

# Community

#SupportDG 

EDITION 27  
Friday 10 July 2020



## What's Inside



RSPB Mersehead

Community Spirit in  
Kirkcudbright

Oot 'n' Aboot

Spotlight on Shielding

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

Tel 030 33 33 3000

Dumfries  
& Galloway



# Welcome to Community

## Your Dumfries and Galloway Community Bulletin

### Welcome to Edition 27 of Community

We're pleased that the Scottish Government have been able to make the decision to lift the localised restrictions in parts of Dumfries and Galloway.

We want to thank the communities within the affected postcode areas who continued to follow all government guidelines for a few days more than the rest of Scotland. Through the continued support and compliance of our communities we have been able to stop the spread of the virus and we hope the communities affected can now enjoy the easing of the restrictions whilst remaining vigilant.

This week we've seen the welcome opening of outdoor beer gardens and cafés but remember strict distancing and hygiene rules are in place, and you'll have to leave your contact details so you can be traced in the event of an outbreak. On Wednesday (15 July) we expect that pubs, cafés and restaurants will be able to welcome customers indoors, as further restrictions are lifted.

with best wishes  
Elaine and Rob

 @dgcouncil

 @DumfriesGallowayCouncil

 Email updates [dumgal.gov.uk/newsletters](https://dumgal.gov.uk/newsletters)



Cllr Elaine Murray  
Council Leader



Cllr Rob Davidson  
Depute Leader



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



# MERSEHEAD

RSPB Nature Reserves have sadly been closed for the past three months. However, two wardens at Mersehead, Rowena Flavelle and Paul Radford have kept members of the public updated on wildlife they spotted while out walking or carrying out essential tasks on the reserve, via their blog. Here are some highlights:



Three common cranes flying over the reserve – these birds are actually not common at all, having been driven to near extinction in the 17th century, and reintroduced from 2015 to the present. There are 180 birds and 50 breeding pairs now in the UK!

Common Crane Photo: R.Flavelle



Moths and butterflies – learn about different varieties of moths and butterflies with their intriguing names, as well as other species, so you can get clued up for your next visit!

Elephant Hawk-moth and Small Elephant Hawk-moth Photo: R.Flavelle



Natterjack toads are a rare species at Mersehead that woke up from hibernation over Spring. They make a sound known as a 'chorus', and lay spawn in strings.

Natterjack spawn string Photo R .Flavelle

## Top 3 activities for kids:

- Learn how to make your own moth trap
- Find out what different birdcalls sound like
- See what animals are pictured via their camera trap

RSPB's reserve facilities remain closed and they are continuing to ask people not to visit. However, they look forward to welcoming visitors back to Mersehead again from 10 July. In the meantime, stay safe and enjoy the weekly Mersehead updates.

[community.rspb.org.uk/  
placestovisit/mersehead/b/  
mersehead-blog](https://community.rspb.org.uk/placestovisit/mersehead/b/mersehead-blog)

[facebook.com/  
RSPBMersehead/](https://facebook.com/RSPBMersehead/)

# Community Spirit in Kirkcudbright

Since March, the volunteers of Coronavirus Community Help Kirkcudbright have been helping the townsfolk in self-isolation who might need shopping, dog walking, prescription delivery or just a chat.



As the lockdown began to ease, they realised that many of the people they had been helping might be hesitant about venturing out.



A team of sewers had already made and supplied face coverings for the volunteers, and it was decided that face coverings would be offered

to the people they were helping. Volunteers asked their contacts and the Rotary team who deliver all the prescriptions put a flier through all their clients' doors.

Requests began to flood in and soon the volunteer sewers were back at their machines!

Packs of two coverings were made up, including care and use instructions. These were then given to the Rotary teams who delivered them throughout the town

To date, the sewers have made an incredible 260 face coverings and more will soon be needed as the offer goes out to supply them to Food Train customers in the town.



Just another example of Kirkcudbright's amazing community spirit.

## Friendship



Castle Douglas Activity and Resource Centres (ARC) is raising awareness of an event they are taking part in on 30 July 2020.

They will be helping their supported people to write a letter to their friends to celebrate World Friendship Day 2020. Many have not seen their friends since lockdown began.

In this modern era of technology, people communicate through different mediums, but the art of writing a letter is being lost.

Many of the centre users don't have access to social media and have been at home since lockdown, not able to communicate with their friends.

We're sure other ARCs will want to take part, by helping individuals to reconnect by sending a letter of friendship, to let people know they care. More information from Castle Douglas ARC on 01556 504019.



DUMFRIES & GALLOWAY  
CITIZENS ADVICE SERVICE



**DAGCAS provides free advice – anyone can get advice on any topic.**

DAGCAS is a local independent charity. Advice provided by this service is free, independent, confidential, impartial and available to everyone in Dumfries and Galloway. They provide practical advice, negotiate on behalf of clients and represent them formally, such as at tribunal hearings.

