**Third Sector Response to COVID Community Call**

**Tuesday 30 June 2020 10:30 – 11:30**

**Attendees:**

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| Duncan | Hearsum | Chief Executive | Order of Malta Dial-a-Journey Trust |
| Ilona | Witoszek | Volunteer Manager | Stirling School of English |
| Donald | Fraser | Trustee | Killin and District Volunteer Car Scheme |
| Stacie | Costantini | Manager | Dunblane Centre |
| Brian | Magee | Chief Executive | COSCA (Counselling & Psychotherapy in Scotland) |
| Janice | Beaton | chief officer | Support for Families |
| Elaine | Hill | Project Manager | CSREC |
| Tom | Wallace | managing director | Stirling Community Enterprise |
| Emma | Erwin | Project Manager | Transition Stirling |
| John | Gibson | Business Development Manager | Wellbeing Scotland |
| Andy | Davis | Community Link Officer | Stirling Council |
| Carol | Harrower | HR Officer | Sistema Scotland |
| Pam | Campbell | Community Link Officer | Stirling Council |
| Tom | Brown | Chair of Board | Quiet Waters |
| Carly | Speirs | Finance Officer | Reachout with Arts in Mind |
| Christine | Kinnon | Project Officer | Central Scotland Regional Equality Council |
| Fidelma | Guest | Health Improvement Dietitian | NHS FORTH valley |
| Donna | Rodgers | Community Food Development Worker | Forth Valley NHS |
| Velicia | Dovaston | Development Officer | Raploch Community Partnership |
| Brian | Baker | Church Treasurer | Stirling Methodist Church |
| Kat | Jarvie | Senior Health promotion Officer | NHS Forth Valley Health promotion Service |
| Gail | Barton | Chief Officer | Town Break SCIO |
| Sandy  | Reynolds |  | Salvation Army |
| Denise  | Kelly | Development & Engagement Coordinator  | Stirlingshire Voluntary Enterprise |
| Lee  | Stevenson | Organisational Support Officer  | Stirlingshire Voluntary Enterprise |
| Rachel  | Johnston | Development & Engagement Coordinator | Stirlingshire Voluntary Enterprise |
| Caitlyn  | McDermid | Development & Engagement Assistant | Stirlingshire Voluntary Enterprise |
| Tracey  | Nicholson | Admin Assistant | Stirlingshire Voluntary Enterprise |

**Call Purpose**

Denise Kelly (SVE) welcomed everyone to the call and outlined purpose of the call:

* A lot of information and guidance out there – want to highlight some of the tools available from us and other sources that may be helpful
* To hear from those who have already started the process if preparing to re-open and your experiences so far
* Understand what other support/topics would be helpful for these calls in the future and anyone who is seeking 1-2-1 support
* Some information circulated in advance including a scenario planning tool and some risk assessment examples to talk through on the call

**Scenario Planning**

Lee Stevenson (SVE) went over what scenario planning is. It involves working within your teams, your board, or your committee. Scenarios are a small set of manufactured possible future contexts. Scenario planning can help us present a number of future believable alternatives. The Scenario Planning Document that was sent round has lots of useful information and is linked to the Government Route plan which is updated regularly. In scenario planning, you have to work together with your teams/board/committee. Scenario planning is reinventing and reimagining the new normal. If anyone needs any help with this, Lee can be contacted on lee@sventerprise.org.uk.

**Duncan from Dial-a-Journey** spoke about what they are doing in terms of scenario planning. Dial-a-Journey are constantly reviewing their plans twice a week. They currently have diminished services and may have to continue this. They have been helping other voluntary organisations as they knew they wouldn’t have any normal demand so could transfer their resources elsewhere. They are in the process of informing their customers that they are shadowing the Governments recommendations. Dial-a-Journey are only providing transport at the minute for 4 specific purposes; medical needs, shopping, visiting and recreation. They have been reviewing the demand they do have and their working practices to reflect that i.e. cleaning regimes for buses.

They are ensuring their staff are kept up to date by providing fortnightly updates to let them know what is happening in the background as aware a lot of them feeling isolated – checking on their welfare. Some working from home, used a home risk assessment which was useful.

Also aware that users have a fear of returning so will be a long time for some of them before returning to using the service. However, a lot of their work is based on school transport so they know what they are doing August onwards but will have to judge the rest as they go along.

