



South Lanarkshire's Community Response



South Lanarkshire has shown its resilience and community spirit throughout a time of fear and uncertainty.

As we faced a global pandemic our communities responded in an incredible manner with 1,586 people signing up to volunteer with pre-existing Third Sector organisations and newly formed community response groups.

These organisations were faced with challenges they had never seen before with a dramatic increase in demand for their services. It is vital as we slowly return to normality that we celebrate and recognise the extraordinary efforts of these organisations and groups.



Voluntary Action
South Lanarkshire
Putting the Voluntary Sector FIRST

“We would like to see our organisation and the sector as a whole entrusted with unrestricted, longer term funds and grants to be able to continue in this theme. We have witnessed funders being flexible and quick with their awards and we would like this to continue. It has helped facilitate the creativity and community supports provided

Reach Lanarkshire
Autism

As of 23rd March 2020, the UK went into a national lockdown to help slow the spread of the coronavirus (COVID-19). Due to health conditions many people were required to shield meaning that they were not able to leave their homes under any circumstances.

We saw an outpour of support from organisations and groups who were adapting and offering new services to those who were the most vulnerable in our communities.

Voluntary Action South Lanarkshire kept regular contact and worked in partnership with organisations/groups to offer guidance and support alongside attending community meetings. As lockdown continued we began to see and hear of the incredible work that was happening in every corner of South Lanarkshire.

We were listening to stories of the hard work, dedication and selflessness of staff and volunteers who were going above and beyond to make sure that everyone had food, prescriptions, someone to talk to, the list of support goes on.

This report aims to capture this response. We conducted a questionnaire to gather the quantitative data and contacted organisations to hear from those delivering the services. This was a fast and easy way for organisations/groups to share information. The survey was sent out to 136 organisations/groups that we were aware of

“We had to quickly develop new ways of working. We worry about staff out and about working with clients and we have had to make sure we are doing everything possible to keep them safe. Some services have been really busy and we have had to allocate our limited resources to meet the need where possible.

Care and Repair in South Lanarkshire

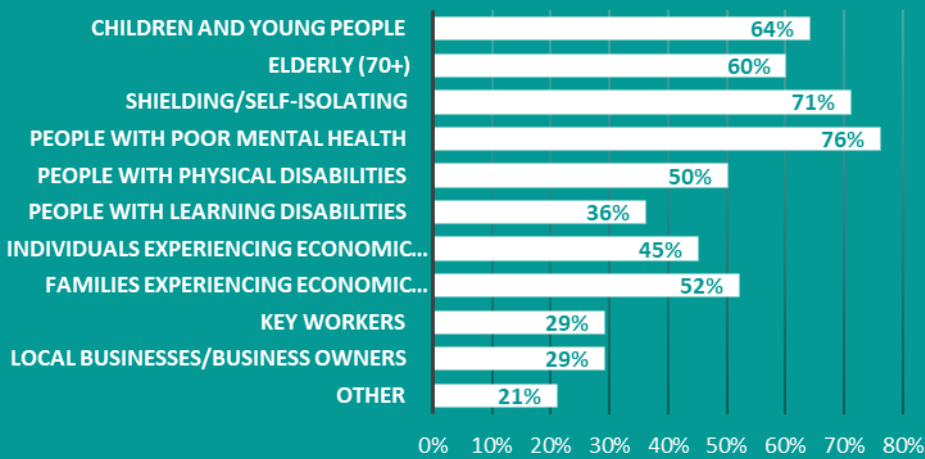
“The local support has been extraordinary and we hope to build on these new relationships to going forward. We are so proud of our community and their response in this time of crisis

Larkhall

COVID Rainbows

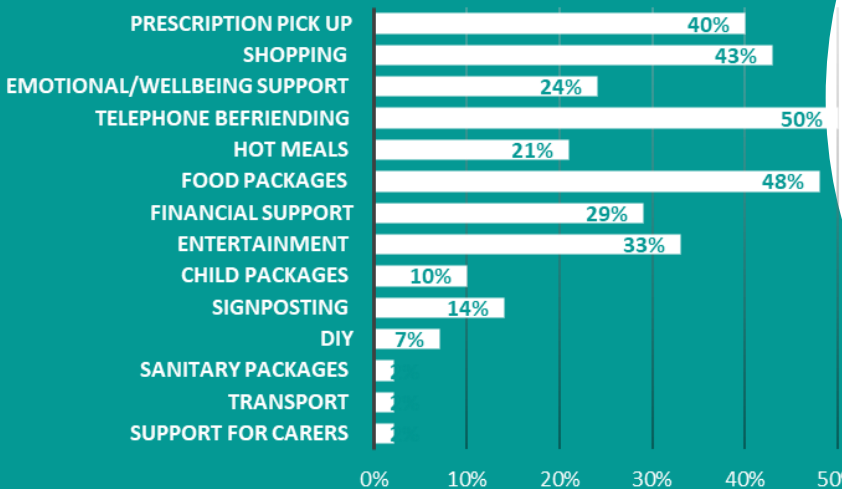
carrying out a COVID response and working in some capacity to help support the community. This was sent out in an email campaign and was followed up by phone calls and emails, we received 42 responses, which is a response rate of 31% This survey closed on 29th July 2020.

