop Tel: 07338 3476</p> <p>Email: hello@apparelxchange.co.uk</p> <p>Apparelxchange Warehouse</p> <p>51 Cadogan Street 1 Cadogan Square G2 7HF</p> <p>Warehouse Tel: 07383 572327</p>	<p>Shop opening days/times - Thu-Fri 12pm-6pm Sat 10-5pm Sun 12-4pm</p> <p>Donations can be dropped off during opening hours.</p> <p>Main Tel and whatsapp number: 07383 572327 available during warehouse hours Mon – Fri, 11am - 4pm</p> <p>Or call the shop direct on: 073383476</p>	<p>Make online purchases with delivery costing £3.95</p> <p>or</p> <p>visit the Southside shop on Nithsdale Street</p> <p>Mon-Fri 11am-4pm</p> <p>Warehouse open for donation drop-offs and online order collections only. Please note the warehouse is not open for in-person shopping.</p> <p>Get in touch: sonja@apparelxchange.co.uk</p> 	<p>Affordable school uniforms, active wear, smart clothing and casual clothing all available to purchase online.</p>	<p>Apparelxchange work to reduce the impact of clothing on our planet by providing sustainable clothing services and influencing consumer behaviour through knowledge and empowerment.</p> <p>The enterprise hope to disrupt traditional retail formats by showing that preloved items can benefit both the planet and your pocket, and that sustainable fashion can be an option for everyone.</p>




	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
44	National	<p>Pick Up My Period</p> <p>Scottish government digital resource - locate free period products.</p> <p>Free period products - mygov.scot</p> <p>Tel: 01368850336</p> <p>Or</p> <p>Email: Contact@heygirls.co.uk</p>	<p>Online resource</p> <p>By Educational Charity run by Hey Girls.</p> <p>Hey girls CIC</p> <p>Unit 3</p> <p>Newhailes Business Park</p> <p>Newhailes Road</p> <p>Musselburgh</p> <p>EH21 6RH</p>	<p>Download Pickupmyperiod app</p> <p>Android -</p> <p>https://play.google.com/store/apps/details?id=com.mype.riodapp</p>  <p>iPhone -</p> <p>https://apps.apple.com/gb/app/pickupmyperiod/id1500403938</p> 	<p>Quick and easy way to locate free period products nearby and readily available information and advice at the touch of a button. The app is updated weekly providing the most updated information.</p>	<p>Local councils currently provide free period products in a range of locations. Contact your local council to find out where you can access free products in your local area.</p>



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
45	City Wide	<p>Glasgow Libraries</p> <p>Libraries — Glasgow Life</p> <p>Digi-Pals</p> <p>Digi-PALS — Glasgow Life</p> <p>Glasgow Life Commonwealth House 38 Albion Street Glasgow G1 1LH</p> <p>info@glasgowlife.org.uk</p> <p>Tel: 0141 287 4350</p>	<p>For more information follow:</p> <p>Libraries — Glasgow Life</p>	<p>Venue finder — Glasgow Life</p>  <p>Join Online:</p> <p>New Account Join Glasgow Libraries - Glasgow Libraries Online Library (csglasgow.org)</p>  <p>Digi-Pals</p> <p>Digi-PALS — Glasgow Life</p> 	<p>Glasgow Libraries provide a wide range of events and opportunities.</p>	<p>Digi-Pals</p> <p>No appointment necessary.</p> <p>Digi-Pals offers help to use a Computer, Tablet, Laptop, Book-Reader or Smartphone.</p> <p>Digi-PALS volunteers will help on a one-to-one basis, during these drop-in sessions the volunteers can assist with various digital and online activities.</p>



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
		<p>Work, Money and Learning</p> <p>https://www.glasgowlife.org.uk/libraries/work-money-and-learning</p> <p>Gail Mills 07917940432</p>	<p>Learning activities are available in the morning and afternoon. Some evening sessions by agreement.</p>	<p>Freephone 08001583974 In person / by phone at any Glasgow Library.</p> <p>Learning Registration — Glasgow Life</p> 	<p>Tutor led, short and informal learning sessions. Activities range from complete beginner to advanced learner.</p>	<p>Finding work — Glasgow Life</p> <p>Use the small arrows to navigate the webpage.</p>



