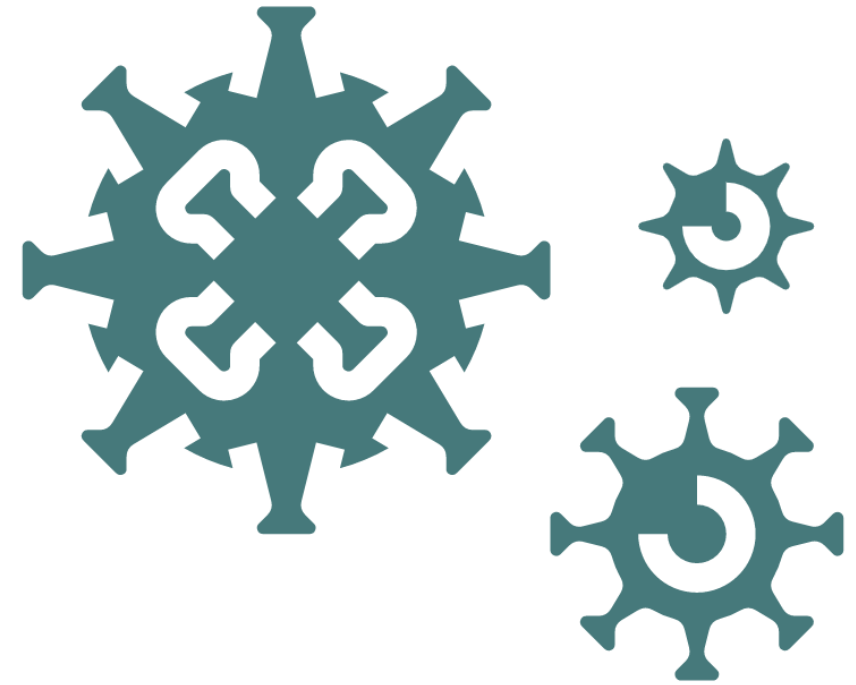


Intelligence Gathering Process during Covid-19



Week 3: 27th April-1st May

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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Supercharging inequalities

- **Covid-19 has supercharged inequalities already faced by disabled people**
 - **Extensive evidence** gathered by Glasgow Disability Alliance over the last 5 weeks
 - **Disabled people** at greater risk of severe illness & existing inequalities & persistent barriers like isolation and digital exclusion making them even **more vulnerable**
 - **Lifeline services** are being removed
 - **Rights to life** on the line - 'resource rationing' guidelines are stripping rights to equal access to potentially life-saving treatment
- **Frailty Scale**
 - Concern and fear about lack of published guidance for medics using the scale on **people with Learning Disabilities**



Social care specific issues

- Significant concern from **carers** (paid and unpaid) about protecting the vulnerable they care for
- **Concern that care packages** are being cut in some areas
- **Social care charges** still in place in some areas even when support has stopped
- Concerns about the **viability of social care** workforce (paid and unpaid) burden, stress and sickness
- **Personal Assistants** – lack of confidence that their importance as providers of social care is being recognized

Mental Health concerns increase

- Mental health increasingly **challenging as the lockdown continues** with no end in sight
 - **Growing isolation** and need to offload/have social contact
 - **Re-triggering** survivors who previously sought counselling support years ago



Impact on Young People grows

- Showing resilience but it's **getting harder**- boredom, isolation, anxiety about future
- **Frustration** as keen to get back to school, training, employment
- **Complex system** of support – unable to navigate
- Deteriorating **physical health** - many can't cook, access to convenience food restricted, no exercise
- Declining **wellbeing and mental health**
- **Risk taking behavior – some** not conforming to lockdown (usually linked to previous experience of trauma)
- **Regression** to previous lifestyle – no routine/poor diet, reduced focus/motivation, no physical activity
- **Attainment** gap increases for those with less access & support

Supply of food and essentials

- **Demand for food ramped up** again
 - Lost income overnight and not yet received Universal Credit
 - Too scared to go out
 - Shielding and receiving food but don't have the means to cook or are given culturally/dietary inappropriate food
- Need for **female hygiene packs**
- **Lack of privacy when using food vouchers** for those in rural areas/small communities
- **Lack of supply in some rural areas** - Unable to get food and art/craft materials to islands

