



Editors Introduction

Dear Reader,

Due to the unusual circumstances we find ourselves in, several agencies have had to change how they are delivering services for the time being. Below is collated information on these changes for some of the services that you, your family & friends, or colleagues may make use of. If you have information on service changes that you would like circulated, please email Dundee.partnership@dundeecity.gov.uk.

Please also remember to follow the latest government / NHS advice on social distancing, social isolation, etc. which is being updated regularly online and through the usual media channels.

Regards

Paul Davies
Senior Community Planning Officer

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Dundee Citizen's Advice Bureau

In view of the latest Government Advice, we have taken the decision to cancel our drop in service with immediate effect. We have made this decision to protect the health of our staff and volunteers and of you, our clients. Unfortunately, some of our outreach clinics in the community are not based in our own premises and we have had to withdraw from these until further notice.

Please do not attend our drop in service at the bureau as we will not be able to see you.

Staff are available to provide a telephone and e-mail advice service to replace face to face advice.

If you have an existing appointment with us we will be calling you beforehand to check on your health and may have to change a face to face appointment to a telephone appointment.

Face to face advice will only be available for emergency situations and by appointment only, examples of emergencies are: disconnection of gas/electricity, threat of eviction or repossession of property, court proceedings, benefit appeals, cessation of benefits, new Universal Credit claims, time bound employment queries. Please note although these are examples of emergencies, you must have spoken with one of our advisers in the first instance as in some instances we may still insist on providing telephone or e-mail advice.

Our online Advice for Scotland website, www.citizensadvice.org.uk/scotland , includes information relating to the Coronavirus that may help answer some of the most common questions. This page will continue to be updated as W.H.O. guidance and Government legislation changes.

www.citizensadvice.org.uk/scotland/health/coronavirus-what-it-means-for-you/

If you cannot find the answer you are looking for then please get in touch. Our telephone advice unit is available on 01382 307494, from 09.30 to 16:00 hours. If you would prefer e-mail advice then please e-mail bureau@dundeecab.casonline.org.uk

Please only ring the bell if you have a pre-arranged appointment or for a foodbank referral.

Our team of staff and volunteers are working incredibly hard to continue to provide accurate telephone and e-mail advice service.

Thank you for your understanding and patience at this time.



Dundee City Council – Information & Guidance

Dundee City Council has set up a webpage with useful information and guidance in relation to COVID-19 and will be updating this regularly - see link below
<https://www.dundee.gov.uk/coronavirus-covid-19>

Please feel free to share this with your networks across the City.

Discovery Credit Union

Please be advised that due to current Government Coronavirus guidelines we have to change some of our working practices.



To slow the spread of Covid-19 the general public are being advised to stay at home and avoid any unnecessary travel & social contact. The health and safety of our members & staff is our number one priority and with this in mind we advise all members of the following:

- If you need to withdraw money then please use the **Contact Us section of our website** www.discoverycu.co.uk or our **app** if you already have it.
- We **no longer accept paper loan application forms. All loan applications** should be made **via our website** www.discoverycu.co.uk.
- If you need to pay money into us we can set this up as an electronic payment from your bank – if you need the details to do that please contact us by phone/email/Facebook messenger.
- **All our local community centre collection points at this time are cancelled until further notice.**

The office will be open for as long as guidelines allow however we strongly recommend you **DO NOT** come into the office unless it is an absolute necessity and **DO NOT** come in if any of these descriptions apply to you:

Do you have a cough or fever?

Do you share a home with someone who has a cough or fever?

Have you been in contact with someone who has a confirmed case of Coronavirus?

Have you travelled overseas in the last 14 days?



If you do visit the office you will need to use the **Victoria Road entrance as the library is closed**. If you have any queries regarding this situation **please contact us by phone or electronically**. We continue to monitor the situation and will provide updates when we have them. We appreciate your understanding at this time.

DP Community Regeneration Funding Process Suspended

Given the exceptional circumstances we all find ourselves in at the moment due to the current COVID-19 situation, a decision has been taken to suspend the DPCRf process for now.



This means that any applications submitted in the past couple of weeks that have not yet been considered by the local forums will be kept on hold until the situation improves and we can arrange to restart the process and meetings again.