They can all face problems that seem complicated or intimidating. At DAGCAS they believe no one should have to face these problems alone without good quality, independent advice.

That's why they're there to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

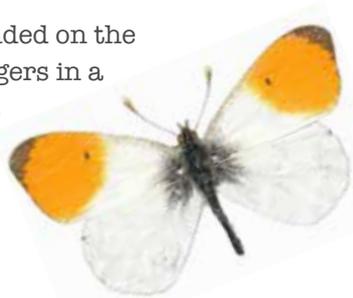
Anyone who needs or knows someone who needs support, advice and guidance can contact DAGCAS on 0300 303 4321 or email [info@dagcas.org](mailto:info@dagcas.org). More information at [dagcas.org](http://dagcas.org)

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

# A LETTER TO A STRANGER

Some of my happy moments from Lockdown

A butterfly, orange-tip, landed on the flower, and I closed my fingers in a point of prayer. A moment of stillness, then it flew off and I let my fingers part, letting the moment go, blown like seed fluff on the breeze.



A fire bursts us into the present, as does cycling fast downhill through a green tunnel.

A swallow swoops down to water level while I am in that water, and a fish plops.

The pink of foxgloves and green of ferns deepened by my sepia sunglasses. On top of this, the bird singing loud in the silence.

Lizzie (26) from Dumfries

## SCOTTISH WELFARE FUND Are here to help you

Are you facing exceptional financial pressures during this time?

Are you struggling to make ends meet, due to reduced hours, furloughed?

- kids eating you out of house and home
- struggling to keep cupboards and freezers full
- spending more on electricity

Do not be put off if you have previously applied.

If you have answered yes to any or all of the above, we can give you some money to help.

This is a grant and you do not need to pay it back.

The quickest and easiest way to apply for the CASH is by using our on-line application

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

If you don't have online access don't worry, you can phone the Council's call centre on **030 33 33 3007** and one of the team will phone you back and take the application over the phone for you.

[dumgal.gov.uk/scottishwelfarefund](https://dumgal.gov.uk/scottishwelfarefund)

**030 33 33 3007**

# Oot 'n' About

We have been sent this lovely picture of a planted flower pot in St John's Town of Dalry. The community prepared the planters and we provided the flowers.



Fantastic example of community spirit. Thanks to all our communities for their continued support & assistance #SupportDG



As part of our work to help restart town centres, we have put town centre ambassadors in place in our towns. Here's Allan, who is project officer with Stranraer

Development Trust will be out and about speaking to the community and business owners in Stranraer over next few weeks #SupportDG



Our key workers are continuing to prepare, maintain and clean open spaces as we continue through the phased route map of recovery from Covid-19. Here's the equipment in Colliston Park in Dalbeattie getting the once over as part of the stringent cleaning process in place #SupportDG



# SPOTLIGHT ON: Shielding

Since the outset of the pandemic, we have had to adapt how - and where - the Council operates, sometimes creating whole new ways of working. Our Council's response to Shielding is one such example – created from scratch to provide practical and personal care for many of our most vulnerable citizens.

Following the outbreak of COVID-19, the Council quickly set up a dedicated team to offer support and guidance to people identified as being critically at risk due to health concerns and who were advised to remain at home and shield themselves from the virus. This response consisted of the Shielding hub who answer the phone and deal with the requests being made, the solutions centre who make sure that food and prescriptions are delivered as required, and the community hub who liaise with our partners in the third sector to link in other sources of support and help which could be provided by both staff and volunteers.

One of the team leaders in the Shielding hub said, "We knew that people who were shielding might have crucial health and social care disrupted and may feel lonely and cut off. This also applied to those who were self-isolating due to other vulnerabilities. So, as well as being a source of practical help and advice, it was our task to help reduce the negative effects of isolation for both groups".

Approximately fifty staff members from across the Council volunteered to be deployed to the Shielding Team and were trained to use information systems, enabling them to work alongside staff who already had social care experience. Team members included leisure centre attendants, school support staff, museum and art gallery staff and technicians from various council directorates and services.

Linking up with local communities, GPs and the NHS, the team contacted over eight thousand vulnerable people across the region to identify any support needs they had including making sure they registered for Scottish Government food parcels as well as providing food boxes from our Council, and collecting and delivering controlled and regular medicines.

Thanks to the support of the Shielding Team, people in our communities have been provided with all of the information available to help them stay safe, whether they are shielding, self-isolating or helping to care for those who are. After making the initial contact, staff have continued to keep in touch with vulnerable people, making contact with them regularly.

One of the Managers explained: "For those who live alone, lockdown can be very lonely. Where agreed, our team call people on a weekly basis, to have a chat and make sure they're getting on okay - the team has designed a card which they send with a personalised message to help brighten up the day."