	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
Theme: Support Directories/Useful Contacts						
46	City Wide	<p>Glasgow Helps website directory resource</p> <p>Glasgow Helps – A directory to help people get the community support they need</p> <p>Glasgow Helps phonenumber: 0141 276 1185</p>	<p>Online resource – see individual organisations information for operating times.</p> <p>Phoneline opening time: 9-5pm, Mon – Fri.</p>	<p>Glasgow Helps referral Form</p> 	<p>Website provides an extensive directory of support services in Glasgow and phonenumber.</p> <p>The phonenumber offers confidential information, advice and support for citizens on a wide range of issues.</p>	<p>Glasgow Helps website is currently under redevelopment to ensure the most updated information is provided for support services across Glasgow.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
47	City Wide	<p>Glasgow City HSCP Your Support Your Way</p> <p>Your Support Your Way Glasgow - Homepage (yoursupportglasgow.org)</p>	<p>Online resource - connect to support services</p> <p>See individual organisations information for opening times.</p>	<p>See individual organisations for referral process.</p> <p>Your Support Your Way Glasgow - Get help and support (yoursupportglasgow.org)</p> 	<p>Your Support Your Way Glasgow has been developed by Glasgow City Health and Social Care Partnership (HSCP) with our partners. It provides information, advice and guidance about local services, groups and sources of help that aim to support Glasgow citizens maintain or improve lifestyle, independence and health and wellbeing in the community or in a community-setting.</p>	<p>Information, advice and guidance include health and social care support provided by the statutory, independent and third sectors, as well as support networks, groups and clubs within local communities. There is also information on a range of topics including health and wellbeing and money advice among others.</p>


	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
48	National	<p>Scottish Government Parent Club Website</p> <p>Family Support Directory Parent Club</p>	Online resource – search for specific groups/services.	<p>See individual groups/services for referral process.</p> 	Locate appropriate support groups and services.	A directory which helps parents/carers quickly source targeted services and information specific to each individual family situation.
49	National	<p>A Local Information System for Scotland Directory</p> <p>https://www.aliss.org/</p>	Online resource – search for more local groups/services.	<p>See individual groups/services for referral process.</p> 	Locate appropriate support groups and services.	Online postcode search to source local groups and services specific to chosen topic.
50	National	<p>Scottish Government Cost of Living Campaign</p> <p>Cost of Living Crisis website</p>	Online resource – see individual services for contact numbers and opening times.	<p>See groups/services for referral process.</p>  <p>Contact your local council</p>	Advice on energy and bills, benefits, income, children and families, debt and money, health and wellbeing and disabilities.	If you need urgent help with money, food or fuel your local council may be able to help if you need urgent help with things like food, heating and electricity.

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
51	City Wide	<p>Contacting Social Work Services - Health and Social Care Connect</p> <p>https://www.yoursupportglasgow.org/connect</p> <p>Tel: 0141 287 0555</p> <p>or</p> <p>Textphone: 18001 0141 287 0555</p> <p>or</p> <p>Post: Glasgow City Health & Social Care Partnership Health & Social Care Connect Blair Court 100 Borron Street Glasgow G4 9XE</p>	<p>Mon- Thu: 8.45am - 4.45pm</p> <p>Fri: 8.45am - 3.55pm</p> <p>In an emergency outside of these times please contact the Glasgow and Partners Emergency Social Work Services on 0300 343 1505.</p> <p>If the person requiring support has a social worker, contact them or their office directly.</p>	<p>Request support using an online form</p> <p>Referral form for child, young person or family:</p>  <p>Referral form for an adult:</p>  <p>or</p> <p>Tel: 0141 287 0555</p> <p>Or</p> <p>Textphone: 18001 0141 287 0555</p>	<p>Calls to Health and Social Care Connect will be answered by highly skilled staff, after the initial call further support, be that Social Work or partner organisations and services may or may not be required dependent on need.</p>	<p>Social Care Connect offer a wide range of support services from pre-birth to older age, supporting across varied health and social care issues, where necessary home visits are possible and will be discussed on initial contact.</p>

