

# Community

#SupportDG 

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Georgetown Primary School, Dumfries



[www.dumgal.gov.uk/supportdg](http://www.dumgal.gov.uk/supportdg)  
Tel 030 33 33 3000

## What's Inside

Helping Businesses  
Shielding Support  
All go in Gatehouse  
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Spotlight on Fire Services

Where Am I?



**#StayHome**

**#StaySafe**

**#SaveLives**

# Welcome to Community

## Your Dumfries and Galloway Community Bulletin



**Cllr Elaine Murray**  
Council Leader



**Cllr Rob Davidson**  
Depute Leader

### You're Not Alone

A new national helpline has opened for those at high risk of coronavirus, and who don't have internet access, or an existing support network at home.

If you're 70+, pregnant, a disabled person, receive the flu jab for medical reasons, or access mental health services, you can call: **0800 111 4000** (9am - 5pm).

This is a national freephone number, covering all 32 councils in Scotland, but will automatically come to our Council Contact Centre. As well as being offered emotional support, you will be connected to local practical support, so we can arrange deliveries of food and medication, contact with local volunteer groups and links to social work services for children, young people and adults.

The helpline has been introduced to primarily to help those who have no other way to immediately to get the essential help they need. Please, if you can, continue to use [www.nhsinform.scot](http://www.nhsinform.scot) and [www.dumgal.gov.uk/supportdg](http://www.dumgal.gov.uk/supportdg) for the latest health advice, information and local news.

In today's bulletin we are taking a look at some of the amazing volunteer projects that continue to happen across our region and a spotlight on the Fire and Rescue Service.

with best wishes  
**Elaine and Rob**



**Valerie White**

Interim Director of  
Public Health, NHS  
Dumfries and  
Galloway

### Hello

Well that is us now nearing the end of our fourth week of what has been termed 'lockdown'. I know this is so tough. Many of the things we took for granted now feel like distant memories, but the good news is the actions we are taking to stay at home and socially distance are working and our local health service is coping. However, we need to keep this up – we still need to stay at home.

The key messages to protect your health and that of others are:

- stay at home
- only go outside for essential food, health and work reasons
- stay 2 metres (6 feet) away from other people
- practice good respiratory hygiene by coughing/sneezing into a tissue or your elbow
- wash your hands regularly
- wash your hands as soon as you get home

I would like to highlight that it is important that you know that your GP practice is still open but are focusing on urgent care. However, if you do need to contact your GP, you can – with your needs being triaged.

The same applies to the Emergency Department. If you have an emergency, you can still attend.

People should also be assured that great care is being taken to ensure that no one is exposed to the risk of transmission of coronavirus, and that patients with COVID-19 have a specific, separate route for treatment.

Whilst we are focussing very much on COVID-19 it is important to remember that other health conditions still need to be treated.

At all times, advice is available by visiting the NHS Inform website or by calling the telephone number 111. For more information, visit [www.nhsinform.scot](http://www.nhsinform.scot)

We've got a great history of teamwork in Dumfries and Galloway, and by working together we'll get through this.

with best wishes Valerie

# Working to keep our citizens and communities safe

## HELPING Businesses

We know how important our businesses – large and small – are to our local economy, and we're doing everything we can to support them during the pandemic. The UK and Scottish governments have announced a range of funding, and we're also working with partner agencies in South of Scotland Enterprise and Scottish Borders Council to develop a shared response, so we can get resources and relief to where it's needed – urgently.



We've set up a dedicated Economic Recovery Team, drawn from a wide range of skills, who will focus on supporting our businesses through this crisis. At the time of print, we have approved 722 business grants to businesses with a value of £8.6M.