Throughout lockdown, the team has received positive feedback from the public and partner agencies alike. Some examples of the kind of work undertaken by the team include:

- Liaising with relatives out with the region and overseas to provide information and reassurance about the support being provided to their loved ones.
- Identifying those elderly and vulnerable people whose usual care package had been altered, due to COVID-19, who needed additional support with everyday tasks such as cooking or who need hot meals provided for them.

...it was our task to help reduce the negative effects of isolation...

The team has provided a personal contact for many vulnerable members of our community who have come to know, and ask for, individual call handlers by name to express their thanks and appreciation of the efforts made by all those involved in helping them to stay safe.

Colleagues from other agencies have also been appreciative of the efforts being made in our region. A senior manager

from Age Scotland, who has been in contact with shielding teams throughout Scotland, stated that they believe we have one of the most comprehensive services in Scotland and thanked all the staff involved for all their hard work.

While government advice to those shielding will continue to change our Council's Shielding Team will strive to provide the best possible advice and support for all those who need it. They can be contacted on the national freephone number: **0800 111 4000** or the local number **01387 260600**.

"You only live once, but if you do it right, once is enough." Mae West

# Activities Page

## Word Search

### Castle of Dumfries and Galloway

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

BALDOON	CAERLAVEROCK	CARDONESS
CARSLUITH	CLOSEBURN	CORSEWALL
DRUMLANRIG	DUNSKEY	EDINGHAM
GARLIES	LOCHMABEN	LOCHNAW
MACLELLAN	MORTON	THREAVE

## World Flags

Answers on back page



1



2



3



4



5



6



7



8

## Dingbats

Answers on back page

**FAST**

1

**LEADTEN**

2

**MORAL** ↙

3

**E** ANYTHING  
 ANYTHING  
 ANYTHING  
 ANYTHING

4

**MOONCEON**

5

**ROOR**

6

R  
 O  
**ROADS**  
 D  
 S

7

B  
 R  
**BREED**  
 E  
 D

8

**O \_ E R \_ T \_ O \_**

9

## Where Am I?

### Gavin Maxwell Otter Memorial, near Monreith

Gavin Maxwell wrote the book Ring of Bright Water about how he brought an otter back from Iraq and raised it in Scotland.

Maxwell was born at The House of Elrig near the small village of Elrig, near Port William. Maxwell's relatives still live in the area and the family's ancient estate and grounds are in nearby Monreith.

Wikipedia



# Key Contacts



## National COVID-19 Helpline

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.

## NHS24

111

[www.nhsinform.scot](http://www.nhsinform.scot)

## Emergency

999

## Doctor Out of Hours

111

## Dumfries and Galloway Council

030 33 33 3000

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

## Business Support Helpline

01387 260280

Mon-Fri 9am-5pm

## Multi Agency Safeguarding Hub

030 33 33 3001

## Social Work Out of Hours

01387 273660

## Third Sector Dumfries and Galloway

0300 303 8558

## Dumfries and Galloway

### Citizens Advice Service

0300 303 4321

[www.dagcas.org](http://www.dagcas.org)

## Samaritans

116 123

## SHOUT

Text SHOUT to 85258 for free

## Scotland's Domestic Abuse Helpline

0800 027 1234

## Age Scotland

0800 12 44 222

Mon-Fri 9am-5pm

## Shelter Scotland

0808 800 444

Mon-Fri 9am-5pm

## LGBT Helpline Scotland

0300 123 2523

## Childline

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.

COVID-19

WEARING OF  
FACE COVERINGS  
IN SHOPS  
IS REQUIRED  
UNLESS YOU  
ARE EXEMPT  
THANK YOU

Dumfries & Galloway #SupportDG

SHOP LOCAL SHOP SAFE

COVID-19

ENJOY YOUR  
SPACE  
PLEASE  
SOCIALLY  
DISTANCE

Dumfries & Galloway #SupportDG

SHOP LOCAL SHOP SAFE

COVID-19

BE KIND  
TO OTHERS  
PLEASE  
SOCIALLY  
DISTANCE

Dumfries & Galloway #SupportDG

SHOP LOCAL SHOP SAFE

COVID-19

STAY SOCIALLY  
DISTANCED  
THANK YOU

Dumfries & Galloway #SupportDG

SHOP LOCAL SHOP SAFE

### World Flags Answers

1. Argentina, 2. Mexico, 3. Finland, 4. India, 5. Italy, 6. the Netherlands, 7. New Zealand, 8. South Korea

### Dingbats Answers

1. Breakfast, 2. Half-hearted, 3. Moral support, 4. Ready for anything, 5. Once in a blue moon, 6. Back door, 7. Crossroads, 8. Crossbreed, 9. Painless operation