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
52	City Wide	<p>Health and Wellbeing Directory</p> <p>Public Health Service Directory - Home (nhs.gov.uk)</p>	<p>24/7 Online resource.</p> <p>See opening times for individual services.</p>	<p>See individual services for referral pathway.</p> <p>Public Health Service Directory - Home</p> 	<p>Search the directory for specific services within postcode areas.</p>	<p>The directory provides information on a wide variety of services, such as money advice, mental health supports, healthy eating, physical activity and alcohol and drugs.</p>
53	City Wide	<p>Lets Get Connected App</p> <p>Community Justice Glasgow and Glasgow Girls Club Partnership</p> <p>Home let's get (letsget.scot)</p>	<p>24/7 Online resource.</p> <p>See opening times for individual services.</p>	<p>See individual services for referral pathway:</p> <p>Organisations for Finance in Citywide let's get (letsget.scot)</p> 	<p>The App is commissioned by Community Justice Glasgow and developed in partnership with Glasgow Girls Club.</p>	<p>Let's Get connected is an online tool that identifies financial supports as well as a wide range of local and city-wide services that can reduce the risk of re-offending.</p>

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
Theme: Helpline Supports						
54	National	<p>Children 1st Parentline-</p> <p>A Helping Hand for Every Family in Scotland</p> <p>Free phone/webchat</p> <p>08000 28 22 33</p>	<p>Mon-Fri, 9am to 9pm.</p> <p>Sat-Sun, 9am to noon.</p>	<p>If you live in Scotland call 08000 28 22 33 free, browse the website for advice and support, or start a webchat.</p> 		
55	National	<p>Samaritans</p> <p>National Helpline</p> <p>Tel: 116 123</p> <p>Email: jo@samaritans.org</p>	<p>Helpline open 24 hours a day 365 days a year.</p> <p>Tel: 116 123</p> <p>or online chat</p> <p>Contact Us Samaritans</p>	<p>Contact directly via telephone, email or online chat to speak with an experienced call handler.</p> 	<p>Talk things over in confidence with an experienced listener.</p> <p>Online chat also available via website Contact Us Samaritans</p>	<p>Support also offered via email if this is a preferred option – typical response time – 2 days.</p>

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
56	National	<p>Breathing Space</p> <p>Need help now? Call Free Tel: 0800 83 85 87</p> <p>Opening hours</p> <p>Weekdays: Mon-Thu, 6pm to 2am. Weekend: Fri - 6pm-Mon 6am.</p>	<p>Mon – Thu: 6pm – 2am.</p> <p>Fri - 6pm to Mon 6am.</p>	<p>Call directly on 0800 838 587 to speak with an advisor</p> <p>or</p> <p>Use the Replay UK app for relay services for deaf, hard of hearing or speech – impaired people.</p> <p>or</p> <p>Use a text phone to contact an advisor on 18001 0800 22 44 88.</p> 	<p>A confidential phone line for anyone in Scotland over the age of 16, feeling low, anxious or depressed.</p> <p>Breathing Space website</p>	<p>All calls made to Breathing Space do not show on the phone bill.</p>

	Area	Location & Contact Details	Opening Times	Referral Process	Support available	Further Information
57	National	<p>Domestic Abuse Helpline & Forced Marriage Helpline</p> <p>Home - Scotland's Domestic Abuse and Forced Marriage Helpline (sdafmh.org.uk)</p> <p>Telephone: 0800 027 1234</p>	Phone line open 24 hours a day 365 days a year.	<p>Call any time any day on: 0800 027 1234</p> <p>or</p> <p>Online chat available through website</p> <p>Twilio Flex Web Chat (devsoc.org)</p> <p>or email</p> <p>helpline@sdafmh.org.uk (Typically reply within 2 days)</p> 	Support is available 24 hours a day, 7 days a week for anyone with experience of domestic abuse or forced marriage, as well as their family members, friends, colleagues, and professionals who support them.	The call line welcome calls from everyone and offer support to people of all ages, genders, abilities, sexual orientations, nationalities and backgrounds. If English is not a first language, a confidential telephone interpreting service can be provided.

NB: For any accessibility issues for clients, speak with your organisation/referral organisation to meet client needs in line with support options.