

# Community

#SupportDG 

EDITION 5  
Tuesday 21 April 2020

Local Community Council rainbow competition  
at Cairnpat Farm, Stranraer



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Communities  
Responding to COVID-19

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Tel 030 33 33 3000

# Welcome to Community

## Your Dumfries and Galloway Community Bulletin

### Welcome to Edition 5 of Community.

Today and every Tuesday is #TestItTuesday, as we featured in a previous edition of Community. So, please do take the time to use Scottish Fire and Rescue Service's quick and easy checklist to help you stay safe at home.

On Thursday, UK and Scottish governments confirmed that the effective lockdown would remain in place for at least another three weeks until 7 May. We know this is the right thing to do to help slow the virus down even more, help us protect our NHS, and to help us save lives. So, please do to continue to follow government advice to protect yourself and others.

Our Council is working hard to support our citizens, communities and businesses. For business support we are working tirelessly to implement the Scottish Government's business support fund, and to help as many local businesses as we can. We have now supported 1,169 local businesses with business grants awarded and paid out totalling £13.01M. We know there is more to do, but these grants represent a direct investment into our local economy, at a time when it is most needed.

with best wishes  
Elaine and Rob

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Cllr Elaine Murray  
Council Leader



Cllr Rob Davidson  
Depute Leader



Social distancing is the best way to prevent  
yourself and others from getting sick.

## STAY HOME. SAVE LIVES.

# Working to keep our citizens and communities safe



**Wash Your Hands  
Regularly with  
Soap and Water  
for 20 Seconds**

**APPROVED**

**1,169**

Business grants awarded  
and paid out totalling

**£13.01M**



**2.63M**

Facebook reach



**3.41M**

Twitter reach

**#StayHome**

**#StaySafe**

**#SaveLives**

**#SupportDG**

**1,735**

#SupportDG  
emails handled

**287**



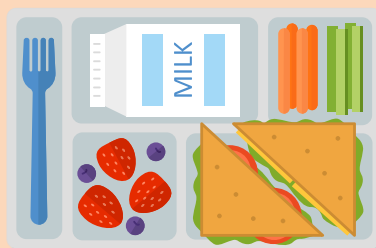
Community groups and  
hubs assisting in COVID-19  
response

**1,500**



Volunteers registered

**25,511**



Free school meals  
produced and delivered

**728**



Meals for vulnerable people  
shielding produced and  
delivered

# Communities responding to COVID-19

## Free School Meals Go Further



We know that household incomes are tighter than ever during the COVID-19 crisis, so we've extended entitlement for free school meals, to include the children of people eligible for Council Tax Reduction.

The current Scottish Government criteria for free school meals covers:

- Income Support
- Jobseeker's Allowance (Income based)
- Employment and Support Allowance (Income based)
- Child Tax Credit on its own, with an annual taxable income of less than £16,105 (subject to change)
- Child Tax Credit and Working Tax Credit with an annual taxable income of less than £6,900 (subject to change)
- Support under Part 6 of the Immigration and Asylum Act 1999
- Universal Credit with a monthly earned income of not more than £610

Now, in Dumfries and Galloway, anyone getting a Council Tax reduction, and not currently receiving free school meals, will be entitled to them – helping around six hundred more families in our region.

For more information and to apply for a Council Tax reduction check out

<https://supportdg.dumgal.gov.uk>

[uk/CV19schoolmeals](https://supportdg.dumgal.gov.uk) or you can email

[housingandcounciltax@dumgal.gov.uk](mailto:housingandcounciltax@dumgal.gov.uk)

or phone **030 33 33 3006** and leave your details.

For free school meals register at

<https://supportdg.dumgal.gov.uk/CV19schoolmeals>

Our staff are very busy, but we will reply to you and process applications as quickly as possible.



## Cup Cakes for Chemists

While some of us are missing our routine, many key workers are having to cope with increased workload in difficult conditions.

One such area is community pharmacies. As the health service faces enormous pressure during the coronavirus crisis, pharmacies are far busier than usual, often becoming the frontline of healthcare, as patients take their minor ailments and health worries there, instead of to hospitals and GPs.

Rosa Smith of Dumfries knows this only too well, as her daughter works at Lochthorn Pharmacy. Rosa said, "They've been doing 1,000 prescriptions a day from the start of all this. They've to close between 2pm and 4pm to give them a chance to catch up".



To let them know just how much they're appreciated, Rosa baked some cakes and served them up to the pharmacy staff. She said, "They're working so hard, I felt they deserved a wee treat. It's these folk that are keeping everything going in the background, like the binmen, postmen, the carers. They are the unsung heroes".

Community pharmacists are frontline community healthcare professionals providing face-to-face appointments with patients. Please keep our key workers healthy. Keep your distance from pharmacy staff wherever possible and follow their instructions to keep everyone safe.



## Wheelie Good Help

Due to COVID-19 some of our collection times have had to change. Please help us by having your wheelie bin out for collection by 6am on your normal collection day. This also applies to commercial waste and to customers who use purple bags.

