

# STAFF NEWS



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## Coronavirus (COVID 19)

Monday 6 July, 2020

### Supporting vulnerable groups in the city



Staff at GCHSCP **Glasgow Alcohol and Drug Recovery Services (GADRS)** are working with Glasgow Recovery Communities supporting vulnerable people in the city to help them maintain abstinence from drugs and alcohol.

Supported by GADRS recovery coordinators John McCann (South), Steff Kerr (North East) and Mark Healy (North West) three recovery communities across the city are led by volunteers with lived experience of drugs and alcohol.

Staff and volunteers, who normally run the recovery cafes and initiatives in the city, have stepped up during the COVID-19 pandemic facilitating on-line meetings and activities three

times a day, seven days a week, helping people to sustain recovery from drugs and alcohol, maintain their mental health and reduce isolation by staying connected.

The weekly programme of activities include recovery meetings, daily check-ins, quizzes, mindfulness, meditation, bingo, art workshops, song writing, men and women's groups, family support and a variety of fitness classes including Zumba, boxercise, yoga and break dancing.

In addition to the online support, GADRS recovery staff are using innovative ways to support some of the most vulnerable people:

- the purchase of folding chairs is enabling them to meet people outdoors and provide much needed one-to-one support whilst maintaining social distance
- essential items, such as food and toiletries, are being provided to help where people are shielding due to underlying health issues
- mobile phone top-ups are helping to ensure people living alone stay connected and reduce social isolation.

**Kelda Gaffney, Service Manager, North East Alcohol and Drug Recovery Service** said: "I'm hugely impressed by the amount of work and commitment volunteers and staff have dedicated to supporting some of the most vulnerable people in the city.

“People face various challenges to achieve and sustain recovery from alcohol and drug issues in ‘normal’ times, including isolation, low confidence, mental health difficulties and breakdowns in family relationships, and these have been even more challenging over the past few months. The daily support from recovery staff and volunteers has been invaluable, and I have no doubt that a number of lives have been saved as a consequence.”

**Carole Meakin, Business Analyst, Glasgow Alcohol and Drug Recovery Service** said: “The support being provided by staff and volunteers has been absolutely crucial to keep people safe, not only away from drugs and alcohol, but helping with their mental health and well-being and reducing isolation for many who are shielding and live alone. It’s amazing and a real privilege to see this level of support across the city.

Glasgow Recovery Communities are supported by Glasgow City HSCP staff and Recovery Coordinators, Glasgow Recovery Hubs, The Mungo Foundation and We Are With You.

Pictured some of our amazing Recovery staff and volunteers.

**More information:** Links to the recovery programmes are available on the Recovery Communities websites: [www.NWRC-Glasgow.co.uk](http://www.NWRC-Glasgow.co.uk) [www.north-east-recovery-community.co.uk](http://www.north-east-recovery-community.co.uk) [www.scrn-recovery.co.uk](http://www.scrn-recovery.co.uk)

### Shielding Calls team – supporting vulnerable citizens



Since March, a team of dedicated staff have swapped their usual roles to support the city’s Shielding Helpline.

Comprising staff from across the council family, Police Scotland and Scottish Fire & Rescue Services (SFRS), and the HSCP, the Shielding Team have been making sure that our most vulnerable citizens are assisted to access food and prescriptions as well as financial and emotional support.

The team recently reached out to residents on the Shielding list who had not been in touch.

**Kirsty Collins, Principal Officer, Transformation Team (Chief Executive’s Department)** said:

“Contacting so many people directly seemed like an impossible task. But we wanted to make sure that our vulnerable residents were safe, well and had the support that they need.

The team has grown in size to help achieve this task and we at one point we had over 80 staff from across organisations involved.

“Everyone has been phenomenal, they have brought such energy and enthusiasm and it has been such a team effort. From using our data to inform our approach and track our progress, to sourcing volunteers and equipment, the organisation of call lists, and making the calls, right through to actioning support requests, the team have been just brilliant.”

To date the team has:

- Made calls to over 14,500 residents;
- Spoken directly with almost 12,500 residents, securing reassurances from over 11,500 that they were safe and well and needed no additional assistance,
- Identified almost 1,000 residents who requested support and put in place actions to deliver this, primarily for food or medication deliveries

**Kirsty** added: “We’re still working together to make contact with residents we haven’t been able to speak with. Our collaborative approach is vital as we aim to trace residents for whom we have no contact numbers and have so far been unable to speak with.”

One of the volunteers, **PC Ross Jackson, Police Scotland LALO** said: “We were really pleased to work in partnership with the council and others to help provide some of the much needed support to make sure the people of Glasgow were kept safe. For those of us involved, assisting to provide some reassurance and comfort and hearing the positive feedback has been hugely rewarding.”

And speaking about her experience, **Anne Maxwell, Civic Officer, Lord Provost’s Office (Chief Executive’s Department)** said: “I’ve loved the work because every phonecall had the potential to really change someone’s situation for the better. Whether it was to fill their fridge, get prescriptions delivered, provide financial advice or to offer comfort and soothe anxieties by getting them emotional support. Every customer was so appreciative too, it’s been a really worthwhile job.”

### Supporting vulnerable citizens



Thank you to everyone who is supporting us through the current pandemic



We are still recruiting

## Current vacancies

- Internal vacancies are on [myjobscotland](#).
- For vacancies in home care, facilities management and catering click [here](#).



Share your story with us



**We know you're all proud to play your part for the city** – so we would love to hear from you about how you and your colleagues are supporting the city at this challenging time.

You could:

- Give a shout out to a colleague who is going above and beyond to deliver a service
- Tell us if you are volunteering to help deliver an essential service
- Share what your team is doing to keep services running for our citizens.

Email a couple of lines and a mobile phone picture, if you have one, to [Insider@glasgow.gov.uk](mailto:Insider@glasgow.gov.uk) so that we can share your story with colleagues across the council family.

**Thank you for making a difference.**



**What we are hearing on Twitter**



**Glasgow City Council #StaySafe** @GlasgowCC · 17h

A huge thanks to @Urban\_Fox\_Club who have been helping families over the last 12 weeks across the city by:

- Delivering food parcels
- Providing energy top-ups
- Providing shopping vouchers & pet care services
- Access to iBooks & iPads



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**Urban Fox Programme**

@Urban\_Fox\_Club

Replying to @GlasgowCC

Thank you for the compliment and it was a great team effort supporting our communities 🌈🌈🌈



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