Groups benefiting from local support



Graph 1: Percentage of 42 organisations that supported each particular group

Services offered by organisations



Graph 2: Percentage of 42 organisations that offered each particular service

Other groups who received support were:

- Families Experiencing Addiction
- Vulnerable Pregnant Women
- Volunteers
- Women Affected by Domestic Abuse
- People Experiencing life limiting illnesses
- Carers

“We were worried about closing the services and how this would affect our service users. It is a real lifeline for them and many attend 7 days a week. It was a real concern how they would cope with shielding and how we could support them remotely, however our staff, volunteers and community rose to the challenge, and supported many who were at a high risk from the virus and also from isolation and loneliness!”

Older and Active East
Kilbride

- 26,133 individuals have been helped by the 42 organisations that have participated in the survey
- Out of the 42 organisations that responded, 23 had full time staff totalling at 138 across South Lanarkshire
- Out of the 42 organisations that responded, 27 organisations had part time staff totalling at 150 across South Lanarkshire
- Out of the 42 organisations that responded, 35 organisations had volunteers totalling to 1192 across South Lanarkshire

“If anything lockdown has reinforced the need for the Third Sector, we need to be accountable and transparent for the work we all do and find new ways to do the work we do.”

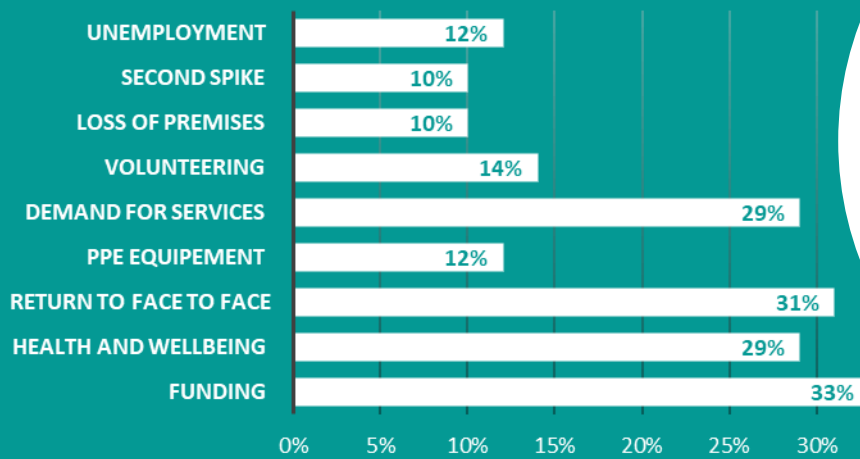
Clydesdale Community Activity
Group

- 7554 hours have been given weekly to the COVID response by staff and volunteers throughout South Lanarkshire



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Concerns for the future



Collaborative working has been a vital throughout lockdown and moving forward. We already had pre-existing relationships with other organisations which meant that it was a case of us simply picking up the phone. Therefore, this process has been straightforward and efficient

Liber8

Graph 3: Percentage of 42 organisations concerns for the future

- Many people are concerned about the availability of long-term funding in the future as there has been a vast amount of short-term funding available throughout lockdown.
- There is a huge concern around adapting premises and services to fit social distancing requirements, specifically for elderly service users.
- The demand for services may change due to new circumstances ie, those who are newly unemployed may require a food bank, new needs for those who have been isolating.

As we progress out of lockdown we must look at new and innovative ways in which to support and celebrate the work of the Third Sector in our communities. Communication has been an asset to organisations allowing them to work in partnership and we would hope to see this level of communication to remain as we move forward.

Primary concerns:

- Having the correct equipment in place
- Funding available to support the continuation of services

Organisations must also be able to help support their volunteers. Voluntary Action South Lanarkshire can help organisations work towards being 'Volunteer Friendly', this ensures all the correct policies and procedures are in place. A quarter of the Third Sector organisations who responded to this survey have already achieved this standard.



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Responding quickly to the changing situation, staff were so encouraged with the feedback from the families knowing that at times we were the only support they were receiving. We also proved that it was important to link in with other services and work together to ensure that needs were being met.

COVEY Befriending