You'll get more details online at [www.dumgal.gov.uk/supportdg](http://www.dumgal.gov.uk/supportdg)

We've expanded our business helpline to operate from 8am to 8pm, and you can call us on **01387 260280** or email [ndr@dumgal.gov.uk](mailto:ndr@dumgal.gov.uk)

## Support For Self-Employed

If you, or someone you know, is self-employed, and struggling during the crisis, there's a new self-employment Income Support Scheme being offered by the UK Government. The scheme won't be open until the beginning of June – and you don't need to contact HMRC, as they will contact eligible customers, inviting them to apply.



There's been an increase in scams though, so if you get an email, call or text claiming to be from HMRC and asking you to give your name or bank details, do not click or respond. HMRC will already know all your details when they get in touch.

Please remember, you don't have to wait until June to get help. You may also be entitled to support from sources like the Scottish Welfare fund – which you can access on our website, and Universal Credit (**0800 328 5644**).

Visit [www.supportdg.dumgal.gov.uk](http://www.supportdg.dumgal.gov.uk) or phone our dedicated helpline for business support on **01387 260280** for more information.

## Child Protection in Dumfries and Galloway



If you are worried that a child is being abused or neglected during the COVID-19 outbreak, it is better to say something than to do nothing. Child Protection Committee Scotland is urging everyone to keep their eyes and ears open for children they think may be at risk.

Dumfries and Galloway Council Chief Social Work Officer, Lillian Cringles has urged people to continue being mindful about at-risk children during COVID-19. The Social Work team is operating as

normal, and any child protection enquiries will continue to be dealt with in the same manner.

If you have any concerns about a child, please call the Multi-Agency Safeguarding Hub on **030 33 33 3001**.

Social Work can also be contacted on an out of hours service **7 days a week, between the hours of 5pm and 8am on 01387 273660**.

We all have a responsibility for child protection.

# Working to keep our citizens and communities safe

## SHIELDING SUPPORT



We're working in partnership with a range of agencies to deliver essential lifeline services to vulnerable members of the community who are shielding from COVID-19, and don't have alternative support.

Our Shielding Team aims to provide a safety net for our most vulnerable residents who, because of underlying serious health conditions, are unable to go out. The team will assess what help and social assistance you might need if you have been told to shield at home for a 12-week period. Working with partner organisations and volunteers, our support will include making sure you have regular access to food, supplies and medication as well as someone to talk to throughout this planned period of social isolation.

You should register for support if you have (or know of anyone who has) received a letter from the NHS or their GP stating they are at high risk of severe illness from contracting COVID-19.

You can complete the Shielding support form online at [supportdg.dumgal.gov.uk/shielding](https://supportdg.dumgal.gov.uk/shielding) or call us on **01387 260600** to register.

## Domestic Abuse

### Help Options if you can't talk



If in danger and you can't talk there are options for you to ask for help.

#### You can:

**1. TEXT a message to 999** – the Police will get it. Try to include your location, name and any other information that could assist the Police.

or

**2. PHONE 999** and listen to the operator; when prompted **press 55**, or any other number if not possible, and follow any other instruction. – The 999 Operator and Police will know that you're asking for help.

NEVER phone 999 and remain silent WITHOUT pressing 55, or another number if not possible, because your call may be ended.

**Remember!** It's better to talk (or whisper) as the Police will be able to assess your situation more quickly but these options are available if you cannot talk.

**To find out more go to**  
[www.dgppp.org.uk](https://www.dgppp.org.uk)



## EAR TO HELP

Everyone wants to do their bit for key workers who are working so hard to fight COVID-19.

Alison Kerr, a young mum from Dumfries who runs Bally Bee's Handmade Clothing, has picked up on an idea she's seen in sewing groups. She's created bright and colourful headbands with buttons at the side, to help key workers stay comfortable when wearing masks. The buttons

allow a face mask to be attached, preventing the wearer from having to hook it around their ears.

*Alison said, "I'm donating these to nurses, doctors and healthcare professionals, of course, healthcare staff would need to check with their employers first to make sure they are compliant with their health standards. But I have the resources here, to help where I can".*

# Communities responding to COVID-19

## All Go In Gatehouse

Gatehouse Community Council have, like so many others, rallied to offer reassurance and practical support to residents, producing and delivering an advice leaflet to all households within the first week of lockdown.



