

SERVICES GUIDE

A GUIDE TO SUPPORT,
ADVICE AND INFORMATION
IN YOUR AREA

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Introduction

This information booklet aims to provide a guide to the available support, advice and services for individuals. It will serve as a 'one-stop-shop' for information on WSREC, other appropriate services and how to contact or access them.

The booklet has been created in collaboration with WSREC staff and service users to ensure it is community-led and reflects the needs of those it serves. It aims to break down barriers to accessing support, with clear and concise information to help meet your needs.

This booklet is accurate as of May 2023, and we aim to take a look at it every 6 months and update it where necessary.

Planned and developed by Strathclyde University students:

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WSREC Services and Support



West of Scotland Regional Equality Council (WSREC) is continually working towards a fairer society where individuals can live, learn and work free from discrimination and gain equal opportunities.

With 50 years of experience, we work towards developing and delivering community led support to break down barriers, promote rights and eliminate discrimination. Through our varied projects, we promote good relations to reduce isolation, training and consultancy sessions and assist service users to attain their rights.

For further information on this booklet or the services and support we offer, contact us:

General Enquiries
info@wsrec.co.uk
0141 337 6626



Scan or Tap

Energy Enquiries
energy@wsrec.co.uk

Wellbeing Enquiries
wellbeing@wsrec.co.uk

Further Enquiries
advice@wsrec.co.uk

A Guide to Using the Booklet

This booklet is organised into seven different categories all with appropriate visual aids. Each section includes useful information that should help you find the right services for you.

As you read through the handbook, important information is highlighted in a box, just like this one.

To make things easier, contact details for each organisation have been made clearly visible, with website and other links available through QR codes.

Simply scan the QR code using your phone camera or separate QR code app, or click on the QR code if accessing the booklet online.

At the end of the booklet, you will find information about WSREC where you can get in contact for more information and support.

Health and Wellbeing

This section will provide information on the health and wellbeing services in your local area and how to get access such as finding your GP, NHS services, food services as well as groups and events.



Accessing Healthcare

Scotland's Service Directory



Scan or Tap

The NHS Scotland Service Directory website is a database of healthcare services available in Scotland, including hospitals, clinics and support groups. The website provides information on each services location contact details and the types of services offered. Its purpose is to help patients find the healthcare services they need such as your GP practice, dentist, optometrist or another NHS service.



The purpose of calling 999 is to request emergency assistance from the police, fire service or ambulance service.

**In case of Medical
Emergencies Call: 999**

Examples of when to call 999 for a medical emergency might include:

- suspected heart attack or stroke
- severe breathing difficulties
- severe bleeding
- severe injury

Accessing Healthcare

NHS 24



Scan or Tap

A free helpline that provides medical advice and support to people in Scotland who are feeling unwell but it is not considered a medical emergency. The service provides guidance on a wide range of health-related issues and is available 24 hours a day, seven days a week.



To access, call the helpline number: 111. You will be asked a series of questions about your symptoms and condition, and then directed to the appropriate healthcare professional for further advice and support. The service also offers translation services for those whose preferred language is not English.

NHS Inform - Healthy Living



Scan or Tap

This website provides a range of resources and information to help individuals in Scotland adopt healthier lifestyles. The website



contains advice on healthy eating, physical activity, quitting smoking, women's health and improving mental wellbeing, as well as links to local services and support.

Accessing Healthcare

NHS Pharmacy First Scotland



Scan or Tap

An NHS service offered by community pharmacies in Scotland to anyone registered with a GP practice or residing in Scotland.



Patients can visit any pharmacy without an appointment for minor illnesses and receive advice or treatment. Pharmacists may refer patients to other healthcare professionals or NHS services if they feel you need further support. For further information, visit your local pharmacy.

The Scottish Association for Mental Health (SAMH)



Scan or Tap

SAMH aims to improve mental health and wellbeing in Scotland through a range of services and campaigns. SAMH is available to provide support, information or just a chat about mental health, whether it's for yourself or a loved one.



To access their services, you can call the SAMH Information team at: **0344 800 0550** or email them at: info@samh.org.uk.

Advice Services

Chest Heart and Stroke Scotland



Scan or Tap

The Chest Heart and Stroke Charity Scotland is a non-profit organisation that aims to improve the quality of life for people in Scotland affected by chest, heart, or stroke conditions. The organisation provides a range of



services, including rehabilitation, support groups, free health checks and information and advice on managing conditions. These services can be accessed through their website, helpline, and local offices across Scotland.

