## 1. Introduction

1.1 Glasgow Helps is a new service set up to work directly with the people of Glasgow. The service offers free, confidential support, information and advice for citizens that aims to assist them to access the support they need, when they need it.

1.2 Initially established in March 2020 to support those affected by the Covid-19 pandemic, the Glasgow Helps model has been further developed to offer a more general level of support to citizens across Glasgow. Recognising that it is often difficult and confusing to understand the volume, type, and extent of support networks available in the city, Glasgow Helps seeks to navigate these alongside the citizen. The team work with the Glasgow Council for the Voluntary Sector (GCVS) and partners from the public sector to identify and create a range of support pathways that can help to assist citizens in accessing the support they need.

1.3 The Glasgow Helps team engage in holistic conversations with the aim of creating a joint understanding of the issues that matter most to citizens, before agreeing the best way forward. This way of working enables staff to identify, secure and case-manage agreed support pathways and referrals that, as well as providing immediate assistance, will work with the citizen to build their resilience and facilitate their participation in the life of the city.

1.4 Whether citizens require general advice or information about the support available in their community, or help with things like food and fuel, Glasgow Helps places the citizen right at the heart of the service, working with partners from across the city to improve outcomes and provide that '*wee bit of help*' that can make the difference.

## 2. Contact Details

2.1 You can contact Glasgow Helps by calling us on **0141 276 1185**. Translation services are available upon request.

2.2 You can also request a call back for you, or someone else, by completing our online referral form online at: www.glasgow.gov.uk/glasgowhelps

## 3. Recommendations

Members are asked to:

- note the contents of this report
- share Glasgow Helps contact details with relevant agencies and stakeholders as required.