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# Kippford In the News

Being stuck at home instead of school has become a lesson in ingenuity for Katie and Finn Harris.

Katie, 12, a pupil at Dalbeattie High School, and Finn, 10, who attends Colvend Primary, live in Kippford and have decided to use their literacy and ITC skills to create a newsletter for their neighbours and friends.



With a little help from their friends, and some local guest writers, they plan to produce a weekly collection of articles, facts, puzzles and information. The first edition includes a weather forecast as well as some fascinating facts about local and national places. The newsletter also includes useful contact numbers for local services.

As well as writing their own articles, these editorial entrepreneurs are looking for items from the community. If you live locally and would like to get involved, contact 'The Kippford and Coast Newsletter' at [kippfordandcoast@outlook.com](mailto:kippfordandcoast@outlook.com).

## COMING CLEAN



Volunteers, with a little help from local councillors Archie Dryburgh and Sean Marshall, have been helping to mix and distribute free hand sanitiser at Newstart Recycle in Annan.

Newstart is a community-based, not for profit recycling organisation, which – in normal times, sells and donates pre-loved furniture

to support the community, help agencies such as Shelter and domestic violence groups, and stay green by avoiding goods going to landfill.

But, for the last few weeks, Newstart Recycle have been diversifying – with a fair bit of scooshing and stirring going on. Using a concentrated eco-friendly cleaner, the volunteers have been mixing the commercially available liquid cleaner with water on a ratio of 10:1, so that each five litre bottle can provide 50 litres of spray hand sanitiser. With costs to date of around £700, the Newstart Recycle team are applying for funding to keep supplies flowing.

The sanitiser has been given out to small shops in the area, and will be available to local home carers, day centres and frontline workers every Wednesday and Saturday from 1-3pm until further notice, from the Newstart loading bay on Queensberry Street in Annan. No appointment is needed, but it is BYOB, so bring your own empty spray bottle,

# Letter to a stranger

Today's letter comes from a young person aged 17 from Portpatrick.

## Dear Stranger,

I thought I would write this letter to you to let you know that you are not alone during this tough time.

To help me cope with day-to-day life during this time, I have been keeping myself occupied so I don't get bored.

I have been listening to music while singing and dancing about my room like a numpty, learning to play new songs on the guitar from all genres like swing, pop, rock 'n' roll and country which has been fun. I have been talking over the phone to friends and family to see how they are, and getting all the gossip from my great gran which is always good! I have also been playing dominoes with one of my foster carers which has been fun, and he has improved since our first game in which I beat him 3-0.

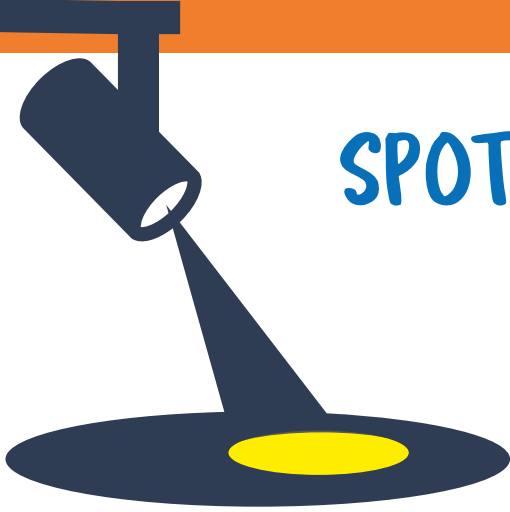
What I have realised during this hard time is that we all need to stick together and be there for one another, even if it's something simple like a wee chat to see how each other is doing.

I have been helping one of my neighbours who has COPD [Chronic obstructive pulmonary disease] by taking her dog Poppy who is a Shih Tzu out a walk every day, and I have been getting shopping for my older neighbours as they can't get out of the house. I hope, if it was me, someone would be kind enough and help me out.

Hope my letter has brightened up your day and remember you are not alone, we will get through this together, and please stay safe.

## Lots of love From A Stranger

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# SPOTLIGHT ON:

## COVID-19 Communications



This edition's Spotlight is on our Council's Communications Team, who, in recent weeks, have led the COVID-19 communications work to ensure that our citizens and communities are receiving information through a range of ways, including – amongst other things – bringing you this Community bulletin!

In these fast-moving, often confusing and concerning times, the Council's responsibility to regularly advise and update the citizens and communities we serve is more important than ever. So, we've been focussing on our communications to make sure this happens.

Leading the new-look team is Mark Molloy, Manager for Young People Services. *"Before the coronavirus pandemic, our Communications Team's main role was on giving the press and public information about Council services and decision-making, what was happening in the local area, and helping with queries about Council services."*

*"Now of course, there's an even greater need for keeping people informed and connected, but also, crucially, reassured and safe, as ever-increasing numbers of us self-isolate from COVID-19. And, quite rightly, there's also increased scrutiny of what the Council is doing to help people during this crisis – as well a genuine desire for our communities to share good news and good practice."*

As part of the pandemic response, a COVID-19 Council communications strategy was agreed, setting out how best to continue providing information for people across Dumfries and Galloway in these most challenging of times, and outlining various new ways we can get key information to some of our most vulnerable citizens.

