



COVID-19 Third Sector Response Forum
Thursday 28th May 2020
1pm – 3pm
Zoom Meeting

Present:

Claire Bernard (CB) (Chair)
Alan Crawford (AC)
Ania Sandland (AS)
Annette Toner (AT)
Chris Grant (CG)
Claire Houston (CH)
Claire Strong (CS)
Dave Bremner (DB)
Diane Cairns (DC)
Elaine Hill
Geoff Reid (GR)
Iain Goodall (IG)
Janine Rennie (JR)
John McGee (JM)
Kerry Anderson (KA)
Martin Allen (MA)
Steve McQueen (SMc)
Susan Docherty (SD)
Tom Lamb (TL)
Yuliya Loutsenko
Vikki Wilson (VW)
Wendy McDougall (WMc)
Winnie Delaney (WD)

CVS Falkirk and District
Home Energy Scotland
Outside the Box
Community Focus Scotland CIC
Ability Net
NHS Forth Valley
Enable Networks
Go Youth Trust
Time 4US
CSREC
Sacro
Camelon Community Hub
Wellbeing Scotland
Scottish Seniors Computer Club
Victim Support Scotland
Forth Valley Sensory Centre
Sustainable Thinking Scotland
Falkirk Carers Centre
Maggie's Centre
Committed to Ending Abuse (CEA)
Samaritans
Community Engagement Directorate
Aberlour

1. Welcome, Introductions and Apologies

CB introduced herself and welcomed forum members present. Introductions were made by forum attendees. CB advised the meeting is being recorded via zoom.

The forum meeting focused particularly on moving forward, renewal and recovery.

CB thanked attendees for their consistent attendance during such a busy time. Falkirk is being held as a model of good practice from National organisations and Councils from other areas. Everyone's hard work is being appreciated and the work of organisations is being noticed.



2.Third Sector Updates

2.1 Central Scotland Regional Equality Council (CSREC)

CSREC are looking to set up a new talking and listening service during covid-19. The service will sign post any clients to relevant organisations within the Falkirk area.

2.2 Enable Networks

Enable Networks has recently received funding to deliver their new digital platform which they have launched successfully.

They have been delivering mindfulness workshops, photography classes and comic workshops online which are going well. They have also managed to get some digital equipment such as mobile phones, laptops and tablets out to their members to ensure more people are connected.

Enable networks worked in partnership with Forth Environment Link (FEL) around Mental Health Awareness Week and Learning Disability Week. FEL delivered handmade planters to their members, who have been sending weekly updates showing the seeds they are growing.

The organisation is hosting a Superthon on 4th June via Facebook live. They have been in touch with local companies to provide ingredients to participants. For anyone who can't attend the Facebook live on the day, a recipe can be sent out.

2.3 Aberlour

Aberlour are continuing to provide 3 services in Falkirk. They have had a lot of telephone communication for support for families and trying to supplement them with any supplies they may not have been receiving from other organisations such as the Foodbanks. They have also helped with providing gas and electricity to homes with a child.

2.4 Scottish Seniors Computer Club (SSCC)

SSCC are continuing to support their members online they have also helped support the community with any I.T issues by taking their equipment away, fixing any issues and returning to them.

2.5 Community Engagement Directorate (CED)

Community Engagement Directorate previously known as Scottish Health Council within Healthcare Improvement Scotland. Their work has been focusing on Connecting Scotland which was previously known as Digital Scotland. CED are one of 8 teams in Scotland tasked to determine community hubs within the Forth Valley area.

Pilot projects involving organisations in Glasgow supporting learning disabilities and children and young people are being undertaken to determine the most vulnerable population in each area.

CED are sourcing best examples of person-centred care and are working alongside their improvement hub and sharing good learning via social media.

2.6 Samaritans

VW, Director of Samaritans informed the forum they have an average of 80 volunteers, which is around 50% less than usual due to covid-19, however, service deliver has not decreased. CB advised CVS Falkirk can help with recruiting volunteers, a huge range of volunteers are looking to help during this pandemic.

