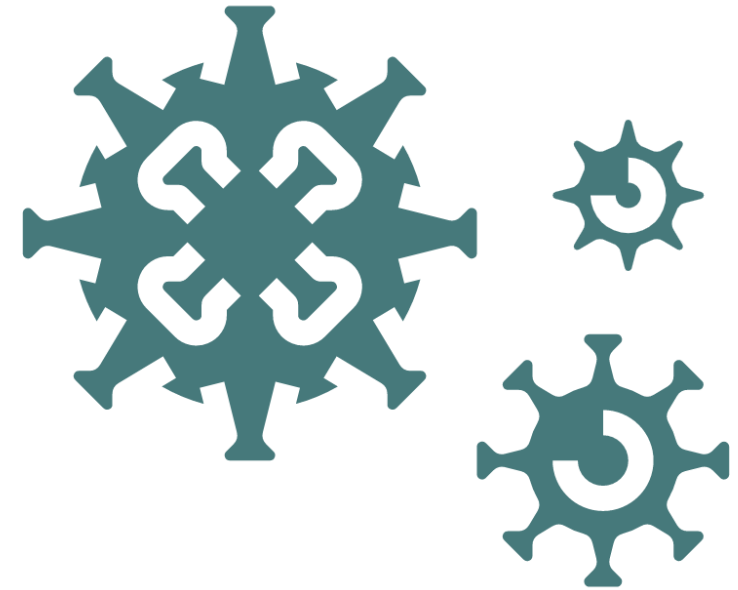


# Intelligence Gathering Process during COVID-19

29<sup>th</sup> June-17<sup>th</sup> July

Summarising feedback from Specialist Volunteer Network, Learning Disability, Intandem, Adult Survivors, Active Play, Thrive Outdoors, Our Future Now, and Link Up.



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# PEOPLE – Concerns as restrictions ease (1)

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- **Jobs/Financial** fears
  - **Redundancies** on the rise
  - Pressure on **relationships**
- **Food Poverty** and people now reliant on food provided weekly throughout lockdown
- Concerns over **return to face to face** services
- **Mental Health** impact
  - Increasing rates of domestic violence, aggressive behaviour by young people, suicide, self-harm, increased substance abuse and psychotic-like episodes
- People need to **socially reconnect**
  - Difficult with social distancing and restrictions on physical space to meet in
- **Digital exclusion** investment needed, not only to aid recovery, but build resilience



# PEOPLE – Concerns as restrictions ease (2)

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- **Social Care**
  - **Confusion** around provision for those who need care
  - **Testing** access needed for paid carers/personal assistants providing care outwith the NHS
- **Survivors** increased demand for services
- **Families**
  - **Nervous** about coming out of lockdown
  - Uncertainty over access to **childcare** for employed parents
- **Children & Young People**
  - What has been happening **behind closed doors** during pandemic?
  - **Boredom** & lack of motivation
  - **Uncertainty** about the future
  - Some Young People **want to return to face to face** meetings
- **Volunteers** feeling isolated, need support

# Issues for CHARITIES – Return to work

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- **Cost and complexity** of return to work takes **time and planning** to manage
- Adapting to and understanding **changing guidelines** is difficult
- **Practical steps** for risk assessments needed
- **Accessing indoor & outdoor spaces** to begin delivering services
  - Some use buildings owned/managed by others
- **Mixed feelings** about return to work, some keen, many **not in a hurry** to return to office space
- **Social distancing arrangements/signage/systems in place** to facilitate safe return now
- Impact on **early learning and childcare**
  - Bubbles of 8 children – staffing and financial impact
  - Children can currently only attend one nursery; parents may be less likely to return to blended and include an outdoor learning settings
  - Delayed registration with the Care Inspectorate and delayed commissioning agreements for statutory funding for ELC culminate in delayed opening of new outdoor ELC sites
  - Navigating guidance and implications

# Issues for CHARITIES – Finances/Funding

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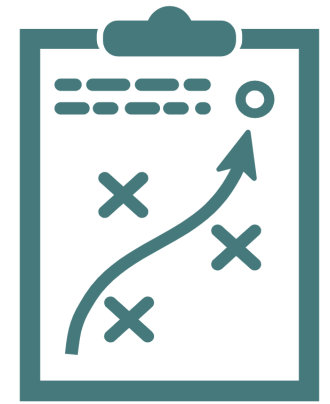
- Emergency funding has allowed a very **focused response to pandemic**
- Funding needed for **delivery of services under new SG guidance threatening this** healthier position, some **charities won't be financially viable**
- Some charities needing more **support to revise projections**
- Concern over whether public sector can support the funding committed and what the **medium-term impact** will be
- Concerns over **future funding**
- Loss of income from fundraising/donations
- **Lack of local authority funding** not commissioning/spending on services

