



**COVID-19 Third Sector Response Forum**  
**Wednesday 1<sup>st</sup> April 2020**  
**11am – 1pm**  
**Zoom Meeting**

**Present:**

|                       |   |
|-----------------------|---|
| Jen Kerr (JK) (Chair) | CVS Falkirk and District                                      |
| Claire Bernard (CB)   | CVS Falkirk and District                                      |
| Scott Malcolm (SM)    | CVS Falkirk and District                                      |
| Mairi Wright (MW)     | NHS Forth Valley  |
| Yvonne McIntosh (YM)  | Maggie's Centre   |
| John McGee (JM)       | Scottish Seniors Computer Club                                |
| Nicola Lockwood (NL)  | Victim Support Scotland                                       |
| Caroline Bell (CBe)   | Scottish Canals   |
| Claire Houston (CH)   | NHS Forth Valley  |
| Kim Carey (KC)        | Aberlour  |
| Carolyn Dick (CD)     | The Conservation Volunteers                                   |
| Janine Rennie (JR)    | Wellbeing Scotland  |
| Gary Clark (GC)       | Camelon Community Hub   |
| Martin Allen (MA)     | Forth Valley Sensory Centre                                   |
| Yvonne McIntosh (YM)  | Maggie's Centre   |
| Karen Head (KH)       | Barnardos   |
| Iain Goodall (IG)     | Camelon Community Hub   |
| Maria Ferrari (MF)    | Cyrenians   |
| Dave Bremner (DB)     | Go Youth Trust  |
| Richard McLennan (RM) | Safebase  |
| Laura McKenzie (LM)   | Falkirk & Central Carers Centre                               |
| Scott Williamson (SW) | Scottish Fire and Rescue Service                              |
| Donald Johnstone (DJ) | Scottish Fire and Rescue Service                              |
| Rhonda Archibald (RA) | NHS Forth Valley  |
| Ian Dickson (ID)      | Falkirk and District Association for<br>Mental Health (FDAMH) |

**1. Welcome, Introductions and Apologies**

Forum members present were welcomed to the meeting and introductions were made.

**2. Public Sector Plans**

JK updated on the following;

- Regular meetings with health and social care partnership to co-ordinate third sector and local authority support



- Nationally – shielding letters are being sent out in batches this week and next week, referring on to local support in own local authority area
- Support for People is local helpline, information on where people can get help from, advice line number is on Falkirk Council website, not currently promoted in to ensure those receiving shielding
- Council and health board looking at people in receipt of care

If people need need help anyone in need can be given the number

### **Gaps in provision;**

- People can afford to buy own groceries but require shopping services, RVS currently picking this up
- If organisations are providing shopping services for own clients this is great as there is a big need for this

### **Food provision**

Distribution centres for food being set up by council, Fareshare, ASDA, local producers.

There are co-ordinators for each locality, if you need food these are the people to contact, whether or not linked in to Fareshare, no matter how small project.

Action: JK to send details of co-ordinator for each locality

First shipment due w.c.30<sup>th</sup> March, dry food, w.c. 6<sup>th</sup> April fresh and frozen food.

Access to freezers and fridges, supplies are running low but if you need these contact co-ordinator.

Action: if giving out food to people, even by donation please keep numbers, let JK, SM, any CVS team member or co-ordinator at food hub know.

### **Funding available**

- COVID-19 Community Grant – <https://www.cvsfalkirk.org.uk/covid-19-funding/#>
- Funding from government has not come out yet, Community Fund and Wellbeing Fund
- More information about funding on our website

If organisations need money for service re-design, food, telephones apply to COVID-19 Community Grant



CVS Falkirk team will be in regular contact to find out what organisations are doing, if you need anything please get in touch.

### **3. Volunteering**

CVS Falkirk is setting up a volunteering line, staffed by experienced volunteer co-ordinators from other third sector organisations. There is a form on our website to register volunteer interest [Volunteer Registration Form](#)

Currently advice is to be a good neighbour first.

Volunteer managers are likely to be needed, as you may require 3 to 4 times the usual number of volunteers.

Volunteers should only be out a community setting for essential services once per day such as shopping and keep local where possible. People should not be travelling longer distances as there is a possibility of spreading infection.

Keeping volunteers safe information is on our website.

#### **3.1 Volunteer Letters**

CVS Falkirk have drafted a letter that will be given out to organisations only this will not be put on our website as we do not want general public to access it. Letter states volunteers are providing support with your organisation. Volunteers in these roles are category 3 key workers.