We will still accept any new applications that you may wish to submit on behalf of your group or organisation, but they too will be kept on hold for the moment. We plan to re-start the process once we can see that the end of this situation is in sight. We will then look to complete assessments with a view to resuming the forum and Building Stronger Communities meetings as soon as possible.

Dundee Carers Centre

Service Update - Covid-19

Due to the ongoing developments of the COVID-19 in Scotland, we have made the decision to limit our activities. As of 17th March 2020 we will be stopping face to face activities, which includes contact via any groups and meetings, both within the Centre and within community settings, until the situation improves.



We are however still here to support carers and the office is still contactable on 01382 200422 and a Worker can be made available if needed. To do this we are making full use of digital technology and we are able to work remotely out of the office. If you are due to meet with any of our staff they will contact you to advise an alternative means of contact.



We understand this is a worrying time for everyone, particularly for high-risk groups or are caring for someone else. Carers UK have also offered guidance on how carers can look after themselves and the person they care for - click link below for full guidance.

We will continue to update via our website and on our social media platforms with any further information and guidance over the coming weeks and months.

www.dundecarerscentre.org.uk

Dundee Volunteer & Voluntary Action

Urgently needed: Volunteers to support the vulnerable in these challenging times



From [Feeling Strong](#) to [Food Train](#) we are working with partner organisations to get more folk involved. Be part of the growing community led support and let's spread kindness and help where it is most needed.

We are looking for the following volunteers:

[Drivers](#): with or without own car – to take vulnerable people to appointments without the risk of using public transport.

[Volunteer Telephone Buddies](#): people on their own are lonely and scared. We are looking for people who can chat to others on the phone providing that sense of connection and reassurance that they are in fact, not alone in this.

[Volunteers for shopping and home deliveries](#): many people isolated at home

and we want to ensure no one goes without. So if you can help with this [get in touch](#).

We are looking for volunteers to fill these roles – but you may have your own idea of what you could offer, if so let us know what and we will get you connected with organisations who can make use of your particular skill.

For all roles please contact volunteer@dvva.scot and we will support you to make a difference.



Feeling Strong – Video Chat and Food & Care Packages



In response to the COVID-19 pandemic we are radically pivoting the work we do, **providing community relief through 'Food & Care Packages'**, as well as **moving our peer support service to a 'Video Chat' model**. We think we could make a really big difference in the community, so please share the below to support some of the most vulnerable people in Dundee.

Feeling Strong are delivering 'Food & Care Packages' to those who are self-isolating as a result of COVID-19. These packages will provide vital products such as food, drinks and sanitary products that people who are self-isolating may not be able to get themselves, and the allocation of the packages will be conducted on a needs assessed basis. As an exception to Feeling Strong's normal services, the food packages are available to all ages. At a time like this we need to come together as a community and help those in need!

If you are in need of any of these items please fill out this form: <http://foodpackage.feelingstrong.co.uk/>

Funeral Link

Funeral Link have had to change their operations in light of the current coronavirus pandemic. More information is available here:

<https://protect-eu.mimecast.com/s/KgNZC00nRUGm4jRUw9rcA?domain=funerallink.org.uk>

National Lottery

Updated statement from Dawn Austwick, CEO, The National Lottery Community Fund: COVID-19

We know that many charities and community organisations across the UK are facing increasing challenges as a result of COVID-19 and we want to support those we fund as far as is possible at this difficult time. [Update continues.](#)





Parish Nursing & Eagles Wings

After some discussion we have made the following changes...

As of Monday 23rd, there will be no parish nursing drop in run from the Steeple. We will be joining Eagles Wings at their unit in 10 Douglas Street to hand out bags of food and hot drinks. This will operate Monday Tuesday Wednesday and Thursday, from 1-3pm.

We have advised all volunteers NOT to come in, instead, it will only be run by the employees to reduce risk.

We are so grateful for everyone who has offered help, it is hugely encouraging for us to be so well supported. If you can, you can donate to us or Eagles Wings, to help us continue to provide the food over the next while.

Pre-Pay Meter Users - Energy Suppliers

Information for people with prepay meters who are self-isolating or affected by Covid-19 (Coronavirus).

If you are self-isolating or recovering from Coronavirus, this will mean you may not be able to leave your home. This can be a problem if you have a prepay meter, which requires you to go to the shop to top up.

