



Compassionate and Included Communities Forum
Wednesday 30th September 2020
3pm – 5pm
Zoom Meeting

Present:

Hannah Gray (HG) Chairperson	Strathcarron Hospice
Nicola Cox (NC) Minute Taker	CVS Falkirk and District
Claire Bernard (CB)	CVS Falkirk and District
Claire Strong (CS)	Neighbourhood Networks
Dan Rous (DR)	Our Place Camelon & Tamfourhill
Dani Lisney (DL)	Outside the Box
Eleanor Davis (ED)	Strathcarron Hospice
Geoff Reid (GR)	Sacro
Jules Ryan (JR)	Forth Environment Link
Luisa Rafferty (LR)	Link Living
Lynda Ross-Hale (LRH)	Cyrenians
Sarah Murray (SMu)	Royal Voluntary Service
Scott Malcolm (SMA)	CVS Falkirk

1. Welcome and Introductions

HG welcomed everyone to the meeting.

2. Minutes of the Meeting 02.09.2020

The minutes of the meeting 02.09.2020 were agreed by members present.

2.1 Matters Arising

C/F Action: CB will forward the information on Covid-19 Scenario Planning for the third sector to SMA to distribute to forum members.

Action: SMA distribute information in relation to scenario planning to the CIC forum mailing list.

3. Restrictions: "We've done it before, and we'll do it again"

3.1 What have we learnt from the lockdown that we can apply to the current situation?

Forum members discussed the above topic and the following points were noted:

- There has been no change to service delivery from the lockdown restrictions easing to the current situation.
- Organisations are more prepared for a second lockdown and are more resilient.



- Services have learnt how to adapt to the new way of delivering and being productive.
- There has been a lot of learning from the past 6 months, e.g. I.T
- A number of organisations will continue their digital presence.

Forum members discussed the difficulty in keeping up morale in winter months as colleagues and service users feel more isolated and lonelier. Below are some of the suggestions raised to help look after ourselves and others and boost morale:

- Going for a walk/socially distanced walk during the day.
- Buddying up with another colleague to check in on each other, asking how they are doing and ensuring they have taken time for lunch etc.
- Scheduled tea/coffee breaks to allow staff to have a chat and catch up.
- Online cooking or craft classes during working hours to take people's minds off work.
- Socially distanced lunch.
- Including time for virtual travel between meetings, a lot of members recognised that they regularly go from one online meeting to another and this wouldn't be the case if they were working in the office.

3.2 What would we like to/have to do differently this time?

- Ensure suitable office space created within our homes, for example having a desk and chair and not sitting on our couches with a laptop.
- Be mindful of work life balance and make a distinction between work and home.
- From a service point of view, people tried to do everything at the beginning and now we know what work and services we need to deliver and concentrate on e.g. leave mental health to the professionals and food to the organisations providing food provision.

Forum members agreed having these forums have been great for connecting and partnership working. One member said they have been pivotal to their role to extend reach, link in with other organisations and signpost to available services. Without these forums, they wouldn't have been able to do this.

A comfort break was taken from 15.55pm – 4pm.

GR, LRH and ED left the meeting at 15.55pm.

4. Moving Online

4.1 Discussions were held around "What have you learnt from moving services online?"

- Staff and service users feel better connected.
- Staff have learned new skills.
- Examples of peer support have been documented.
- Internet safety can be an issue as some members/clients are unaware of online etiquette, staff members have attended training to help support members understand internet safety.
- Barriers are faced as some elderly people and people with mental health don't want to go online and some people don't have access to equipment or internet.
- Some organisations are ensuring service users who are unable or don't want to access online are still receiving doorstep visits or activity packs via the post.
- Inequality gap is widening due to some people not being able to access online services; how do we connect with the ones who are not online.
- More variety of platforms being used such as Microsoft Teams, Facebook, WhatsApp; although it can be difficult when different sectors are using varying platforms as not all are allowed to access Zoom. Some people are accessing meetings on their own devices if the organisation doesn't allow use on company equipment.

Microsoft are offering third sector organisations and charities Microsoft Office 365 premium free for up to 10 licenses, although you have to be a new account. Further information is available on the [Microsoft website](#).

5. Topics or Contributions for the Next Meeting

Sometimes topics are agreed at the meeting and then become redundant by the next meeting 4 weeks later due to the guidance changing regularly.

How to build our own and others we work with resilience was suggested as a topic of discussion at the next meeting and if possible, to invite someone along from a mental health team.

If anyone has any other suggestions for topics for the next meeting, email SMA Scott.malcolm@cvsfalkirk.org.uk or HG Hannah.gray3@nhs.scot.

HG noted the change in NHS email address; they will be changing from nhs.net to nhs.scot. HG also noted that some emails have also changed the number after the name as she was previously 13 and now 3.



Tappatalk is still available for anyone to chat between forum meetings.

Action: SMa to put the agenda for the next meeting into the outlook calendar link in advance.

SMa to send the link to Tappatalk.

6. Date of Next meeting

The next Compassionate and Included Communities Forum will take place on Wednesday 28th October, 3pm-5pm, via Zoom.

Join Zoom Meeting

<https://zoom.us/j/91674928512?pwd=eUtMOXJuSFJXTXFGVkgwMWdoZXRIQT09>

Meeting ID: 916 7492 851

Passcode: 515062

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