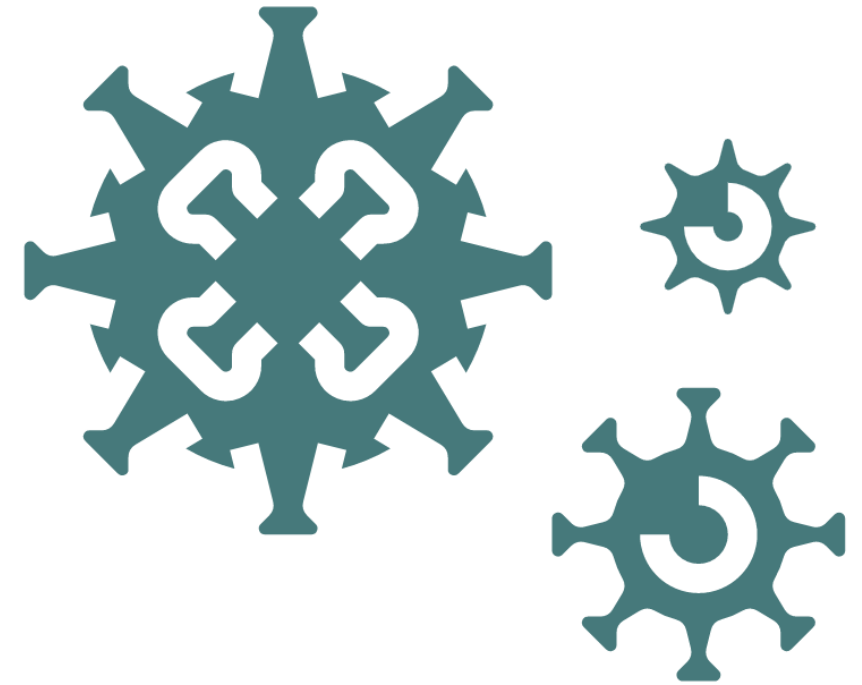


Charity Intelligence Gathering

Covid-19



Information from our funds: Outdoor Nurseries, Active Play, Link Up, Survivors, Our Future Now, Support in the Right Direction, Perinatal and Infant Mental Health, Intandem and our Specialist Volunteer Network. **(119 charities/ projects)**

Week 5: 11th –15th May

INSPIRING SCOTLAND

This report is the 5th in 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.

All Reports are published:

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

INSPIRING SCOTLAND

Issues faced by charity beneficiaries



- **Lack of food and essentials**
 - Distribution not efficiently coordinated
 - Fuel poverty
 - Lack of access to data, devices and top up cards

- **Issues in the community**
 - Domestic Abuse
 - Alcohol Abuse
 - Homelessness resulting from relationship break down



- **Impact on some children and young people**
 - **Loss of stability** for trauma experienced young people
 - **Loss of support services**
 - Young people with disabilities
 - Young Carers
 - **Household conflict** – Not feeling safe

Issues faced by charity beneficiaries



- **Social Care**

- **Personal Assistant workforce** still feel they're not considered as worthy as other key workers
- **PPE access and quality** still varies across country – an emotive issue
- **Unpaid carers** feel overly scrutinised when applying for PPE
- **Fear over future care** – despite guidance there remains fear if care stopped or altered due to Covid, it will not be reinstated

- **Impact on Mental Health increasing**

- **Emotional support needed** for individuals and families
 - Some reports of stress and anger issues, fear of virus, self-harm, anxiety



- **Isolation increasing**

- Vulnerable adults - lack of wi-fi/technology
- Parents – no rest, increase in panic attacks, difficulty of living in flats

Issues faced by charity beneficiaries



- **Anxiety about the future**
 - Redundancy
 - Health worries
 - Inconsistent messaging
- **Autistic individuals**
 - **Resources** are being developed without taking specific needs of autistic individuals into account
 - **De-skilling of autistic individuals**
 - Hard-won independence has been lost as a result of losing access to carers or need to move back home
 - Potential negative impact on mental health