The leaflet details useful contacts including medical advice, youth support, food outlets and foodbanks, plus how to get emergency food packs from the Gatehouse Bunker, as well as reinforcing social distancing and hand washing advice. They've also created a Community Helpline, on **01557 520377**. Staffed by local volunteers, the helpline will provide assistance if you need shopping, dog walking, prescriptions collected, or just a friendly voice to talk to.

While the two local shops continue to stay open and provide a brilliant service, a pop-up bakery has also appeared in the Ship Inn, and home deliveries from suppliers like Fleet Fish and Roan's Dairy can still be arranged by phone or online.

## Street Fit's A Hit

Neighbours in Highfield Road, Annan are being put through their paces by resident fitness instructor Louise Ross, as she leads her street in outdoor exercise classes.



Louise, an instructor with our Council, is keeping her teaching skills honed by delivering three fun-filled sessions to music a week, for those living nearby. She said, "I try to make the classes fun and suitable for all abilities, while making it clear that those taking part should respect the social distancing guidelines".

You can join in even if you don't live in Annan. Louise has put some classes online at the Annandale and Eskdale Active Schools and Community Sport Facebook page. 

Louise – who's also the Macmillan Cancer Move More Champion for Annandale and Eskdale – adds, "The benefits of exercise and activity are known to most people but this is also a good way to check on people that may be vulnerable, alone or struggling with loneliness".



## Can You Dig It?

Getting outside is good for our health. And Newton Stewart man Sid Ambrose has set up a Facebook page to encourage those of us who can, to

get out in the garden and grow healthy food, and colourful plants to cheer us up.



 Called **Wigtownshire & the World – Can You Dig It?**, Sid's Facebook page is a place where everyone can share gardening tips and advice.

He is also challenging us to try to grow 50,000 vegetables!

Sid said, "I'd like to get whole families involved, digging outside or in containers large and small, planting and caring for seedlings and watching them grow into edible or beautiful plants. We might be grateful for the fresh food later this year".

1,700 people have joined the site so far. You don't need to have a big garden either – some have been very creative in upcycling everyday objects as containers. Gardening can help save a few pennies, be educational, and fun as well. For more inspiration, check out sites like [www.beechgrove.co.uk](http://www.beechgrove.co.uk).

We'll let Sid have the final word, "Move that trampoline over for turnips and the hot tub for horseradish and get started on the 50,000 vegetable challenge!"

**#SupportDG**  
[www.dumgal.gov.uk/SupportDG](http://www.dumgal.gov.uk/SupportDG)



# SPOTLIGHT ON:

## Fire and Rescue Services

One of the key critical services running across Dumfries and Galloway is the Scottish Fire and Rescue Service, who continue to attend emergency call outs in the region, keeping us safe at this uncertain time.

Of course, our emergency services never rest. Indeed, it's all hands to the pump, as the Fire and Rescue Service are actually on the lookout for new recruits. If you're over 18, physically fit and with good eyesight, and you want to support your local community and learn new skills that can be used in a variety of jobs, there are vacancies for retained firefighters throughout the region, including Fire Stations at Annan, Gretna, Langholm, Thornhill, Gatehouse, New Galloway and Stranraer.

Details are on [www.myjobscotland.gov.uk](http://www.myjobscotland.gov.uk)



Like every other service, Scottish Fire and Rescue are having to adapt to current challenges too. As the vast majority of us spend more time at home, we're using more gadgets – electrical equipment for working, charging up work phones and laptops, having the heating on for longer, and making those extra cups of tea. So, it's crucial to make sure we eliminate potential risks for fire. To this end, the Service has also been working on a checklist to keep people as safe as possible from fire in their own homes.