Opening hours

9.30am–4pm

Telephone

0808 801 0899

Text

NURSE to 66777

The Scottish Ambulance Service

This service can provide transport for individuals who need assistance to reach their healthcare appointments, due to their medical or mobility



needs that would prevent their travel to hospital by any other means. You can book ambulance transport by calling: **0300 123 1236**. To cancel your journey, please call the number at any time on **0300 123 1236**, and select option **2**.

Accessing Healthcare

Child Smile



Scan or Tap

Child Smile is a national program designed to improve the oral health of all children in Scotland. The program provides a range of services, including tooth brushing programs and dental check-ups, to help prevent tooth decay and promote good oral hygiene. Advice for parents on caring for children's teeth and the best oral healthcare.



PickupMyPeriod App

Android



Scan or Tap

ios



Scan or Tap

Sanitary products in Scotland are free for those who need them. They can be accessed through various outlets, including community groups, schools, colleges, universities, and participating pharmacies. PickupMyPeriod is a free app that enables users to locate the nearest location for free sanitary products by entering their postcode.



Download the PickupMyPeriod App for iOS or Android.

Mental Health Support

Mental Health Foundation



Scan or Tap

The Mental Health Foundation gives advice to millions of people, including, families, children, young people, and adults, on mental health.



SeeMe



Scan or Tap

See Me is Scotland's Programme to tackle mental health stigma and discrimination.

They provide useful hints and tips from to help people have a conversation about mental health – whether that's your own, or someone else's.



Wellbeing Groups and Events

Glasgow Life



Scan or Tap

A full guide on what is available and where in your area such as swimming, exercise classes, gyms, etc. Available online via the QR code.



What's On Glasgow



Scan or Tap

A guide to sport and leisure activities and locations in your area which provides a list of places open to the public where meetings are held, sports are played, and there are activities available for everyone. Available online via the QR code.



Families



Scan or Tap

An online guide to the clubs and activities that are available in your area for families. Available online via the QR code.



Food Services

Too Good to Go



Scan or Tap

A mobile application that connects customers to restaurants and stores that have surplus unsold food at less the price, helping people to afford food. Available via QR code.



House of Halal



Scan or Tap

A supermarket in the area that provides food supplies that are tailored to cultural needs, including a delivery service.



Address

76 Tradeston Street,
Glasgow, G5 8EJ

Telephone

0141 266 0062

Glasgow Community Food Network



Scan or Tap

A searching tool to help you find food services in your local area. Available online via the QR code.



Food Services

Glasgow Food Bank



Scan or Tap

A place where food supplies are given to those in need. Available online via QR code.



Address

Glasgow Elim Church
42 Inglefield Street
Glasgow, G42 7AT

Telephone

0141 423 2418
07456868628

Wyndford Food Bank

Helps people in the community who are struggling to get food supplies. No referrals are needed.



Address

St Gregory's Foodbank
130 Kelvindale Road
Glasgow, G20 8DP

Telephone

07734 051473

Housing

This section will provide information on the housing options available in Scotland, including social housing, private renting, and buying a home, as well as tips for finding affordable and safe housing.



Housing Support

Anyone aged 16 and over can apply to live in a Housing Association or co-operative property.

Housing associations and co-operatives are responsible for ensuring that properties are fit to live in and are also responsible for permanent fixtures, such as sinks and central heating systems.

You can put internal decoration, furnishing and removable fittings. Contact your landlord to report a repair.

Apply by contacting any of the housing associations found in the QR code.



Scan or Tap

Glasgow City Council



Scan or Tap

Glasgow City Council has a number of services available such as:

- when bin collections are due and how to make your bin available for uplift.
- where to take your unwanted items to be recycled at centres.
- information on your local council.



Housing Support

Wheatly Group



Scan or Tap

Wheatley Group is Scotland's leading housing, care and property-management group with a wide range of service available to support individuals.



Telephone

0800 561 0055

Email

talk@myhousing.org.uk

Queen's Cross Housing Association



Scan or Tap

Queen's Cross Housing Association is a community based housing support service aimed to help individuals in the community.



Address

45 Firhill Road
Glasgow, G20 7BE

Opening Hours

Monday - Friday
10am-12 noon and 2-4pm

Telephone

0808 143 2002

Email

contactus@qcha.org.uk

Housing Advice Services

Positive Action in Housing



Scan or Tap

Positive Action in housing is an organisation that tackles discrimination in homelessness by supporting refugees and migrants to rebuild their lives.



Address

98 West George Street
Glasgow, G2 1PJ

Telephone

0141 353 2220

Shelter Scotland



Scan or Tap

A charity which helps people that are struggling with bad housing or homelessness by supporting them through advice and legal services.



