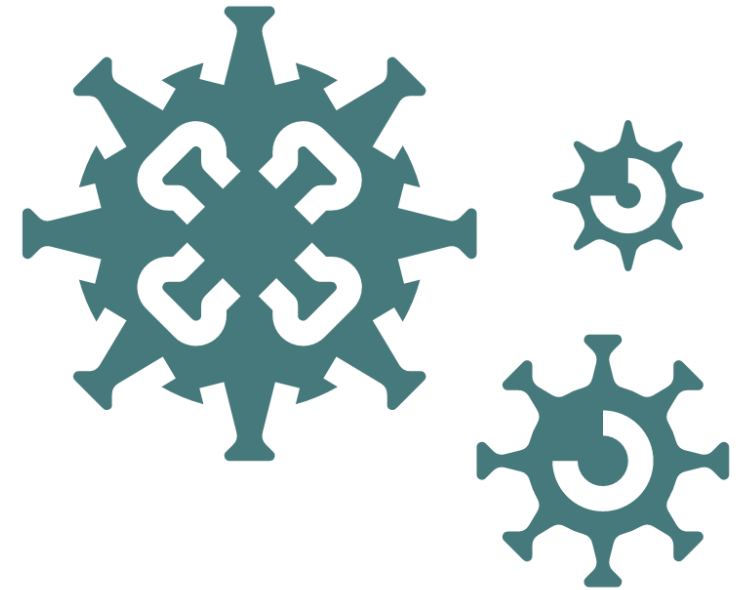


Intelligence Gathering during Covid-19

Report no 8 : 20th July – 14th August

Information gathered by 8 funds representing 103 charities and
Specialist Volunteer Network.



INSPIRING SCOTLAND

About the report

This report is the 8th in a synthesis of weekly intelligence gathering by Inspiring Scotland staff across its portfolio of 300 charities. This report provides additional information to that gathered the previous week.

All Reports are published:

<https://www.inspiringscotland.org.uk/publication/resource-covid-19-weekly-intelligence-gathering/>

INSPIRING SCOTLAND

PEOPLE – Concerns as restrictions ease (1)

- **Mental Health**
 - Fear and anxiety over **schools returning and available childcare**
 - Mental strain of difficult life **circumstances that have been made worse by Covid-19**
 - **Loneliness and isolation** remains an issue
- Concerns about **risks to health** of going outside
- Food delivery declining but sense that **more hardship still to come with redundancies**
- **Child protection/SCRA referrals** currently reduced but expected to increase with return of schools
- **Financial worries**
- **Homelessness, suicide, domestic violence** seen by charities but hard to quantify if increasing



PEOPLE – Concerns as restrictions ease (2)

- **Social Care**

- Lack of front-line **knowledge about SG/COSLA guidance**
- Ongoing **lack of flexibility for personal care budgets**
- Uncertainty about **mandated requirement to get PVG checks for all Personal Assistants**
- Inconsistency and **difficulty engaging with Social Work** (pre Covid issue)

- **Children & Young People**

- Digital exclusion
- Lack of transition from lockdown to work and school
- Lack of employment opportunities is a large problem

- **Autistic people** concerned about not wearing a mask

- Potential for **harassment** from others, may not wish to disclose Autism as the reason
- **Sense of guilt** about not wearing mask, increasing anxiety



Issues for CHARITIES – Return to work (1)



- Plans for return to face to face work continue
- **Uncertainty around guidance** and what is allowed
 - **Face masks during counselling** sessions could create barrier to establishing the therapeutic relationship
 - Difficult for smaller charities with limited **capacity to navigate guidance**
- **Cost and complexity** of risk assessments and preparing premises
- **Health and safety** of clients and staff
- **Confidentiality** around Test and Protect
- **On-boarding and training** of staff remotely
- **Outdoor meetings** a challenge as weather declines
- **Challenge of online** for new volunteers/young people
- **Transporting children** an issue (car sharing not allowed yet and bus service not recommended/limited)
- **Access to space** - e.g. Glasgow Life not reopening community centres