Local Area Commander has seen letter and has confirmed it should not be required as enforcement powers are about dispersal of crowds and those out without a legitimate reason. Falkirk Police are happy to support volunteers.

Letter will state clearly area volunteering in and cannot be used for anything other than volunteering purposes.

We suggest you PDF the letter and send it to volunteer mobiles. These can be printed out. Letters can also be shown in shops where purchase per customer is limited.

Contact CVS Falkirk for a copy of letter.

#### **3.2 Volunteer Rotas**

It is suggested to rota volunteers for 2 weeks on, 2 weeks off and ensure they have adequate breaks. Where you have community facing volunteers it may be an idea to double up on your numbers in case any gets sick or has to self isolate. Back up volunteers are important too, keep in touch with them to keep up their training and keep them engaged.



There will be a lot of contact from CVS Falkirk to check your volunteer requirements and arrange placements. Do feel free to call us or get in touch.

RA – advised that NHS Forth Valley have podcasts available about safety when shopping for food. A video is also available about food preparation.

CD – COVID-19 infection awareness policy and safeguarding on keeping people safe.

JK advised there is guidance out there depending on what you are doing. Lots of information about not letting people into your home. If volunteers are being asked to go into homes by HSCP they should be provided with PPE. Any questions or concerns around an individual with a suspected case of COVID-19 contact CB.

Action: a range of guidance will be added to our website

#### **4. Third Sector Updates**

##### **4.1 Scottish Fire and Rescue Service**

JK asked if there was anything else from the resilience partnership. SM currently this is a scoping exercise to understand what third sector and partners are doing and what SFRS can do to assist. CB will be involved in the Care for People group that sits under the LRP.

Requirements currently are food and money, anyone who can feed this into LRPs and Government should do so.

Action: CB to send community information to SW

##### **4.2 Maggie's Centre**

YM – centre closed, but still providing cancer support via telephone, benefits advice and fundraising, by 3 staff. Other staff were furloughed. There is a Maggie's car that is currently sitting in a driveway, YM offered use, insurance etc would need to be looked at. Individuals not having funds to get back and forward for to treatments is an issue.

JK- council and benefits team have money available to people for immediate needs.

##### **4.3 Aberlour**

KC – all staff working from home where Family Service and Early Years Outreach were community based, they are filling gaps for shopping where parents or children are isolating. Introduced What'sapp groups across families,



direct work over digital platforms so that children can see key worker. Going out to families as well, supporting social work colleagues, due to reduction in staff. Prioritising child protection cases and delivering food from own stock and budgets, aware of other funds and option to re-charge to council. Requests have been made by education who are looking for category 1 key workers.

Aberlour Urgent Assistance Fund – information on Facebook, partners and CVS website.

RM – offered driving support if required.

JK – volunteer support if required. Also mentioned change to school meal provision grab bags being provided instead of hot meals. Easter holidays potentially cash payment instead of meals.

RA – asked about health visitor support and advised that her team could support, as they are trained dieticians, breast feeding, weening etc.

Action: CB to share RA contact details with KC

#### **4.4 Camelon Community Hub**

IG – will continue to provide lunches using own resources, have lists from school, staff and coaches at Camelon Juniors are delivering. Creating map around Camelon area of children and older people. Orchard Hotel has been cooking hot meals, which can be frozen, these are being kept for older people, over 140 meals gone out so far. Lunches to over 200 care staff.

Working with CD at TCV who is supporting with mapping, managing lists and risk assessments and policies.

JK – great that Camelon is being covered, not a lot going on in Bainsford and Langlees but we are in talks with Aberlour and Corra Fondation. We are mapping and identifying local provision and updating our Local Information pages.

IG will be front facing and work with customers, GC will work with partners and suppliers. GoFundMe page set up for those who don't want to be given something for nothing and wish to make a donation.

JK – RVS are providing shopping services for those who have money to pay for it. It is important to distinguish between those who can and cannot pay in a sensitive and dignified way, to ensure that those who are impacted economically get the support they need.



CD – Stenhousemuir Football Club providing great service around Stenhousemuir, Carronshore, Larbert. Also KLSB, Kinnaird, Larbert, Stenhousemuir and Bainsford.

RA – Stenhousemuir FC have volunteers in Airth as well and starting a befriending service.

