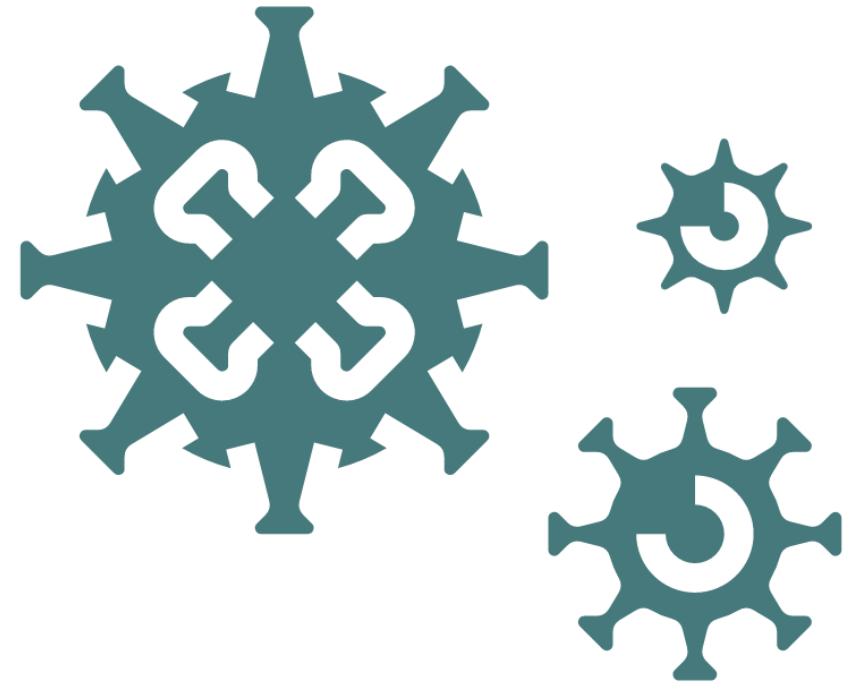


# Intelligence Gathering Process during Covid19



Week 2: 20-24th April

INSPIRING SCOTLAND

This report is 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.

Reports are published: <https://www.inspiringscotland.org.uk/hub/resource-covid-19-weekly-intelligence-gathering>

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

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# 1. Mental Health

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- Increased anxieties for those with ASN
  - If face masks made compulsory, impact on those with sensory issues
  - When others don't follow rules when in public
- Extended lockdown having detrimental effect on mental health
  - Health anxiety
  - Regression where previous progress has been made
  - Comfort eating and reduced exercise, impact on physical and mental health
  - Young people difficult to motivate and hard to get hold off (low phone skills)

## 2. Impact of links between public and third sector

- Slowdown of referrals – less people engaging with referral pathways, GP's and Mental Health Services
- People (particularly elderly) not engaging medical services when required
- Authorities appear to view people in shielding category as most vulnerable, this isn't always the case
- Volunteer reduction, less able to plug the gaps
  - Volunteers self-isolating, caring responsibilities, emotionally fragile or due to social distancing requirements

### 3. Money worries and food poverty

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- Delays in processing universal credit, system overwhelmed
  - impacting those suddenly unemployed
- Food poverty remains an issue
  - food banks closed



## 4. Issues in the community

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- BME Community
  - Higher numbers of COVID-19 diagnoses in BME community resulting in panic
  - People struggling to buy culturally appropriate food
- Domestic Abuse
- Substance misuse – accessing drugs putting people at risk

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

*And how can we help?*

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# Demand on third sector

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- Planning for medium/long term
  - Balancing this with current day to day demands.
  - Support needed to implement business model changes (increased use of technology)
- Third sector relied upon by the state to meet people's basic needs
  - Fear that people will fall through the cracks as volunteer numbers already reduced
- Demand increasing as those who were initially coping now need support



# Ongoing Funding uncertainty

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- Concerns about funders putting decisions on hold
- Funding routes limited – e.g. large events cancelled
- Funding needed beyond the initial crisis period
- Funding priorities for funders in an uncertain future
- Gaps in access to existing COVID funding
- Funding application timescales



# Service delivery and survival

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- Cashflow an issue
- Reserves run down
- Trustees keener on furloughing staff
- Use of and security of digital/remote services remains a concern
- Keeping in contact with young people proving difficult



# Ideas emerging as solutions to continue delivery

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- **Podcasts** – providing guidance on areas of concern
- **Fundraising online** – new space – guidance needed
- **Using social media** effectively to ensure people know they are open and available for support
- Training options for **on-line counselling**
- **Online peer support** groups are being tested
- Charities completing **virtual reviews** to understand what is working and what is not

# Medium/Long term challenges for reflection

- **Planning ahead** in itself is a challenge currently
- **Funding for future** demand when lockdown is over
- Mental Health – transition out of lockdown
- Awareness of the importance of charities work (with reductions to statutory services)
- **Surge in youth unemployment** – particularly young women
- **Cashflow**
- **Loss of contact** with young people
- Planning for longer term **working from home**
- Impact on more vulnerable when those that have been **supporting return to work/'normal life'**
- Learnings/opportunities – virtual counselling, online meetings, delivering remotely (rural context), inclusive communication

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