Issues for CHARITIES – Return to work (2)

- Need to **stabilise working from home arrangements**
- **Ensuring correct IT in place** to support employees
- Ongoing uncertainty – **Aberdeen lockdown** meant one charity had to postpone plans to return to home visits, plan to conduct garden visits instead
- Some **autistic people desperate to return to work in office** as have struggled working from home



Issues for CHARITIES – Finances/Funding



- **Ongoing funding** as some main funders are not opening their main routes at this time. GCC Community Fund (ex-IGF) still not resolved
- **Redundancies** – some managing now and some fearing the need for them in the future
- **Loss of income** due to delays in opening
- **Additional costs** for readiness/adjustments required to return to work
 - Uncertainty over cost of PPE and how long to budget for PPE costs
- Anxious about **LA contracts and bids for next year's funding**
- **Funding for recovery will be** needed
- **For some situation is positive** - furlough has mitigated redundancy and financial hardship to a large extent

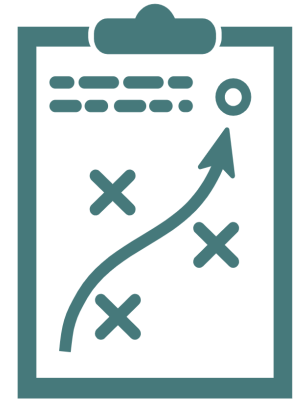
Issues for CHARITIES – Mental Health/Wellbeing



- **CEOs/ Leaders are exhausted**
 - **Balancing** face-to-face for community wellbeing with keeping staff safe
 - Navigating ever **changing guidance**
 - **Fear of non-compliance**
- **Uncertainty** about when normal services will resume
- Further challenges with the **relaxation of lockdown causing pressure**
- Greater **anxiety for some staff in returning** to work
- **Pressure of workload** and responsibility for safe return to work
- Lack of face-to-face contact prevents charities from **supporting the most vulnerable clients**, staff concerned
- Workload in **progress reporting** to funders including emergency funds
- **Home / life issues**
 - Difficulties in **taking time off work**. Some relief if taken time off, some still exhausted
 - Some supported **families are exhausted**, no respite through lockdown
 - **Children and young people are expressing anxiety** for their return to school

Issues for CHARITIES – Future scanning

- **Uncertainty of changed landscape** and ongoing presence of Covid-19
- **Ongoing/long term funding**
- **Strategic planning/business development**
 - To include digital/remote working
- Sustainability as the **impact of delays affect income**
- **Staffing** - the ELC sector's labour shortage continues
- **Decline in numbers of young people supported** as processes take longer (meeting and matching online)
- **Cost and infrastructure** required in adapting to on-boarding and training on-line
- **Managing expectations** of the people they serve
- **Managing anxieties** of staff
- **Health and safety** responsibilities of reopening
- Challenge of **keeping young people engaged** when jobs not available
- **Mental health problems** as we approach winter and likelihood of outdoor contact reducing



Ideas and solutions that are working



- **Blended model of online mentoring** critical as we go in and out of local lockdowns
- SG funding secured to support **Independent Risk Assessments**
- Access to **PPE framework** via SG
- Some clarity on **guidance for face to face counselling/support**
- Shared **guidance from SG on Test and Protect**
- Move to **online counselling** has been successful in many cases
- **Online postnatal and baby massage** sessions have good uptake
- Charities continue to do **doorstep visits**, and some are meeting clients outside - e.g. walk and talks

Inspiring Scotland actions



- **Wellbeing ideas and support** shared across fund portfolios
- **Social media activity** to help raise awareness of the response to Covid by charities, aimed at local authorities and funders
- Assisting organisations **to 'train' and upskill young people to become ambassadors** or spokespeople who can reflect the challenges that they are facing and their ambitions
- Developing a **panel of young people** from portfolio organisations to enable them to present the views of young people
- Supporting Boards via Charity Chair Forum
- Access to ongoing practical support, experts and information & seminars
- Next seminar topics: Cyber workshop, H&S workshop and Health & Wellbeing seminar

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