#### **4.4 Forth Valley Sensory Centre**

Befriending service, most service users are fairly ok as friends and family supporting. There is a minibus with a lift on the back and MIDAS trained drivers. Could be used for patient transport. Centre is currently closed if the space is needed, happy to work with other groups and also to support with funding applications is required. Shared email address in chat.

IG – said that link would be great to have a central distribution point.

CB – advised she would link in Tamfourhill Community Hub as their building is closed.

#### **4.5 Scottish Seniors Computer Club**

Video calls weekly on line to support with members. Online helpdesk support that could possibly be extended to others, manned semi permanent basis. Telephone support for IT issues, also have limited resources for computer repairs for teachers and students. No charge for this, could possibly extend.

JK – this came up as critical, that older people need support to use digital. AbilityNet have also offered to support. Get in touch with CVS if support is required with telephones, volunteers etc.

#### **4.6 FDAMH**

Fully open for new and existing referrals. counselling is still going on telephone basis. People in crisis can still refer Immediate Help Service is still available can call or email and someone will call them back on the same day.

#### **4.7 Wellbeing Scotland**

Experiencing people who are returning to suicidal ideation, they were ok but are worried by the news on Coronavirus, people are experiencing health anxiety. Zoom is being used to offer face to face support. Have good capacity with no waiting lists. Students are currently volunteering with service. Counselling, befriending and informal support available. Emergency calls to GPs being made where appropriate.

Recognition from FDAMH, Wellbeing Scotland, Maggie's Centre that mental wellbeing will be an issue as the COVID-19 progresses.



CB – will pass JR details on our volunteering team regarding befriending volunteers.

#### **4.8 Carers Centre**

All working from home to provide support, starting next week all groups should be back up and running virtually. Working families who are starting to struggle and have never had to negotiate benefits system. There are some immune suppressed carers which will impact their ability to support the person they care for.

#### **4.9 Safebase**

Normally providing medical support and additional support in town centre in evenings. Change model providing prescription services, working with Callendar Pharmacy, Tesco in retail park and standby for Boots, through this identifying people who need shopping services. Linking into other organisations to ensure service is not being provided already. Working with local restaurants in town to provide hot meals. Working with volunteers from Forth Valley First Responders, Falkirk Roundtable. providing a co-ordinating role. Offer of vehicles from another organisation will update details on Tapataalk.

JK – concerns about any vulnerable people contact Falkirk Council helpline. Serious concerns should be passed to social work.

KH – advised if there are any concerns about child welfare the social work duty team contact number and emails are unchanged.

#### **4.10 Victim Support Scotland**

All working from home, support is still being provided but not face to face. Still receiving referrals from police and court. The number to ring is National Support Centre Help line is 0800 160 1985 8am-8pm, calls are then directed to local service. Website has live chat. [www.victimsupport.scot](http://www.victimsupport.scot)

A concern is that people affected by domestic abuse have no privacy to make calls for support, person abusing them or children are around.

JK – highlighted concerns around harm older and vulnerable people, advice published by the government.

JM – reposts any information that is new or relevant to their members. Stated there is a lot of false information about how to avoid COVID-19.

Individuals should be advised to check NHS Inform for latest health information.



JK – advised she would take up with local planning need for an awareness campaign around harm.

#### **4.11 Barnardos**

Emergency payments for families, sorting out how to get food deliveries to them. A number of families who have a lot of kids and can't leave the house, many have anxiety. Received a lot of requests for resources they have no wifi, devices or phones, even felt tip pens, paper etc. Putting together packs for families. Family group meetings being held virtually.

CD – Camelon Arts sending out resource packs to families in Camelon and Tamfourhill.

#### **4.12 Go Youth Trust**

All youth work is online, 2 or 3 Zoom drop ins a day seeing numbers increase each day, details on website. Go to Facebook or Instagram, send message to get Zoom link. Pass on mobile phones and sim cards, also support other organisations. Activity packs available fidget toys, pencils, puzzle books, 100 packs going out in next few days. One to one mentoring in schools, now also being supported on Zoom, contact through email or social media.

#### **AOCB**

JK advised that the Resilience Fund is open, Falkirk Council have a COVID-19 Community Fund. More resources are coming. All details of current funding are on CVS Falkirk Website.

Frequency of forum to be held every 2 weeks.

#### **Date of Next meeting**

Wednesday 15<sup>th</sup> April, 1.30pm, Zoom <https://zoom.us/j/443342097> Meeting ID: 443 342 097