

COVID-19 Community Response 30.04.20 Minutes

Attendees and Updates

Jen Kerr CVS Falkirk

Claire Bernard CVS Falkirk

Scott Malcolm CVS Falkirk

Victoria McRae CVS Falkirk

Hannah Gray Strathcarron

- telephone befriending and helpline
- community connections

Maria Ferrari Cyrenians

- providing meals, food bags – Ochiltree, Langlees etc
- shielding referrals
- Fareshare contact (Scott Millar)

Susan High Strathcarron

- telephone befriending and helpline (just launched, support line for anyone who wants a listening ear or information about hospice or to access telephone befriending, help for those caring for cancer sufferers, bereavement support – 9am-7pm each day)
- CALL Strathcarron helpline: 01324 827383 or Email: fv-uhb.compassionatecommunities@nhs.net

Sally Buchanan Falkirk Council

- Fairer Falkirk and Community Planning Manger
- set up Support for People service
- Commended the 3rd sector for work and rapid response
- **Sally requested her email to be shared - Complete**

Anian Sandland Outside the Box

- Online mental health support
- help with Denny and Dunipace response group
- **Scott to add Ania to food forum - Complete**

Debbie Jupp CEA

- Referrals have gone up under Covid-19 – domestic abuse started slower but now rising
- professionals and anonymous calls for advice
- everything online at the moment

Claire Longmuir Barnardos - Head of development

- moving services online using different platforms

Martin Allen FVSC

- telephone befriending via phone txt email etc
- have capacity to take on more people if required
- mental wellbeing a concern particularly people with sight loss not on priority list
- Sensory Centre has also been helping lots of people with bills and reducing energy use
- We've got several people new heating installed etc so happy to provide more info on that locally

Angela Bradley Kersiebank Community Project

- food parcels and food deliveries
- challenges with health and safety – reported to ELO
- mental wellbeing (2 suicides in last 2 weeks) –
- **Jen to call - inform and invite to reuse network**

Ian Goodall Camelon Community Hub

- amazing how everyone has worked together and the help they have received
- overlap becoming apparent
- plan to cover Camelon and Tamfourhill as foodbank and distribution hub
- school lunches every day – sending out meals over holidays
- 100 parcels per week
- Behind the Wall and The Orchard helping with pre-prepared meals– professional kitchens producing meals
- working to help shielding
- mental wellbeing and issue
- 2000 people on Facebook
- working in partnership – the more we network the more we cover all the gaps
- Additionally too much duplication, too much food waste, too much overprovision, Need more communication to avoid duplication, in order to promote community cohesion
- linked in with Shakti Women's Aid, lots of people clearing out at the moment with tips shut, linking up items that people no longer want to Shakti and re-homing women
- Support for People line people might not call if they make grey income or if they don't inform council their partner is living there etc
- **Scott action – lots of data available (can we access)**
- **Scott Action, Invite to Reuse network - Complete**

Norman Philip Barnardos Falkirk – Manager

- engaging with 100 families virtually
- helping families make plans based on immediate need
- Emergency Wellbeing fund – providing internet connections, phones etc to enable digital access – some people find it easier to share personal information over Zoom and phone etc
- Food, electricity, internet access are issues

- have been amazed with support from other orgs and communities and community groups, 3rd sector and statutory are all trying their best

Jules Ryan FEL - Project coordinator

- focussed on active travel - working with NHS and keyworkers by loaning bikes for free to tackle transport poverty
- food project hasn't started yet due to planning how to deliver since Covid-19 Pandemic –
- Veg your Ledge project as a way of giving people access to local food as well as helping people who have mental health issues.
- More info to follow but if anyone wants to contact me; Julie@fortheenvironmentlink.org
- **Scott action, add to food group – Complete**

Claire strong Neighbourhood Networks

- ramping up digital after being successful in funding. Currently working with parents and carers around digital inclusion and safety by removing barriers to access
- guest speakers in mental wellbeing using online communication channels such as Zoom however, some members struggling with online contact
- mental wellbeing project where Neighbourhood Networks have sent tomato seeds and compost to service users and they are now growing tomatoes
- Neighbourhood Networks are supporting families who have additional needs within the local area of Denny surrounding areas. Contact clairestrong@neighbourhoodnetworks.org

Vivienne Malcolm Solicitors for Older People

- Information gathering and dissemination
- large spike in terms of power of attorney and wills
- large number of calls from families of older people looking for info
-
- Email for any queries:- info@sops.org.uk or free phone number 0800 152 2037. Vivienne mobile available from Scott
- **Scott action, add details to Support for People Directory**

Nicola Lockwood Victim Support

- victim fund £100k available to help under Covid-19. Other organisations apply for the fund for victims of crime could be storage for victims of domestic abuse, CCTV, etc (needs to be an urgent identified need, be reported to police etc)

We believe that this is a great step towards putting victims first during exceptionally difficult circumstances. People affected by crime will be able to access assistance worth up to £3,000, for a wide range of goods and services where they have no other access to funds.

The Fund is open to any victim of any crime who is resident in Scotland currently accessing victim and other support services. It is also available for people who live outside of Scotland who have been bereaved by a crime that has occurred within Scotland.

