

KEY MESSAGES



GIVING A VOICE TO SCOTLAND'S COMMUNITY LINK WORKERS

SCLWN: Knowledge Exchange 17 September May 2026

Introduction

Voluntary Health Scotland and the Scottish Community Link Worker Network hosted their latest SCLWN Knowledge Exchange event on 17 September 2026, featuring presentations from NHS 24 Breathing Space, MISS and Children in Scotland. Please find below a summary of presentations from NHS 24, MISS and Children in Scotland.

NHS 24 Breathing Space

- Community Link Workers were recognised as key connectors and NHS 24 committed to stronger collaboration and improved local signposting.
- NHS 24 highlighted the importance of accurate information about services, noting that some organisations continue to direct people to incorrect or outdated contacts.
- Key services include the Mental Health Hub (urgent mental health support via NHS 24 111), Breathing Space (stress, loneliness, bereavement and low mood), and Living Life (telephone-based CBT support).
- Accurate signposting is critical to ensure people receive the right help first time and avoid additional distress.
- NHS 24 proposed developing a dedicated Community Link Worker toolkit and resource package, with strong interest from attendees in co-producing this. Roisin will be following up with Tony McLaren regarding this.
- The Breathing Space Bench Initiative was highlighted as a community wellbeing project creating opportunities for mental health conversations and local partnership working.

MISS Miscarriage Support

- MISS was established in 2017 following lived experience of miscarriage and now provides compassionate support for people affected by pregnancy loss across Scotland.
- The charity has supported more than 12,000 bereaved parents and delivers services through staff, volunteers and peer support networks.
- Services include one-to-one support, counselling, online support groups, pregnancy after loss support, and specialist resources for bereaved families.
- MISS provides practical support through memory boxes, wellbeing packs and overnight hospital care packs designed to maintain dignity and comfort during difficult circumstances.
- The organisation is expanding memorial gardens and remembrance spaces across Scotland to support reflection, remembrance and wellbeing.
- MISS is also leading work to improve awareness of miscarriage in workplaces and promote miscarriage leave policies and supportive employment practices.

Children in Scotland - Enquire

- Enquire provides Scotland-wide information and advice on Additional Support for Learning (ASL) for children and young people.
- Additional support needs can arise from disability, neurodivergence, mental health issues, trauma, bereavement, caring responsibilities, family difficulties or any circumstance affecting education.
- Children do not need a diagnosis to be entitled to support. Schools and local authorities have a legal duty to provide appropriate support based on individual need.
- Common issues include school attendance difficulties, anxiety, sensory challenges and barriers to accessing education.
- Enquire offers a helpline, webchat, email support and online resources, including information available in over 100 languages and interpretation services.
- Community Link Workers were encouraged to signpost families to Enquire and seek advice on behalf of families when education-related concerns arise.

Further information

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