Samaritans launched their new self-help app during Mental Health Awareness Week. The app helps to track a person's mood daily and gives tips on exercises and breathing exercises.

The organisation is looking at recovery plans to bring the organisation back to where they were pre covid-19. It is hoped they can start their volunteer training virtually soon which will bring challenges that a lot of organisations are facing also.

2.7 Wellbeing Scotland

Wellbeing Scotland have received funding from the Wellbeing Fund. This allows the organisation to offer an immediate crisis response to anyone struggling with their wellbeing, particularly their mental health.

The organisation is still offering their trauma service. They have recruited new befriender volunteers and councillors. People's wellbeing is suffering throughout this crisis meaning the organisation are receiving a lot more phone calls which is good sign as people are feeling they can talk about how they are feeling.

2.8 Forth Valley Sensory Centre

FVSC have been focusing on befriending and calling their service users to help support with sourcing face masks and communication issues. A lot of users are dealing with stress due to the pandemic, therefore, the organisation is looking into introducing aromatherapy in people homes to try take their minds of what is going on.

2.9 NHS Forth Valley Health Improvement Team

NHS FV Hygiene training is now available online and has been adapted for people who may be delivering food to other people. They are also looking at bringing cooking groups online.

2.10 Falkirk Carers Centre

Falkirk Carers Centre are continuing to provide support online to their carers, either by one to one or via online based activities. They have issued a lot of carers cards to help allow carers to visit supermarkets at dedicated times.



Several new carers have been identified during the pandemic and the organisation are supporting them in their new roles.

Carers week will take place on 8th June. An activity plan is being created for this week.

2.11 Maggie's Cancer Care Centre

The centre is based in FV Royal Hospital grounds and offers support for people with cancer and their families with cancer support specialists, psychological support and benefit advise. The centre is open, and patients are being seen by appointment as well as online via zoom.

2.12 Outside the Box

Outside the Box has been successful in receiving funding from the Wellbeing Fund. They are working on resources for families struggling with their wellbeing. A peer support group will be starting online, hopefully within the next 2 weeks.

2.13 Victim Support Scotland

The organisation is mainly providing telephone support to victims and witnesses of crime. They are looking into setting up some face to face support over Microsoft Teams, this type of support is currently being piloted in Glasgow.

2.14 Ability Net

The service has seen a huge increase on calls. CG role is a volunteer led role. In Scotland, the organisation is receiving around 50-70 calls every 48 hours with referrals from NHS and third sector organisations.

The have changed their focus from supporting anyone over 55 or with a disability to now including third sector organisations free of charge. They have specialised trainers on Microsoft Teams and Zoom.

The organisation is actively looking for volunteers.

Action: CB to pass on CG details to Victoria regarding recruiting volunteers and send a link to claim volunteer expenses via the volunteer's expenses fund.

2.15 Time 4Us

Transform Forth Valley, previously known as Signpost Recovery. The organisation is continuing to support children and families while working from home via FaceTime, WhatsApp video calls and telephone calls. To help with isolation they are providing devices through the local authority and National Lottery funds.



2.16 Community Focus Scotland CIC

The organisation is based in Falkirk Town Centre and was set up 3 years ago to deliver a free food larder. They have supported 12,500 families in the past 3 years. They also deliver industry training and catering cabins on construction sites across Scotland.

2.17 Go Youth Trust

Go Youth Trust support 7 – 25-year olds across Central Scotland. One of the projects they are working on is boredom bags and activity packs being distributed to children who have been identified by partner Primary and Secondary Schools. They have distributed around 400 bags.

They have received funding from Cash for Kids to distribute Asda vouchers to vulnerable families. Around £6,000 of vouchers have been distributed over the past few weeks.

Digital youth work is being continued daily at 3pm via a zoom drop in and taking part in digital youth work. During lockdown there has been around 2,000 young people participating.

