Intelligence Gathering Process during Covid19

Week 1 13-17th April

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What are charities highlighting as the main issues that **PEOPLE** (charity beneficiaries and communities) **are facing at this time?**

Many are facing money worries and food poverty

- Food Poverty due to loss of income
- worrying over paying bills
- Rural areas – food access issues
- Family use of food vouchers for non-essentials
- LA using Emergency Funding to pay for Free School Meals
- Social workers asking 3rd sector to fund food
- Stigma around free lunch delivery

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Many are suffering from poorer mental health

- Isolation, loneliness and depression
- Mental Health and Anxiety
- Fears of online abuse, paranoia
- Family Tensions and strain on fragile relationships
- Increase in domestic violence
- Children with Social Workers - Cause for concern reports are down
- Suicidal thoughts
- Bereavement counselling – access help
- Not accessing support due to childcare demands

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People facing multiple barriers to accessing services and connecting with others

- Lack of connectivity and devices
- Credit issues for phone contracts
- Families sharing smart phone and running out of data
- Parental control settings
- Online safety issues
- Scamming risks and fears
- Accessibility issues – ASN, elderly
- Attainment & education for those with wifi

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Increased job losses and unemployment

- Just coping families hit the hardest
- Decrease in economic activity, increase in redundancy rate
- Increase in numbers on Universal Credit
- Lowest paid workers most likely to face job insecurity
- Existing social inequalities exacerbated
- Public facing jobs hit hardest – these most likely to be the jobs young people progress into

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Communities facing disruption and discord

- Increased isolation
- Increased reports of scamming,
- Thefts on the rise, increase in YP entering criminal justice system
- Community tensions re social distancing – violence and abuse

Main issues that some specific groups are facing

- SIRD - Changes to social care support

- Hidden carers and vulnerable families struggling with lack of **social care**

- Increased anxiety for **autistic people** due to heightened uncertainty and change in routine

- Lack of privacy for **Young People**

- Lack of safe space in home to engage with virtual counselling – **Survivors**

- **Looked after children** living in struggling family – increased stress

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What are the main issues that charities are facing at this time?....

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Adjusting to remote working / maintaining delivery of services

- Reduced capacity to deliver as staff and volunteers self isolate

- Project plans delayed due to activity moving to online and group work not happening.

- Previously agreed outcomes no longer relevant

- Need to redesign quarterly budgets and targets

- Disproportionate reliance on 3rd sector (Social work asking charities to fund food for clients)

- Remote working makes it harder to offer appropriate therapy/counselling (need Guide / Best practice)

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Team morale

- Anxiety about illness across their local community / team
- Working from home with young children – high percentage are female with more caring responsibilities
- Maintaining Staff Health and Wellbeing
- Guide to Trustees on how they should be helping senior teams
- Volunteers need more support as many have lost jobs
- Self Care for Leadership

Funding uncertainty

- Loss of income, running down reserves, worries about cashflow
- Increased expenditure on IT kit, calls etc
- Uncertainty of right thing to do (e.g. furloughing)
- Healthy reserves reduces likelihood of securing funding
- Fear that emergency funding (while welcome) will reduce available funding in future impacting on sector survival.
- Views on the process & approach of lead C19 funders
- Charities unsuccessful with bids to Resilience Fund etc.
- Conflict between trustees and exec on furlough
- Fundraising activities/income have ceased completely

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Digital – Kit Issues

- Limited £ to obtain kit

- Ensuring all staff can work remotely

- Being able to find and source free software sources.

- Providing webcams to allow staff to be better equipped to run online training and meetings.

- Buying new laptops/ mobiles as using outdated technology not fit for purpose

- Upgrading existing websites to make them more fit for purpose

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Use of Tech to delivery Digitally

- Board members often older and less comfortable with technology and/or self-isolating.

- Ensuring that governance / procedures are robust enough in this current situation.

- Reaching people is harder Informing people of their rights is more of a challenge

- Remote counselling requires additional training

- Supervision of staff in the new world

- Security of online virtual platforms

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Action & Solutions to continue delivery

- Food packs are being delivered across communities
- Webinars being developed on key topics for service users
- Increasing frequency of mentoring calls to YP and taking them in quiet space.
- Making calls in evening when children asleep or use exercise time to take call.
- Developing Easy read resources to help people with ASN
- Increase use of social media to connect with people
- Providing Pre paid phones / ipads

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Challenges that you think charities will face

- Keeping the lights on, doors open – will need new funding strategies cash flow pending furlough payments

- Funding to support a return to normal services

- Mental health support – staff and service users

- Ongoing motivation and resilience both for CEO's as leaders but how they motivate & lead their staff

- Increased demand - mental health and poverty, child neglect/family breakdown, legal support/debt counselling etc

- Sustaining new local groups, Merging charities rather than closing

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