

ScotsCare

Shout!

Issue 32, May 2014

The charity for Scots in London



Energy Switch

It's been a long winter and you may not want to think about energy prices, but now may just be the right time to switch providers.

The average energy bill is now at £1400, leaving 5 million homes currently in debt to their energy supplier and living in fuel poverty. The good news is there's a simple solution that can help avoid the hike and in most cases, save money. It's a FREE, impartial, hassle free switching service specifically set up for social housing tenants called My Home Energy Switch. In just minutes you can switch to the cheapest possible provider and fix energy tariffs to protect against future price hikes. You can use this free service by visiting the user friendly website here:

nhf.billscutter.com

If you prefer to speak to someone over the phone, you can call free on **0800 0014 706**. All you need is your postcode and a copy of your most recent energy bill.



Have you seen our new website?

We have been busy over the cold, dark winter nights, putting together a new, exciting ScotsCare site which is modern, easy to use and full of useful information including videos of staff and volunteers talking about what we do here. We will be updating the site regularly with news about volunteering opportunities, events and fundraising, plus more photos and videos, and we want your involvement.

If you are a volunteer and would like to blog about your activities for ScotsCare drop us a line via the website, www.scotscare.com. It's a great opportunity to let others know how rewarding volunteering can be.

We would also love to hear your thoughts and suggestions on the new site. We're pretty chuffed with it.

We  helping Scots in need

ScotsCare
The charity for Scots in London

www.scotscare.com

Become an ambassador for ScotsCare

Do you meet a lot of Scots in your day to day or work life? Would you like to be an ambassador for ScotsCare? We are always working to improve awareness and bring new people into the Charity. We would like to find people who can offer their time or expertise to ScotsCare. Would you be willing to help us do this? Contact Ross on ross.treval@scotscare.com and we will send you out an information pack with everything you need.

Children's Activity Grants

If your children are attending or would like to get involved with an after school activity then we might be able to help. We can help with the costs of activities such as sports, drama, martial arts, dance or music. We would consider applications for a wide range of activities. Please do get in touch! Call **0800 652 2989** or visit our website, www.scotscare.com for more information.

www.scotscare.com
Email: info@scotscare.com
Telephone: 0207 240 3718
Freephone: 0800 652 2989

Registered Charity No: 207326



ScotsCare 
The charity for Scots in London



Staff Profile

Q What do you do at ScotsCare and how long have you worked here?

A I started with ScotsCare at the beginning of January 2014 as the Housing Property Manager. I am responsible for ensuring that the housing stock remains well maintained and complies with current legislation.

Q What is your connection to Scotland and London?

A I have fond memories of racing cars in the Highlands.

Q What Scottish person do you admire most?

A Jimmy Clark.

Q What surprising things are you good at?

A I used to race cars for a living – going back a bit now.

Q Where are your favourite places in Scotland and London?

A Eilean Donan Castle and Shoreditch in London.

Q What would your last meal be?

A Sea bass with spinach and potatoes.

Q What do you like most about Scottish culture or people?

A Their sense of fun and their hospitality.

Q What do you enjoy most about working for ScotsCare?

A Improving the environment in which people live is rewarding.

ScotsCare Advocacy Service. An independent approach.

What is Independent Advocacy?

- The purpose of advocacy is to ensure your voice is heard, your wishes are respected and your opinion is taken seriously.
- An advocate can support you in taking action to secure your rights.
- If you feel you are being ignored, excluded or unfairly treated, we can help you.
- An advocate can speak on your behalf if you are unable to do so for yourself.
- ScotsCare's advocacy service is there to enable you to access the correct information needed to make the best decision for you.
- An advocate can help you understand your options and their consequences.

ScotsCare's Advocacy service can help in the following situations:

- At meetings such as assessments, appeals and reviews.
- At appointments with agencies including: NHS, social services, homecare agencies and housing.
- Attending benefit tribunals depending on the case.
- Making a formal complaint.
- Gaining access to services which may improve your standard of life.

The main principles of Independent Advocacy at ScotsCare are:

- We put you first.
- The service is a partnership between you and ScotsCare.
- Advocacy is a short term intervention focussing on a specific goal.

ScotsCare's Advocacy service is confidential and has no vested interest with any statutory body.

If you feel that accessing ScotsCare's Advocacy service may be of benefit to you, please call our helpline on 0800 6522989 to have an informal discussion about what we can offer.

Please be aware that ScotsCare's advocacy service is not a legal support or advice service.

0800 652 2989

Social Events

Unfortunately extreme weather led to the cancellation of our families' outing to Winter Wonderland only 8 hours before the event on the 23rd of December. Storms and high winds meant the Hyde Park fairground was not safe and had to close for the day.

We had a hectic few hours trying to contact over 450 parents and children who had booked for the outing. Thanks to our trusty volunteers and staff, we contacted our clients and managed to reschedule the event for the 3rd of January. Most of our families made the new date despite chilly weather and enjoyed skating outdoors or a visit to the Big Top. We also had a great day out in the Easter break at Kew Gardens which everyone enjoyed. We had this lovely comment from one of our attendees. "Hi to all at ScotsCare, big massive thank you for family day out at Kew gardens."



Free first aid training

In January, 11 ScotsCare volunteers and a member of staff attended a Heart Start first aid training session, a two hour course suitable for anyone aged 12 years and above.

The session covers:

- Cardiac arrest
- How to recognise and manage a heart attack
- How to perform cardio-pulmonary resuscitation (CPR)
- Putting someone into the recovery position
- Treating major bleeding and adult choking
- Defibrillator familiarisation



In partnership with the London Ambulance Service, we are now in a position to open this up to ScotsCare clients. To register your interest please contact Louise Davies on 0800 652 2989 or email louise.davies@scotscare.com and request an application form.

Please note, anyone under the age of 18 must be accompanied by an adult.