Its **#TestItTuesday** campaign is a series of simple steps which everyone is urged to follow this Tuesday, and each Tuesday thereafter, to keep reminding

us all of the actions we need to take, to stay safe from fire in our homes.

Please pass the **#TestItTuesday** advice onto any family, friends or neighbours. The Service is available as always for emergencies, but if you have any other fire related queries or concerns, get in touch with Scottish Fire and Rescue at [www.firescotland.gov.uk](http://www.firescotland.gov.uk) or by phoning your local fire station – telephone numbers are also listed on the website.

Please don't visit a fire station during this current pandemic.

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

### COVID-19 Home Fire Safety Checklist



With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.

Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, smoke outside, at an open external door or window and never while under the influence. Always use an appropriate ashtray.
- Using a laptop? Make sure it's placed on a hard surface to prevent overheating.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time it is important that flammable items like cardboard or paper are safely stored.



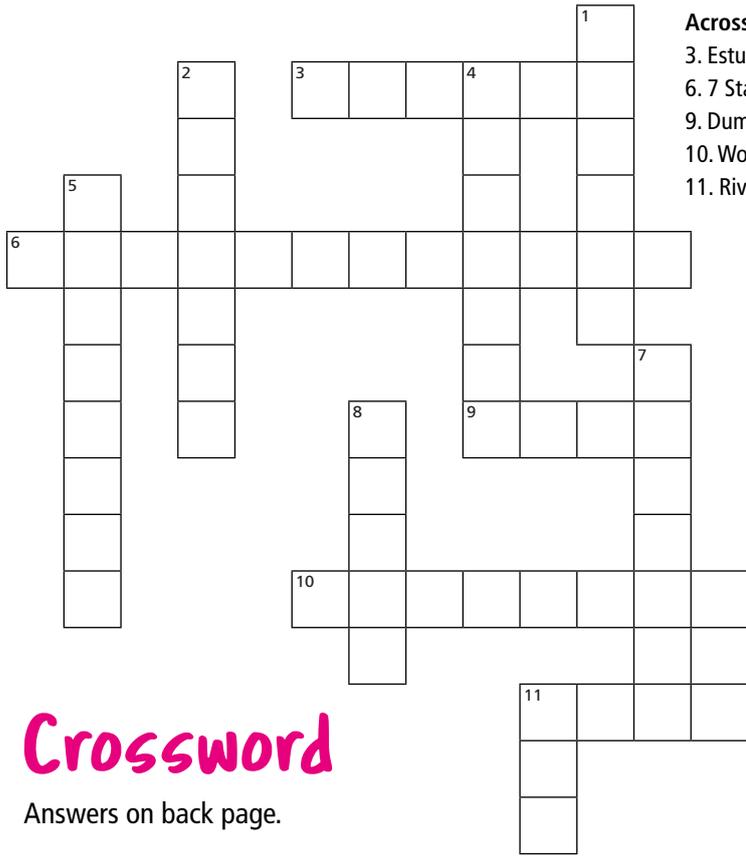
[firescotland.gov.uk](http://firescotland.gov.uk)



#Coronavirus #StayAtHome #TestItTuesday

# #SupportDG

[www.dumgal.gov.uk/SupportDG](http://www.dumgal.gov.uk/SupportDG)