# Issues for CHARITIES – Mental Health/Wellbeing



- **Stress still high** amongst leaders and staff but **many taking holidays** at this time
- **Leaders responses vary** – some reaching burnout, some excited about delivery of new services
- **Service users requiring more intense support** – more pressure on staff but in some cases an opportunity for staff to make more of a difference
- **Causes of stress**
  - Uncertainty over future
  - Financial concerns
  - Making staff redundant
  - Complying with guidance
  - Keeping staff and service users safe
  - Return to work for those in (or have family in) vulnerable category
  - Sustainability of services
  - Fears over second spike in COVID cases

# Issues for CHARITIES – Future scanning



- Ability to **adapt to guidelines whilst remaining financially viable**
- **Increase in demand for services**
  - How will this be funded?
  - Impact on hardest to reach as emergency funding finishes
  - Supporting staff wellbeing
- Influx of **unemployed young people** and no sign yet of funding to cope
- **Re-writing plans/business plans** that reflect the new landscape
- **Scenario planning** still ongoing
- **Managing and mitigating risk**
- **Staffing crisis** - The shortage of ELC staff prior to COVID-19 was significant.  
Long term (12 - 24 months) situation could see this increase
- Current guidelines **risk ELC setting closures**
- **Adapting to return to work** and blended virtual/face to face support
- Taking the **opportunity to review services** and how they are delivered
- **COVID-19 testing** of non front-facing staff returning to work

# Issues for CHARITIES – Emerging Issues

- **GDPR** issues increasing
- Governance remains key
  - Board members requests for training on their roles and responsibilities
  - Not attending meetings so boards not quorate
  - **Some boards struggling** to support
- Need for **more funding to** support increase in demand for services
- Charitable organisations **could acquire failing childcare sites** as private/independent sector may not withstand impact of COVID
- **Hardest to reach young people will have less employment/training opportunities** as there will be better qualified young people displaced by the effects of COVID
- Lack of **respite for carers**
- **Data connection** provided by emergency funding likely to run out in September – what happens then?

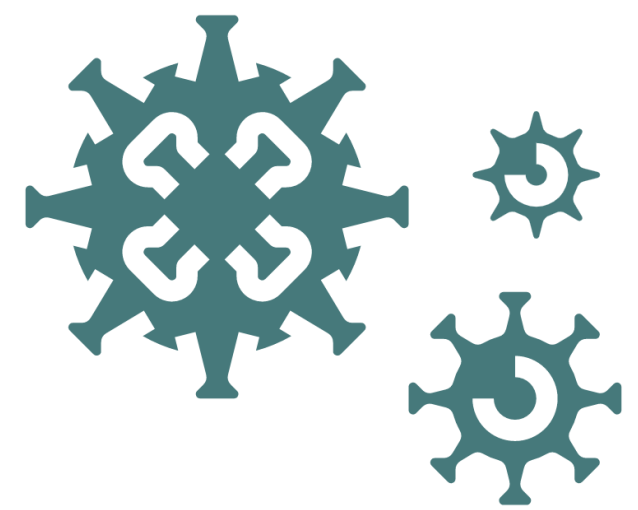




# Ideas and solutions that are working



- **Webinars** – GDPR, and return to work
- **Intandem online platform for volunteer training** – will also provide a platform for future online growth
- Spreading the message of **Building forward Differently**
- Charities innovating to ensure **requirements of each individual** are being met
- IS **Leaders online support** meetings popular and useful
- **Cross sector working group** (charity/public sector) ELC outdoors sector
- Policy teams looking at better **use of public spaces** to support 'wellbeing' in local communities
- **Remote working** that will be included in the new world
- **Board training**
- Support with wellbeing of staff - sharing of best practice and ideas
- Supporting improving quality of websites and social media as an enabler to on-line fundraising
- Example: OFN charity bought £17 **perspex uber screens** to allow them to take volunteers with them in the car for garden visits.
- Intandem charity asking social workers to provide **written case for request to return to face to face** - helps charity evidence impact and value of intandem service provided



# Intelligence Gathering Process during COVID-19

Next series issues mid-August

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