Different energy suppliers will have their own ways of dealing with this. [Update continues.](#)

Scottish Government - Helping communities affected by covid-19.

(Information taken from <https://www.gov.scot/news/helping-communities-affected-by-covid-19/>)

£350 million fund to support welfare and wellbeing.

An additional £350 million will go to those most affected by the coronavirus (COVID-19) pandemic, Communities Secretary Aileen Campbell has announced.

The funding will be made available to councils, charities, businesses and community groups and designed to be flexible, cutting down on red tape to enable them to respond swiftly and according to local need for people impacted



economically or through reduced contact with society, including anyone struggling to access food.

Ms. Campbell said allowing a high level of flexibility was the best way to ensure they were most effective. She said:

“This pandemic will disrupt lives like never before and cause financial hardship and negatively impact on our wellbeing. Be assured, however, that protecting and supporting people during these unparalleled times is the absolute focus of this government.

“Our funding package will be focused on delivery, not bureaucracy or red tape. Local authorities, local businesses, community groups and the third sector know and understand the support needs of their communities the best. Where people and organisations have solutions or ideas, I want to hear them.”

“Unless we work with local partners the impact of our investment will not be felt by those that need it most. So my message today is – if we can help you to help the people of Scotland then we will.”

Background

The emergency funding package will be allocated to existing funding streams through several new funds, with the £95 million package direct to local authorities made up of:

£50 million in Barnett consequentials from the UK Government’s hardship fund is being passed direct to local authorities to support their own local resilience, support and hardship plans.

£45 million will be added to the existing Scottish Welfare Fund which makes Community Grants and Crisis Grants available to those in immediate need. This more than doubles the current £35.5 million fund, which is administered by local authorities. They will be given more flexibility in how it is used to ensure they can fully support people in financial crisis, including workers in the ‘gig economy’.

In addition:

- a £70 million Food Fund will help organisations in the public, private and voluntary sectors address issues of food insecurity, especially for older people, and families who may not be able to rely on free school meals



- a £50 million Wellbeing Fund will help charities and others who require additional capacity to work with at-risk people who may be worst affected by the crisis, including homeless people and those experiencing fuel poverty
- a £40 million Supporting Communities Fund will be used to support the rapidly growing and inspiring community efforts at a local level which will be vital to national resilience, including supporting people at risk because of age, isolation, carers, homeless people and asylum seekers and signposting people to sources of help such as applying for benefits
- £50 million will go to meet an anticipated increase in applications for the existing Council Tax Reduction Scheme and Scottish social security benefits
- £20 million will be allocated to a Third Sector Resilience Fund, to help ensure the health and continued viability of the third sector organisations affected by cash flow and other problems, which have a key role to play in our national response
- £25 million will be kept in reserve to allow swift and flexible responses to rapidly changing circumstances

Read [the Cabinet Secretary's full statement](#).

Shelter

As Coronavirus continues to impact people across the UK and globally, we wanted to reassure you regarding our business continuity planning and the approach Shelter Scotland is taking to enable us to continue to deliver services. We have stopped all non-essential inter-location travel for meetings. At a local level, we are doing everything we can to be available for the people who need our help.

The Shelter logo, consisting of the word "Shelter" in white text on a red rectangular background.

Following the latest Public Health Scotland and Government advice around home working or social distancing we have implemented the following changes:

- All staff have been moved to home working
- Face to Face services including, outreach and home visits have been cancelled and we will now operate a telephone and online based service for appointments, advice and support.

We would like to advise you of the following:



1. Our local service is contactable via dundeehub@shelter.org.uk or michelle_harrow@shelter.org.uk
2. Clients can contact us via 0808 800 4444 for our National Helpdesk or 0344 515 1562 for the Dundee Team
3. We also have a suite of advice available online at www.shelterscotland.org/get_advice where our online chat service is also available.
4. For frontline staff looking for advice on behalf of a client or service user, you can use our second tier advice service, ScotWRAS which is available 10am-3pm on 0344 515 1310 or by email via scotwras@shelter.org.uk

In what is a continually evolving landscape, we are committed to supporting vulnerable people at this very challenging time and would welcome conversations across the sector and in the local community about how we can help support local initiatives.

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Social Security Scotland

The helpline is still open the usual hours, and people can still apply for Social Security Benefits online. For more information, visit www.socialsecurity.gov.scot.