**Carol Ann from Sistema Scotland** spoke about what they are doing in terms of scenario planning. They are taking lead from whatever the schools are doing. Sistema Scotland are having weekly recovery and reset meetings and everyone is remote working until it is safe to return to work. Challenges include the building they use is owned by others so following their lead in terms of what is needed. Working on putting together FAQs, risk assessments and draft protocol for returning to the office. Lee asked if this could be shared.

They have been doing weekly wellbeing calls to clients. They are hoping to do socially distanced face to face meetings with young people by August. Also supporting volunteers inviting them to join online training

**Stacie Costantini from Dunblane Centre** said they are also starting preparations for reopening possibly in August, been able to source some PPE however tape for floor and screens an issue in terms of delivery times. Currently using reserves to pay for items. Asked if others knew if Go Forth were delivering items?

**John Gibson from Wellbeing Scotland** said they were experiencing issues with their insurer who was setting stringent criteria and asked if others experiencing same? Stacie had not however was meeting with her insurers this week.

In terms of their strategy, their services will be delivered to clients on a 1 to 1 basis but this will mostly be done remotely using Teams and Zoom etc. There has been feedback from staff who have mentioned how team meetings take less time on zoom than in person and means they are also saving on travel expenses. Had to invest in new laptops and zoom accounts but paying off as saving on travel. Confidentiality an issue for some clients with concerns around Zoom.

**Tom Wallace from Stirling Community Enterprise** said they had used Go Forth and taken delivery of screens, stickers, floor stickers etc. They are maintaining contact with learners through Teams and Zoom however a lot had retreated from their services as fall into the group of those most remote from the labour market. They expect there to be an influx of people requiring support going forward and are in the process of writing a new strategic plan in line with the phases (what is the best case scenario? What is the worst case scenario?). They aim to be there when needed and are investing in the team and resources so when they do see the demand they are able to meet it. They hope in the long run they will be more robust as an organisation being able to deal with changes and are looking to embrace new ways of working going forward, the first phase being 1 to 1 support rather than the usual 8-10 people in a training room. They are also looking in to offices for individuals rather than in a shared office.

**Janice from Support for Families** supports families affected by drugs & alcohol. Typically do group work and 1 to 1, now delivering food parcels and will continue for next 4-6 weeks. Have sourced hand sanitiser from Deanston Distillery which they are decanting into smaller spray bottles and distributing. Moving forward, issue with office as owned by others so probably end August/ early September before they return.

**Tom Brown from Quiet Waters** shared the concern around confidentiality and the problem of contact tracing as people will be disclosing who they have been in contact with – not sure how to deal with that yet. They have also been running sessions on Zoom and believe they will continue to do so even when they are back in the offices as people might not want to speak to someone behind a screen or to someone with a mask on.

**Staff Survey**

Carol Ann from Sistema Scotland said they have had meetings with the central team to put together a list of frequently asked questions to find out how people are feeling about returning to work.

Duncan from Dial-a-Journey said most staff are out working now allowing them to get out of their homes and maintain their interests. This has been particularly good for older employees who live on their own and to help those struggling with mental health.

**Signage and PPE**

Some organisations have managed to locate hand sanitiser and some PPE equipment.

Transition Stirling can print free shields for free to Stirling Voluntary Groups. You can email Emma on emma@transitionstirling.org.uk. Their volunteers can also make reusable face coverings too.

Sandy from Salvation Army also mentioned that Lyrical have PPE equipment such as screens, sanitiser and signage.

You can contact Linlithgow Distillery for free hand sanitiser on contactus@linlithgowdistillery,co.uk.

**Issues**

* Organisations are having trouble getting delivery of floor signs and screens in a reasonable time slot
* Some people do not like using Zoom because of security issues
* Staff Isolation / wellbeing issues
* Lack of income for resources and having to go into their reserves
* What happens longer term, food support not sustainable however anticipating demand to increase – need to ensure we don’t fall short

**Funding Directory – Non Domestic Rates**

Lee went over the Non-Domestic Rates Relief Grant. It is a grant for small businesses with a rateable value on the premises you lease or own of £18,000 or based on size of building. It is a very short application form on the Stirling Council website. <https://www.stirling.gov.uk/news/2020/march-2020/new-grants-offer-businesses-support-during-covid-19-outbreak/> . Lee can be contacted on lee@sventerprise.org.uk for any help.

NHS Forth Valley are offering small grants up to £500 for COVID-19 response grant schemes to organisations across Forth Valley which support and connect community responses to COVID-19.

<https://nhsforthvalley.com/covid/local-support/covid-19-response-grant-2020-2021/>