2.18 Camelon Community Hub

Camelon Community Hub is a Social Enterprise that was set up at the beginning of March, 5 days later covid-19 come about and the organisation established that they would become a food pantry with a lot of help from Safebase and other third sector organisations. Within the first week, they managed to distribute more than 6,000 meals to families. They are supporting around 80 families weekly.

They have also been linking in with Women's aid organisations supporting women and children who have been victims of domestic violence. They are trying to support them with providing clothes and toys etc. You can donate by contacting Camelon Community Hub's Facebook page.

2.19 Home Energy Scotland

Home Energy Scotland are still engaging with front line partners and continuing to engage with vulnerable house holders. They are experiencing high volumes of calls from people who are struggling with their energy billing. They are working with energy suppliers to see if they can look at providing people with top ups or writing off any accrued debt.

They are hoping to engage with front line staff to look at delivering workshops on energy efficiency to try and get the information to house holders.

Home Energy Scotland have a fuel bank which assists people who are struggling with payments, and agencies can refer into the fuel bank which will help with payments. Support for People line have information on this service.



3. Forum Updates

3.1 Lockdown Restrictions

The Scottish Government has announced we are now in phase one of the lockdown and some restrictions are being lifted, for example you can now meet with one other household up to a maximum of 8 people. Garden centres and some fast food drive throughs are starting to open and outdoor activities such as golf and fishing and now permitted.

3.2 Digital

Discussions have been held with third sector organisations to find out what is available locally. CB advised the No One Left Behind initiative has changed their name to [Connecting Scotland](#). CB will be part of a working group with Connecting Scotland and will provide any updates at this meeting.

3.3 Mental Health and Wellbeing

3.3.1 Compassionate and Included Communities Forum

As a result of discussions held at this forum around mental health and wellbeing, a new sub-group named Compassionate and Included Communities (CIC) has been set up. The first meeting will take place on Wednesday 10th June from 3pm – 5pm. A zoom invite will be sent to everyone who has attended one of our forums. CIC will be held every 4 weeks after 10th June and the Covid-19 Response Forum will also move to 4 weekly meaning there is a third sector forum available every 2 weeks.

3.3.2 Mental Health Commissioning

A piece of work looking at Mental Health Commissioning in Falkirk is taking place. A similar piece of work has been carried out previously to look at the third sector and decide what needs to be commissioned by the Health and Social Care Partnership.

A plan was in place for this but due to Covid-19 a lot of services have had to adapt their service delivery and find new and innovative ways to carry out their services. Now when we look at commissioning, we are looking at:

- What individuals need?
- What services are you providing in the current climate?
- Which services will you now stop providing or are unable to provide?
- Which new services do you plan to take forward?

3.4 Adult and Child Protection Leaflets

The Adult Protection Committee approached CVS Falkirk to ask if we could help to distribute adult and child protection leaflets to the public.

Safebase have co-ordinated delivering these leaflets by volunteers with people's shopping and prescriptions. The Adult Protection Committee are very appreciative that these leaflets have been distributed.



3.5 Social Security Scotland

Social Security Scotland launched a new benefit on the 1st June which is the school aged payment. Any children due to start school in August can apply for this benefit on 1st June.

4. Services Moving Through Lockdown Phases

CB shared a document produced kindly shared by Midlothian TSI, they worked in collaboration with their Health and Social Care Partnership to create a booklet on Covid scenario planning pack. The template shared is to help organisations plan on returning to work.

Discussions were held around what some organisations may need to go back into office working environments in terms of premises, staff, needing support with resources such as screens and funding. Details of funding available is on the [CVS Falkirk website](#).

AT advised her organisation created a social distancing policy which has been approved by HR specialists and she is happy to share this with anyone who would find it useful. To access this policy email: ceo@cfscic.co.uk

Falkirk Council have secured funding and are providing every primary and high school child with a tablet this year. [Details of how to access](#).

Praise was given to Jen Kerr, CVS Falkirk's CEO around the work she has done in getting funding for organisations within the Falkirk area.

Date of Next Meeting

Wednesday 24th June, 1pm, Zoom Meeting <https://zoom.us/j/968735400>

Meeting ID: 968 735 400



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