Opening Hours

Monday to Friday
9am to 5pm

Free Helpline

0808 143 2002

Cost of Living

This section will provide information on the cost of living in Scotland, including tips for saving money and accessing support if you need it.



Budgeting

How to create a budget

1. Figure out how much money you earn each month, including wages, benefits, and any other sources of income.
2. Make a list of all your regular monthly expenses, like rent/mortgage, utilities, phone/internet, food, transportation, and any other bills.
3. Subtract your total expenses from your total income to determine your disposable income.
4. Identify areas where you can cut back on expenses, like eating out less or taking public transportation instead of driving.
5. Create a plan to prioritise your expenses and reduce spending in areas where you can.
6. Keep track of your spending each month and adjust your budget as needed to ensure you're staying within your means.

Budgeting

ApTap



Scan or Tap

This mobile app helps users manage and organise their bills and subscriptions by allowing them to view, pay and manage them in one place.



It is available for free download on the App Store and Google Play, and can be accessed by creating an account and linking your bills and bank accounts.

Work Out Your Budget



Scan or Tap

This online budgeting tool from Citizen's advice helps you track your income, expenses and find ways to reduce your costs. You can use rough figures or, for more accurate results, you can input recent figures from bank statements, payslips, debit and credit card statements or bills.



Citizen's Advice Scotland



Scan or Tap

Citizens Advice Scotland is a free, confidential advice service that can help you manage your money and finances.



Their trained advisors will help you assess your situation and provide practical advice and support tailored to your needs.

Visit your local office, information for which can be accessed via the QR code.

Free Helpline
0800 028 1456

Online Money Map



Scan or Tap

This is an online resource, from Citizen's Advice Scotland, which provides support on a range of topics such as:

- benefits
- energy
- budgeting
- grants
- food
- banking
- council tax
- clothing
- tax code
- housing costs
- utilities
- wages

Users can create a personalised list and explore the pages to find relevant information.

Additional Support and Advice

Cost of Living – Families and Children



Scan or Tap

Run by the Scottish Government, this website provides information and tools to support families in managing their finances and reducing the cost of living.



It offers advice on topics such as childcare, school costs and housing as well as quick links to School Clothing Grants, Free School Meals and Free School Transport.

Cost of Living – Older or Disabled People



Scan or Tap

Run by the Scottish Government, this website provides information and tools to support families in managing their finances and reducing the cost of living.



It offers advice on topics such as childcare, school costs and housing as well as quick links to School Clothing Grants, Free School Meals and Free School Transport.

Accessing Your Rights

'This section will provide contact information for advice in relation to crime, discrimination and general support for refugees, asylum seekers and new migrants.



General Advice

Citizen's Advice Scotland



Scan or Tap

This service specialises in providing free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, finances and budgeting support.



A Guide to Scots Law



Scan or Tap

This booklet was produced as a collaborative project with HND Legal Services students from New College Lanarkshire, Crown Office and Procurator Fiscal Service and Police Scotland.



The booklet provides information on the law in Scotland and everything you need to know on what is right and wrong.

Asylum Seeker, Refugee and Migrant Advice

Scottish Refugee Council



Scan or Tap

This service provides information and support for refugees, asylum seekers and new migrants in Scotland.

Free Helpline

0808 1967 274



Migrant Help



Scan or Tap

This service aims to protect people affected by displacement and exploitation by helping them thrive and recover from their trauma. They support everyone but mostly those in need.



Crime and Discrimination

Police Scotland



Scan or Tap

Police Scotland aims to help keep everyone safe and ensure the good wellbeing of people, places and communities in Scotland by focusing on keeping people safe in line with our values of integrity, fairness and respect.



The Halo Project



Scan or Tap

This service strives to support survivors through their programmes to ensure they are believed, protected, supported and empowered to live independent and fulfilled lives.



Domestic Abuse

Scottish Women's Aid



Scan or Tap

Scottish Women's Aid is the lead organisation in Scotland working towards the prevention of domestic abuse.



They work with a network of 34 specialist local Women's Aid groups toward a shared vision of a Scotland where domestic abuse is not tolerated work with a network of 34 specialist local Women's Aid groups toward a shared vision of a Scotland where domestic abuse is not tolerated..

Safer Scotland



Scan or Tap

The Scottish Government's Safer Scotland service provides information on services that offer support for individuals experiencing domestic abuse.



Employment and Skills Development

This section contains services that include volunteering, education, training, apprenticeships, job applications and getting a job.