**Across**

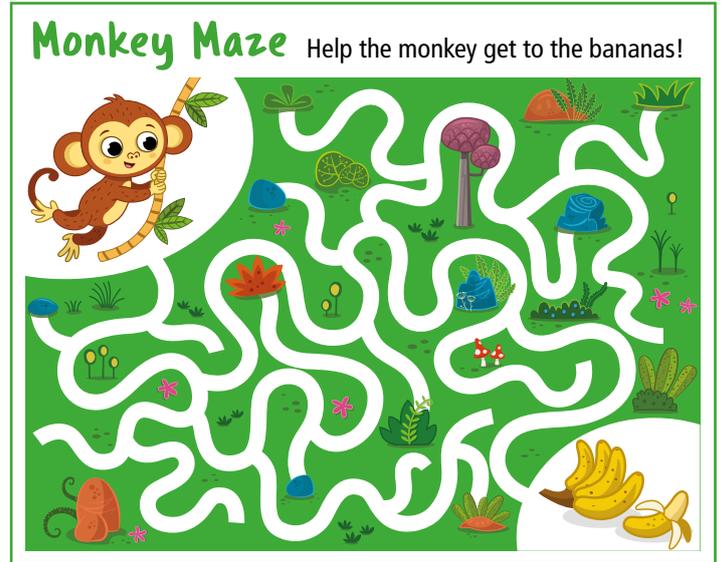
- 3. Estuary joining D&G with Cumbria (6)
- 6. 7 Stanes location (12)
- 9. Dumfries' river (4)
- 10. World's oldest Post Office (8)
- 11. River in Newton Stewart (4)

**Down**

- 1. Stranraer has a festival dedicated to? (6)
- 2. Highest hill in the region (7)
- 4. Scotland's Book Town (7)
- 5. Village near Dalbeattie (8)
- 7. Castle outside Castle Douglas (7)
- 8. Botanic garden near Stranraer (5)
- 11. Belted Galloway e.g. (3)

## Crossword

Answers on back page.



## Where Am I?



### Kagyü Samyé Ling

Samyé Ling is a monastery and international centre of Buddhist training, known for the authenticity of its teachings and tradition. It offers instruction in Buddhist philosophy and meditation within the Karma Kagyu lineage of Tibetan Buddhism. It is also a centre for the preservation of Tibetan religion, culture, medicine, art, architecture and handicrafts.

Founded in 1967 by two spiritual masters, Dr. Akong Tulku Rinpoche and Chogyam Trungpa Rinpoche, Samyé Ling was the first Tibetan Buddhist Centre to be established in the West and was named after Samyé, the very first monastery to be established in Tibet.

## Emoji Music Quiz

Name the artist or band. Answers on back page.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

# Key Contacts

<b>NHS24</b>	111 www.nhsinform.scot
<b>Emergency</b>	999
<b>Doctor Out of Hours</b>	111
<b>Dumfries and Galloway Council</b>	030 33 33 3000 www.dumgal.gov.uk/SupportDG
<b>Business Support Helpline</b>	01387 260280 Mon-Fri 9am-5pm
<b>Multi Agency Safeguarding Hub</b>	030 33 33 3001
<b>Social Work Out of Hours</b>	01387 273660
<b>Third Sector Dumfries and Galloway</b>	0300 303 8558
<b>Samaritans</b>	116 123
<b>SHOUT</b>	Text SHOUT to 85258 for free
<b>Domestic Violence Helpline</b>	0808 2000 247
<b>Age Scotland</b>	0800 12 44 222 Mon-Fri 9am-5pm
<b>Shelter Scotland</b>	0808 800 444 Mon-Fri 9am-5pm
<b>LGBT Helpline Scotland</b>	0300 123 2523
<b>Childline</b>	0800 1111



If you have any positive stories about things that are happening in your community and would like to see them featured in Community – please email us at [communitybulletin@dumgal.gov.uk](mailto:communitybulletin@dumgal.gov.uk) and one of our reporters will get back to you.



**Be Kind**



**Connect**



**Take Notice**



**Support**



**Give**

**Crossword Answers** Across 3. Solway, 6. Kirrooughthead, 9. Nith, 10. Sanguhar, 11. Cree Down 1. Oyster, 2. Merrick, 4. Wigtown, 5. Kippford, 7. Threave, 8. Logan, 11. Cow  
**Emoji Quiz Answers** 1. Queen, 2. Radiohead, 3. All Saints, 4. The Eagles, 5. Lady Gaga, 6. Genesis, 7. Sia, 8. The Police, 9. Sugababes, 10. Ellie Goulding

If you would like some help understanding this or need it in another format please contact 030 33 33 3000