

Inspiring Scotland Insights October 2020



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This report includes information from 104 charities across our funds....



Support in the
Right Direction

Specialist
Volunteer Network



Perinatal & Infant
Mental Health Fund

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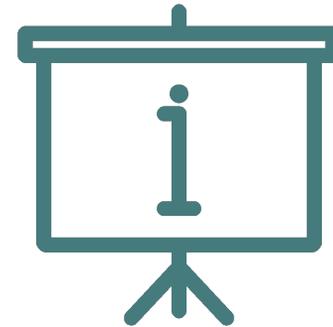
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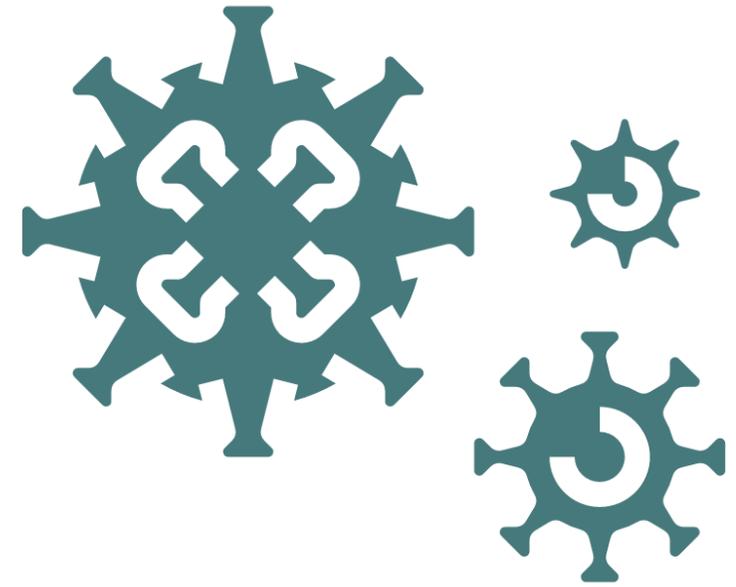
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Covid-19 Reflection



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Covid-19 Reflections

- Covid has **supercharged inequalities**, underlining and increasing pre-existing areas of disadvantage.
- Organisations are **resourceful, robust, adaptable and are striving to maintain quality services**
- The voluntary sector is incredibly innovative and resilient, but many are **stretched financially and emotionally**.
- **Young People hard to re-engage** as they face an uncertain future.
- Increased **joint working between local authorities and voluntary sector** who have had the contacts and knowledge to be able to identify the most vulnerable people.

Covid-19 Areas for support moving forward

There is a sharper focus on **strategic planning and business development**

Flexibility in business model and service delivery is required

Increased use of **technology and social media** will be a positive for service delivery – **additional skills** are required

Provided an opportunity for a focus on **partnerships and collaborations** and has highlighted where this can be improved.

Highlighted the least adaptable organisations, those most in need of additional input, assistance and learning opportunities.

Covid-19 Notable successes for charities

- **Adapting business models and service delivery**
- Charities **developing new programmes** that keep service users engaged and motivated (particularly young people)
- **Sharing challenges and successes**
- **Collaboration at local level** to provide joined up response
- Online delivery which has broadened their reach - additional geographies as well as capacity
- **Accessing private sector support**
- **Supporting the wellbeing of their staff**

Highlighting charities – Spotlight on Success



Kirkcaldy YMCA has been an exemplar of how locally based social sector organisations have adapted and responded to the needs of the communities they support. Beyond essentials they have achieved the following:

- Sustaining mentoring support
- Organising family fun sessions
- Outdoors in a marquee with an adjacent gazebo for 1-2-1 counselling with adults
- Running active kids projects 5 days per week over summer
- Lending and donating bikes to key workers and local people to support mental and physical wellbeing
- Helping people to connect through provision of devices and data.
- Successfully growing service support during this challenging time

Covid-19 What charities say they have valued from funding sector

- **Speed of response** in making funds available and **placing trust** in the guarantee to use the funds effectively.
 - Emergency funding
 - Extending existing programmes
 - Funding for risk assessments
- Stability of funding and committing to future funding
- Funding available for **core funding**
- Offering **flexibility** with project delivery plans, outcomes and reporting
- **Increased communication**
- **Practical support and guidance**
- Ongoing **engagement with Local and National Government**
- **Dedicated specialist knowledge** – working with SG to develop national guidance for outdoor nurseries within the 1st and 2nd phases.
- Supported awareness and application route to COVID-19 funding opportunities