Job Search

Websites

indeed



Scan or Tap

s1jobs.com



Scan or Tap

myjobscotland



Scan or Tap

Services

National Careers Service



Scan or Tap

The National Carers Service provides information on getting help with filling application forms, writing a CV and interview help.



Skills for Employment

Skills Development Scotland



Scan or Tap

Skills Development Scotland is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.



They offer a range of employability skills training and support.

CEMVO Scotland



Scan or Tap

CEMVO Scotland provides employability support for groups and individuals.



This includes support with CV writing, job applications, interview techniques and supporting placements for volunteering. CV writing, job applications, interview techniques and supporting placements for volunteering.

Volunteering Opportunities

Glasgow Volunteering



Scan or Tap

This service provides support with the search of volunteering opportunities in Glasgow.



They have a huge variety of activities you can get involved in – with a wide range of organisations, charities, community groups and clubs – and some opportunities only need a few hours each month.

Volunteer Scotland



Scan or Tap

This service provides support with the search of volunteering opportunities across Scotland.



There are thousands of volunteer opportunities available, whether you have a little or a lot of time to give, there is something for everyone. Opportunities such as befriending, helping at events, driving, fundraising, conservation activities, providing support to children and older people, plus much more.

Youth and Education

Youth Scotland



Scan or Tap

This service supports and delivers youth work in the community. Including, youth work programmes, information, resources, training and support.



Prince's Trust

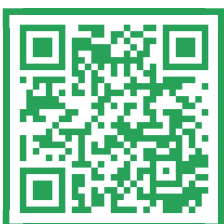


Scan or Tap

This service offers services to support young people journey from school, through training, and into work.



Education Scotland



Scan or Tap

Education Scotland runs a ParentZone service, which provides information and advice about education in Scotland. It includes a way to find the right school and / or nursery in your area for your child to attend.



Public Transport

This section will provide information on public transport, including bus/train services, how to plan your journey, and what to expect when using public transport.



Bus Travel Guide

Buying a Bus Ticket

1. Before buying your ticket, decide on your destination and plan your route by checking the bus schedules and routes which can be found using google or apple maps on your phone or computer, City mapper or the First Bus website/app.
2. You can then purchase a paper ticket from a bus driver upon boarding the bus using exact cash or contactless payment. Alternatively, download the First Bus App and purchase an e-ticket on your mobile device.

Citymapper



Scan or Tap

Citymapper is a public transportation app which provides users with accurate information on bus, train, and subway services in various cities.

It offers various features such as journey planning, step-by-step directions and real-time updates.



Bus Travel Guide

Using the Bus

Note: Always remember to keep your ticket with you as proof of payment in case of a ticket inspection during your journey.

1. Arrive at the bus stop ahead of time and wait for the bus to arrive.
2. When the bus arrives, have your ticket ready to show the driver or scan your mobile e-ticket.
3. Place your ticket, mobile or paper under the scanner for validation.
4. If you're unsure about your stop, ask the driver upon boarding and, if available, check the screen displays.
5. Before arriving at your stop, press the STOP button to alert the driver to stop and exit the bus through the doors.

First Bus



Scan or Tap

First Bus is a bus operating company in the UK that provides bus services across the country, including Glasgow. Their website and mobile app allow users to plan their journey, track buses in real-time, and buy tickets online.



Train Travel Guide

Buying a Train Ticket

Note: Always remember to keep your ticket with you during your journey.

1. Before buying your ticket, plan your route by checking the train schedules and routes, using google or apple maps on your mobile phone or computer, Citymapper or the ScotRail and Trainsline website/app.
2. Purchase a ticket at the train station from a ticket vending machine or the ticket office where a member of staff can assist you. Mobile e-tickets can be purchased using the Scot Rail and Trainsline website or app.

Trainsline



Scan or Tap

The Trainsline website and mobile app allows users to search for train times and buy train tickets online in Scotland and the rest of the UK. It provides real-time information on train schedules and delays, as well as offering price comparisons between train operators.



Train Travel Guide

Using the Train

Note: Check for delays or cancellations on ScotRail and Trainline before your journey.

1. Arrive at the train station ahead of time and check displays for your departure time and platform number.
2. When boarding the train, have your ticket ready. This can be inserted or scanned at the station barrier for access. If there is no barrier at the station, have your ticket ready to show to the conductor on the train.
3. If you're unsure about your stop, check the displays, listen to the on train announcements or ask the conductor for assistance. When you arrive at your stop, you may need to insert or scan your ticket at the barrier again for exit of station.