Our Communications Team is being supported by staff from across the Council who volunteered to move role and support communications, and we are also being supported by community volunteers who are giving up their time to help with gather and report on news stories for the Community bulletin. We've also deployed extra staff to our Telephone Contact Centre, which is often people's first port of call when an issue arises.

Social media channels such as the Council's Twitter feed have been incredibly active in recent weeks, highlighting uplifting stories from across the region, and promoting community resilience through the extensive sharing of helpline numbers, advice, updates and guidance. There's also been significant work done by the Communications Team to contact and support those affected by shielding due to the COVID-19, ensuring these people have food, medicines and most of all, a friendly voice to help with their concerns.

Another key innovation has been to introduce this twice-weekly Community bulletin. As well as being available online, Community is sent out with free school meals, community food provision and food packs to those shielding from COVID-19, to get information out to people who would be less likely to receive this through any other means.

Mark concluded, *"I'm so grateful to our Communications Team who are leading this work and have shown great commitment to ensuring our communications are delivering what communities need, and to colleagues who've moved into key communication roles this past month and got stuck in – often with no previous professional communications experience. But what they all have experience of, is working for the Council – and all with the same aim of keeping our citizens and communities connected and informed about issues that affect all our lives right now"*.

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*"It is during our darkest moments that we must focus to see the light."*

Aristotle

# Activities Page

## Wordsearch Scotland



- |            |                  |
|------------|------------------|
| CASTLES    | BURNS            |
| GLASGOW    | MOUNTAINS        |
| IRN BRU    | LOCHS            |
| SALTIRE    | PINE MARTEN      |
| EDINBURGH  | GOLDEN EAGLE     |
| HAGGIS     | WILLIAM WALLACE  |
| ISLANDS    | ROBERT THE BRUCE |
| SHORTBREAD | ABERDEEN         |
| FORESTS    | GAELIC           |
| HIGHLANDS  | TARTAN           |
| RAIN       | OOR WULLIE       |
| THISTLE    | KILTS            |

I I N R Z H P I N E M A R T E N O D Y J  
 S P I P Y I U Z S I G G A H U B O T O P  
 L I A A N W H F R S R V J O U U S N T E  
 A C R O M I S L O K W U N A T R A T I M  
 N D A F O L X O B U R X D M V N A L H P  
 D D H N U L P N E Y V F A U Y S L G Q O  
 S J I E N I M C R T S F D U O U R W R M  
 P R G R T A U T T T J U T G W U P W G D  
 E P H I A M E S T L A I H R B E C O F I  
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 G D O O S E L T S A C L O E F Z C G I D

## Where Am I?

### Sandyhills Bombing Range

During World War 2 the airfield at Dumfries trained bomb aimers and air gunners, preparing them for their future role in Bomber Command. There were a few bombing ranges in the area which generally consisted of a wooden target situated away from towns and villages.

The bombing range at Mersehead Sands was a typical example of this, with a target built out on the sands and spotting cabins built on the top of the cliffs at the side of the coast road where the accuracy of the bombing run would be observed by staff from the training school. The target was never destroyed as all the bombs dropped here were small practice bombs which broke open and emitted smoke when they struck – there were no explosions.

[www.solwaymilitarytrail.co.uk](http://www.solwaymilitarytrail.co.uk)



## Emoji D&G Quiz

Name the town or village.  
Answers on back page.

1. 🍷 🐦
2. 🔪 🖐️
3. 🏠 🍊
4. 🐝 🚶
5. 👨 👩 🐕 🧒
6. 🐝 ✅
7. 🗝️ 📺 🔪
8. 🔗 🚽 🕒
9. 🚗 🧑
10. 🏠 ➡️

# Key Contacts

<b>National COVID-19 Helpline</b>	0800 111 4000
For people who don't have family or existing community support and can't get online and who are over 70, disabled, require the support of mental health services, are pregnant or receive a flu jab for health reasons, will be directed to our dedicated local team who can offer essential assistance.	
<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.

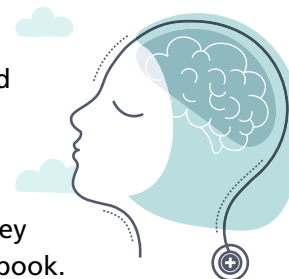
## Support in Mind

Support in Mind Scotland has opened a new national helpline to help people affected by mental health issues. Operating across Scotland, the organisation – which aims to improve the quality of life for anyone whose mental health or mental illness has a serious impact on their life and those around them – has local projects based in Annan, Dumfries, Castle Douglas, Newton Stewart and Stranraer. During this time, they can't provide face-to-face support, so have moved to telephone, text, email and Facebook.

The new information line can signpost people to local support that best fits their needs.

Call **0300 323 1545** or visit [www.supportinmindscotland.org.uk](http://www.supportinmindscotland.org.uk)

The phone line is open daily from 9am to 3.30pm, with voicemail service outwith these times.



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