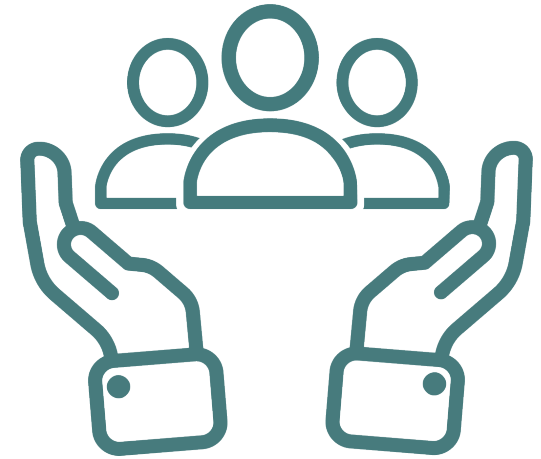


What are the main issues that charities are facing at this time?

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Demand for services continues to rise

- **Increase in demand** for services and variety of support is a serious issue
 - Previous service users returning for support
- **Concerns for vulnerable** falling through cracks
 - Lack of coordinated effort led by Councils and statutory services
 - Fragile offer from community sector



Negative impact on charity staff

- **Staff exhaustion**, acting as first responders
 - Concern for their mental health and wellbeing
- **Balance** of personal and professional life whilst working from home causes strain
- **Furloughed** staff
 - Morale low, self esteem knocked
 - Feeling of missing out on development of organisation and skills development
 - Issue of universal credit being stopped despite decreased income
- **Constant learning**, adapting and evolving at pace
- **Swamped** with information, support and requests for intelligence – staff too busy to benefit



Service delivery challenges

- **Difficult to plan** ahead with uncertainty around when lockdown will end
- **Upskilling staff** rapidly around new technology
- Finding effective, secure, confidential means of **communicating with larger staff groups**
- **Protecting staff** - especially where face to face contact required
- **Maintaining relationships** that have taken a long time to develop
- Difficult to **avoid duplication**, coordinating support for people, can cause anxiety for service users
- Concern that **standard of service** being delivered isn't good enough for individual needs
- **School closures** - risk of young people falling through the net



Ongoing Funding uncertainty

- Concerns about **funding beyond May**
- Concern about how **SG guidance** is being co-produced
 - Clarity on role different organisations' play?
 - Feedback loop?
- **Fundraising** challenges





Medium/Longer term challenges identified

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Medium/Long term challenges

- **Not planning for the future**
 - Living in **crisis mode**, running out of steam
 - **Time** to plan and manage emergency response is an issue
- **Affording staff** after furlough period
- **Child sexual abuse** – increase in incidence as children at home with no one to tell
- Responding to the **wellbeing /mental health issues** in the medium to long term
- Recovering **loss of income** via trading
- **Avoiding burnout** following this period
- Spike in **unemployment** - Mature organisations with track record needed to respond



Ideas and solutions are emerging

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Ideas emerging as solutions to continue delivery

- **Partnership approaches**

- Working in local communities
- Reaching families at risk requires joined up approach
- Delivering at volume

- **Leadership emerging**

- SDS Collective - group of independent support organisations & individuals working on materials with SG, COSLA, SWS
- East Ayrshire Carers – PPE distribution to carers

- **Diversifying offering** for covid-19 response

- Helping groups to meet online, delivering toys, craft packs, time to live "at home" credits, developing models of 'doorstep support' that comply with social distancing requirements, the great indoors project

- **Charity review of covid-19 delivery journey**

- Review, learning, futureproof

- **Staff connecting** through weekly chats

INSPIRING SCOTLAND

Inspiring Scotland

Riverside House, 502 Gorgie Rd.
Edinburgh, EH11 3AF

T. 0131 442 8760

E. enquiries@inspiringscotland.org.uk

www.inspiringscotland.org.uk

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