ScotRail



Scan or Tap

ScotRail is a train operating company in Scotland that provides rail services across the country. Their website and mobile app allow users to search for train schedules, buy train tickets, and access real-time train information.



Additional Transport Services

Bike for Good



Scan or Tap

A Glasgow-based organisation that aims to promote cycling as a healthy and sustainable mode of transport.



They offer a range of services, including bike repairs, maintenance classes, bike hire, and cycling lessons for all ages and abilities.

Glasgow West Office

65 Haugh Road,
Glasgow, G3 8TX

Telephone

0141 248 5409

Glasgow South Office

539 Victoria Road,
Glasgow, G42 8BH

Telephone

0141 261 1609

Finding Your Community

Connecting with your community is important. This section provides information on different services that help others with community groups, history and culture or nature.



Local Authority Services

Fire and Rescue



Scan or Tap

Fire and Rescue responds to many different emergency situations and incidents, including road traffic collisions, rope rescue, water rescue, hazardous materials and flooding to keep its communities safe.



t offers everyone in Scotland a free home fire safety visit and free smoke alarm installations if your home requires it. In the case of an emergency, call **999**.

Glasgow City Council



Scan or Tap

Glasgow City Council has a number of services available such as:

- when bin collections are due and how to make your bin available for uplift.
- where to take your unwanted items to be recycled at centres.
- information on your local council.



Heritage and Culture

Libraries



Scan or Tap

A guide to available resources for online books, local libraries in different areas, getting a membership library card and children's activities including book bug, Coderdojo, Read Count and Write, Pre 5 activities, 5-11 activities.



National Trust Scotland



Scan or Tap

The National Trust for Scotland is the charity that cares for, shares and speaks up for Scotland's magnificent heritage. They open up these sites for public access.



National Museum Scotland



Scan or Tap

This organisation provides a range of museums throughout Scotland and many are free entry.



Children and Families

Young Scot



Scan or Tap

Young Scot offers the The Young Scot National Entitlement Card (Young Scot NEC), which is free of charge to 11 to 26-year-olds living in Scotland.



The card provides free travel, discount on various shops/places, and information and opportunities for children and youth.

Parent Club



Scan or Tap

Parent Club offers tips and advice for all challenges that family life may bring. The information provided is based on the experiences of other parents and experts.



Connecting Together

Amina – Muslim Women's Resource Centre



Scan or Tap

AMINA runs a number of different programmes designed to support, empower and improve the lives of Muslim and BME women living in Scotland.



Address

McCormick Business Centre
50 Darnley Street
Glasgow, G41 2SE

Free Helpline

0808 801 0301

Email

info@mwrc.org.uk

Telephone

0141 212 8420

Maslow's Community Shop (Govan)



Scan or Tap

This service provides free clothing and household goods to asylum seekers and people in the local community who are experiencing hardship.



Address

70 Shaw St
Glasgow, G51 3BL

Connecting Together

Interfaith Glasgow



Scan or Tap

Interfaith Glasgow facilitates friendship-building, dialogue and cooperation between people of different religions and beliefs; tackles prejudice; and equips people with the skills to engage fruitfully with religious diversity.



Address

Flemington House (2nd Floor)
110 Flemington Street
Glasgow, G21 4BF

Telephone

0141 558 0778

Women's Centre Glasgow



Scan or Tap

The Women's Centre Glasgow creates a safe space for all women in Glasgow. The Hub supports and empowers the community by offering opportunities to strengthen women's choices in life, as well as their social opportunities.



Address

17-33 Shawpark Street
Glasgow, G20 9DD

Telephone

0141 576 1400

Connecting Together

Maryhill Integration Network



Scan or Tap

The organisation's mission is to create a unique and creative environment in which communities can come together to share experiences and demonstrate the value of cultural diversity in Scotland.



Address

35 Avenuepark Street,
Glasgow, G20 8TS

Telephone

0141 946 9106

Unity in the Community



Scan or Tap

An organisation that works to provide practical support and solidarity for people in need in our communities, especially asylum seekers. Also provides free English classes, clothes, night shelter.



The Blue Shop

70 Shaw Street
Glasgow, G51 3BL

The Red Shop

371 Paisley Road West
Glasgow, G51 1LX

OUR SERVICES AND SUPPORT

In addition to the support and services covered in this booklet, here is a breakdown of WSREC's services that can assist in meeting your needs.

Equality and Human Rights

Health and Wellbeing

Employability and Training

Advice and Information

Community Development

WSREC Community Hub
201 Shuna Street, Glasgow, G20 9EY

0141 337 6626 | info@wsrec.co.uk



Scan or Tap