Additional eligibility requirements are:

- There is an urgent identified need
- No other organisation can meet this need
- The crime has been reported to the Police or other organisation
- Funds provided require to be declared by the recipient

More info on website

- volunteers still supporting clients – take referrals from anyone and self-referrals
- service details: National Support Centre Helpline is 0800 160 1985 and is open Mon-Fri 8am-8pm
- Webchat is also available on our website www.victimsupport.scot
- Email is victimsupport.falkirk@victimsupportscot.org.uk
- Victim Support Scotland are still able to provide telephone support to victims and witnesses attending court. We have a dedicated phone number 07872 620 888 which will be available 9am-5pm Monday-Friday that will receive referrals for victims and witnesses to receive information and emotional support.
- Local contact details available from Scott

Collette Lowe Link Living

- groupwork with young people around mental wellbeing now online as Children and Young People (CYP) noting mental wellbeing deteriorating. This is provided by 1-2-1 support, signposting, level 2 personal development which gives CYP a challenge. Challenges or creating deadlines etc seems to work to keep CYP engaged
- small spaces and being confined with family not helping
- looking at digital tech to explore how to increase services and interested in being involved in any mental wellbeing chat with other orgs for CYP
- any CYP 14-24 can be referred

Claire Houston NHS health improvement team

- health improvement modules – food safety etc via Zoom. Training aimed at managers or coordinators to disseminate to staff
- for further info email c.houstoun1@nhs.net

Mairi Wright NHS health improvement team

- Hi, just to say the NHS Health Improvement team are developing online ZOOM training about food safety related at COVID19
- can link to mental wellbeing - NHS contact for mental well-being- Senior Health Promotion Officer | Health Promotion Service fiona.macfarlane2@nhs.net

Jacqueline Mackenzie

- Jacqueline from Home Energy Scotland. Keen for a sense of the extent to which people are worrying about energy bills. Mobile number available from Scott

Geoff Reid

SACRO

- accommodating the conditions using zoom calls, emails etc – done training for CYP on digital (what apps how to use them etc)
- Information on online services attached

Laura Mackenzie

Carers Centre

- supporting 70 carers per week based on mental wellbeing and social isolation
- have duty workers supporting adult carers
- have opened zoom rooms where people can log in and chat
- singing group on zoom
- social media and email contact with service users
- supporting with IT issues – trying to direct to funding to allow people to buy tech they need to communicate – showing people how to use zoom etc
- mental health issues with people passing away
- praising the partnership work and support from other orgs and people
- Hi everyone contact for the carers centre Falkirk and Clacks - centre@centralcarers.co.uk - telephone number 01324 611510 - one to one support, carer groups, carers identification cards (to help carers identify themselves to local supermarkets and authorities), emergency planning.

Alan Crawford

Home Energy Scotland

- can help with households energy billing by providing impartial energy advice by phone
- Hi everyone good to talk with you, Home Energy Scotland is keen to work with local partners in the community, to engage with households around all issues relating to energy efficiency, billing and switching. Working with energy suppliers, through our Energy Carers, advocating on the householders behalf. We are keen also to see if we can get our leaflets into food parcels, even prescriptions being delivered to households that are isolated. We also have our online portal to allow front line teams to refer direct into our services. Happy to discuss my details are email: alan.crawford@sc.homeenergyscotland.org. Thanks Alan.
- **Scott action, add to food meeting - Complete**
- **Link in with SFP Line – Complete**
- **Add Alan's email to minutes – Complete**

Kim Carey

Aberlour

- Services online
- delivering food to children and families
- avoiding duplication is important and Aberlour have been working to avoid that
- working with 60 families
- Urgent Assistance Fund
- home energy has been a challenge
- domestic abuse on the rise trying to support families with this
- Safeguarding techniques zoom meetings etc – young people linking with their worker via phone or online chats – trying to offer same levels of contact but using different mediums
- ability to concentrate is an issue with Zoom and other conference calls
- access to schoolwork a problem (supplying laptops and tablets)

Duncan Hearsum Dial a Journey

- Slow start but last week now driving student nurses to placements, and working with start-up Stirling to give their volunteer driver some respite
- offered assistance to Falkirk foodbank but they haven't got back to them
- will drive people to and from hospital if they have a particular medical need
- were taking items up to hospital on behalf of people who can't access hospitals
- shop mobility is closed but if someone needs to go shopping dial a journey will pick them up and drop them off
- community transport echoed similar in that conventional services not required due to people not being able to leave the house as much

Jennifer Anderson Roots

- if anyone needs assistance with food parcels shopping etc please contact me can pass on my number. Would like to link in with CEA and others who need the assistance

Reflection

What went well?

- Still managing to do same services
- Do whatever is needed
- Do strange stuff
- Contacting more people and more regularly
- Partnership working

What could have gone better?

- React faster
- IT barriers what applications etc
- Operational things like getting used to new IT or creating new systems and policies
- Liaising with multiple different funder to make sure changes in service are acceptable

What would we do differently?

- Plan in advance or have a plan in place (avoiding duplication)
- Better sharing of information to reduce overprovision
- Better links and networks
- We have reacted so quickly that we have done things to people rather than include them which probably detracts from community spirit and civic cohesion