Covid-19 Our ongoing support



- Growing the **portfolio effect**
 - Promoting collaboration through regular virtual meetings
 - Providing a safe space to share ideas and bolster one another in times of stress.
- Upskilling through providing virtual training
 - Communicating Virtually
- Enabling private sector support through Specialist Volunteer Network
- SOS Service
- Support for leaders eg Chairs Forum, CEO network forums
- **Practical support and guidance**
 - Covid restrictions
 - Planning for return to work
 - Access to PPE framework
 - New safe platforms to be used
- Supported awareness and application route to COVID-19 funding opportunities
- Digital Exclusion research
- Specialist Volunteer Network support

What's happening now?

September - October 2020



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Key Issues For all in voluntary sector

- **New restrictions and confusion regarding implementation.**
 - Impact to delivery of services in the longer term.
- **Anxiety** caused by the uncertainty of the future and the prospects of another lockdown.
- **Impact on targets** and funder response
- For some social enterprises, the ending of job support schemes will mean **redundancies**.
- Renewed focus on **wellbeing for leaders and staff**
- Sharper **focus on strategic planning and business development.**
 - Increasing requests for mentors/coaches.
 - Increasing requests for trustee training.
 - Increasing requests for new trustees.

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Key Issues Children and Families

- **Increase in domestic abuse** victims looking for advice. (reported in Glasgow)
- **Uncertainty** of more changes to guidelines
 - Plans to return to offices unknown.
 - Local variations in the application and interpretation of guidance.
 - Beneficiaries of the charities are **reluctant to use services** - confused by messaging.
- **Delivery of services**
 - Continued restrictions impacting mentors meeting young people.
 - Ability of charities to run their sessions safely.
 - Weather and parental engagement with outdoor play.
 - Confusion regarding numbers of young people in groups.



Key Issues **Communities**



- Charities share recognition of issues but **no shared best practice.**
- **Eg Digital Access:**
 - What is best way to get access to people?
 - What are the risks and how to manage them?
 - How much should devices cost?
- Charities struggling with **raising funds for 'normal' activities.**
- Formal guidance on **community-based activities.**

Key Issues Youth Employment and Wellbeing

- **New restrictions and confusion** regarding implementation.
- **Online activity can't replace full-service benefits** offered by projects.
- Covid presents real existential concerns for **charities that require close contact to deliver services**
- **Schools limiting visitors** –some programmes needs access to schools to deliver.
- **Furloughed staff/ recruitment freezes** leading to skeleton management teams for charities at a time when there are increased demands on their time.



Key Issues Health and Social Care

- Charities have growing fear of not having all skills to lead online businesses & remote teams
- Isolated instances of burnout for charity staff.
- Employment and employability – lack of opportunity for people with LD
- Campaigning for change to Covid access arrangements for family carers to care homes and other services
- Concerns over what's happening to those that are digitally excluded
- Only 5% of autistic people find the autism hours in community venues and retailers helpful (recent survey by charity in portfolio).
- Emerging challenges with **PIP process for survivors** as assessors not trauma informed/trained.
- **Increased anxiety, feelings of disempowerment** as lockdown continues, resulting in more crisis events.



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Key Issues Health and Social Care (2)

- Concerns for service users who don't wish to engage remotely, still waiting for face to face contact.
- Service user/beneficiaries need more access to opportunity e.g. themes of a “Life not existence” and a “ Life not a service “.
- Reduced or no support for families needing access to day care centres.

Social Care

- Lack of consistency in terms of the levels of choice and control afforded to people.
- Reduced support available.
- Differing approaches to flexible use of budgets, and reduced numbers of assessments being carried out



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Resource successfully shared with our portfolios

- Social media campaign assistance
- Facilitation of strategy session Succession planning
- Introduction to other agencies to assist in building future working partnerships/relationships/funding opps.
- Grantfinder
- Digital exclusion survey and resulting action plan.
- Enabled social media and on-line fundraising training .
- Support with assessments for new funds.
- Business development sessions
- How to generate income /use premises more efficiently etc.
- Trustee training resource (developed by Specialist Volunteer Network Executive)
- Providing access to an ex-NHS Psychiatrist to help workers, local people and Link Up groups.
- Furlough guidance
- Simplifying and filtering guidance at key times rather than overburdening
- New online portal for the training materials/online self-paced learning platform (Thinkific) & knowledge hub.
- Practitioners Tips, Parental Tips, twitter graphics



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