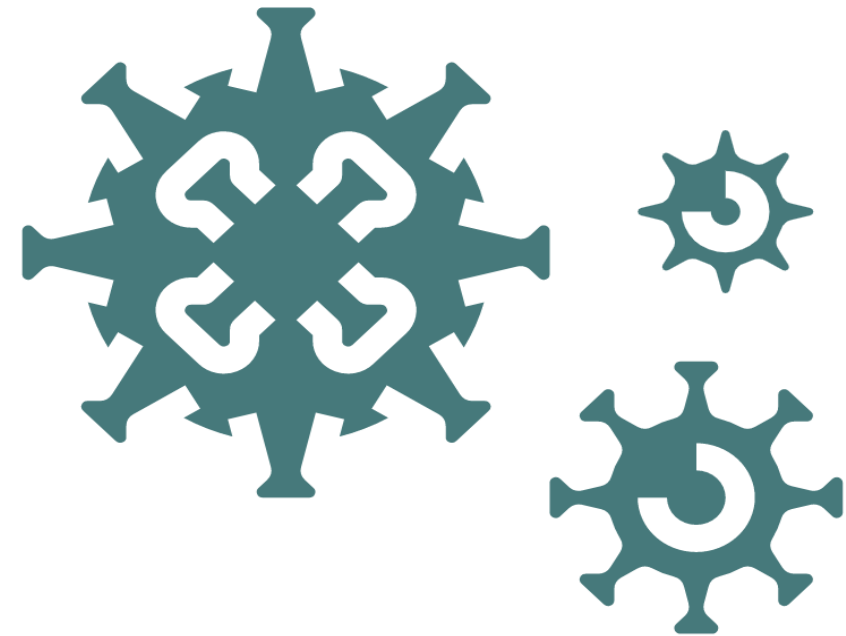


# Intelligence Gathering Process during Covid-19



Week 4: 4<sup>th</sup> - 8<sup>th</sup> May

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**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 being faced right now by **people, beneficiaries & communities?**



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# Problems with information and communication

- **Inclusive?** Decisions being made quickly without considering those with learning disabilities
- **Lack of information** being publicised about services available – e.g. Health and Wellness hubs
- **Mixed messaging** re Shielding
  - People reluctant to register as unable to go out
  - Lack of clarity re shielding providing access to support
- **Digital accessibility** - support to get online
- **Accessing health care** – particularly the elderly still avoiding contacting local surgery as they believe they shouldn't at this time

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# Social care specific issues

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- **Confusion regarding social care charges** for services that are not provided
- Concern about **costs for replacement services** and **cancellation of services** at last minute
- **Lack of carers** available in some areas
- **Social work assessments** - confusion about whether emergency powers have been turned on
- **Access to PPE is still patchy** - distribution improving for Personal Assistants and carers
- **Burn out** of front-line workers, family carers
- **Care packages** being removed with little warning

## Mental Health concerns increase

- Anxiety, Frustration and boredom as a result of lockdown
- Substance misuse issues reported
- Issues of self-harm and suicidal tendencies
- Issues affecting people in areas of poverty
  - Property type – size, flat or house
  - Lack of access to greenspace
  - Levels of anti-social behavior rising



## Mental Health concerns increase

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- **Effects of messaging** to stay home, stay safe
  - Anxiety around leaving the house
  - Hyper-vigilance (similarities with response to trauma)
  - Reassurance from authorities and media will be needed to help people regain confidence as lockdown eases



**What are the main issues that charities are facing right now?**

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## Shift in focus

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- Funding uncertainty beyond March 2021
- Concerns about easing of restrictions
- Staff burn out – guilt in taking time off





# Medium & longer-term challenges & opportunities

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# Challenges... and Opportunities

- **Fundraising challenges**, meeting current targets and ultimately **organisational sustainability**
- **Mental and physical energy** of charity staff and leaders
- Risks of **deepening (health) inequalities**
  
- Continue **to provide services using technology** in the future, improved access
- **Build on increased contacts** with HSCP's and partnership, addressing needs of social care recipients and carers



**Is anything improving?**

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## What's improving?...the positives

- **Plateau in terms of information requested** – initial panic about things like furlough and PPE has reduced
- New relationships being built - some projects **talking to their Local authority** more
- **Charities being recognised** as essential..... and specifically for social care users
- Good **creative and flexible practice** from HSCP's in response to Covid challenges

## What's improving?...the positives

- Some evidence that lockdown **is improving people's wellbeing**
  - physical exercise
  - more creative activity
  - more time appreciating nature
  - Less pressure, slower pace of life
  - Micro community responses, valuing neighbours
- **Environmental benefits**, reduction in travel costs

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