Key Issues for Charities



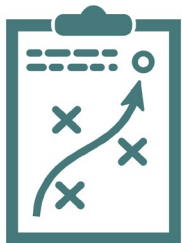
Health and wellbeing of staff

- Burnout and exhaustion, Staff feeling disillusioned
- Stress on management and leaders
- Juggling childcare, gender angle
- Things are getting more difficult, not easier as expected



Funding Concerns

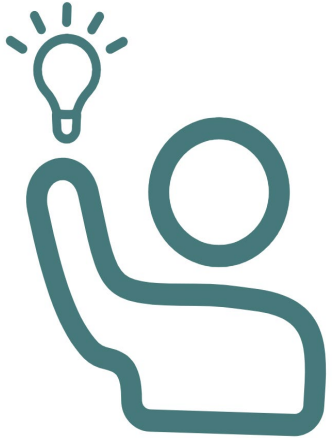
- Future (long term) funding given emergency investment
- Some Funders only reinvesting in existing grantees
- Charities working with schools



Planning for the future

- No time, uncertainty, engaging people, future support demands likely to increase

Ideas emerging as solutions to continue delivery



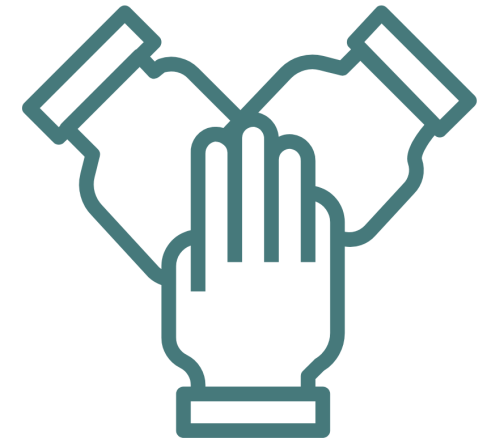
- Service delivery in a virtual world
- Collaboration/Partnering
- Refining food distribution using food hotline to understand what people actually need
- On-line fundraising
- Collaborating to raise awareness of issues
- Planning for increasing face-to-face engagement
- Funding boost (WBF)

Medium/long term challenges

- **Financial Survival**
- **Adapting existing services** to comply with social distancing requirements
- **Employee wellbeing**
- Continuing **digital transformation**
- Surge in **youth unemployment** and UC claims, decrease in volunteers
- **Scenario planning**
- **Continuing to meet people's basic needs**
- **Support people returning to normal as lockdown eases**

..... and opportunities?

- **Outdoor CPD** will be in demand from teachers and practitioners
- **Increased recognition and understanding** from other organisations of the work that charities do
- More **connected third sector**
- Better collaboration between **funders**
- **Retaining online services**
 - Greater choice of communication for service users



What's improving?...The positives



- Acceleration in the **delivery of services digitally**
- **Furloughing** no longer an issue
- **Logistics of emergency response** have now found their rhythm
- Opportunity for children to attend **outdoor nurseries** who haven't previously, through hub
- **Rise in clients seeking help**
- **Family engagement** improved in relation to young people

Inspiring Scotland's actions in response



In addition to working with our portfolio of charities on a day to day basis, Inspiring Scotland is responding to the issues highlighted on a weekly basis. Some of our actions have included:

- **Weekly fund virtual gatherings**
 - Providing support, guidance, identifying opportunities for collaboration and ensuring feed back loop to policy colleagues
- **Charity Chair Forum**
 - Creating a space for Charity Chairs to come together and collaborate on the issues that they are facing during the COVID-19 response
- Support to adapt to **virtual working**
 - Webinars and guides on zoom and Teams
- Support for **health and wellbeing of charity staff** and leaders
 - Creating a resource guide and setting up specific webinars to support
- **Digital Inclusion in Scotland**
 - Research project to understand current situation and solutions required
- Identifying best **online counselling forum**
 - Brokered the use of *Near Me for charities delivering online counselling.*

Collaborating on intelligence sharing



Through the support ACOSVO is offering the sector during Covid-19 they are gathering and publishing the overarching key themes emerging and key issues facing leaders.

The latest ACOSVO insight report is available here:
<https://www.acosvo.org.uk/resources-coping-covid-19>

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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