COVID 19 SCENARIO PLANNING FOR CLACKMANNANSHIRE THIRD SECTOR

CTSI would like to gratefully acknowledge the work of Midlothian TSI in conjunction with Midlothian HSCP and Midlothian Council to create this document which has been adapted for Clackmannanshire.

Clackmannanshire Third Sector Interface Charity No: SC042543

Covid-19 Scenario Planning Impact on Third Sector and Communities

Contents

Introduction 2

Useful information 3

How to use this document 4

Key Government Messages 5

Profiles 6

Understanding Crisis Response Measures 13

Scenario planning framework 14

Support and Assistance ..... **Error! Bookmark not defined.**

Introduction

Scenario planning gives us a framework to examine the implications of future actions by the Government for our service users and our organisations.
The current restrictions have been eased with the country now entering phase 1 of the Scottish Government's exit strategy and hopefully moving to phase 2 **after the 18 June** (file:///C:/Users/Admin/AppData/Local/Packages/Microsoft.MicrosoftEdge_8wekyb3d8bbwe/TempState/Downloads/covid-19-framework-decision-making-scotlands-route-map-through-out-crisis-phase-1-update-29-2020%20(1).pdf).
SG have published an exit plan focusing on the controlled re-opening of schools/businesses, the need for continued social distancing/hygiene measures and a longer term ban on larger social gatherings (at least until end of 2020). It also states that stricter restrictions will be returned to if required and this could be imposed at short notice. The key scenarios looked at are:

1. Current restrictions continue for another three months
2. Lockdown restrictions lifted temporarily
3. Lockdown restrictions lifted -schools/some workplaces open
4. Lockdown restrictions lifted but social distancing continues
5. Long term continued social distancing
6. Lockdown ends and everyone returns to work, social distancing ends

Each of these scenarios will shape what we can and cannot deliver and have an impact on our communities. Further discussion and wider input required, but **key things to consider include:**

- **Funding**: There has been a substantial amount of funding distributed for a Covid emergency response, but we do not know yet what funding will be available to ease the re-opening of services.
- **Clients:** If social distancing remains in place for some groups long term, even after lockdown is eased, this will bring additional needs, e.g. social isolation. How do we best identify changing needs and be agile enough to respond to them? There will be groups who will face specific difficulties, e.g. shielding group, unpaid carers, families with school age children. There are challenges in how people are experiencing the new processes that have been put in place- e.g. long queues at pharmacies, difficulties getting on-line supermarket delivery slots.
- **Staffing**: organisations need to establish how many of their staff are likely to be able to return to the workplace. Many staff will struggle to return as they won't have childcare, have underlying health conditions, or are living with somebody at risk. Staff may also be anxious about returning, so this will all need to be managed carefully. What PPE requirements will there be for staff?
- **Transport**: There is likely to be disruption to public transport, which will have to maintain social distancing, and which people may be understandably reluctant to use. This will impact on both staff and service users getting to an organisation's premises.

- **Technology and premises**: New methods of working with clients, such as online support, requires upskilling, appropriate technology, and access to wifi for staff/volunteers and clients. To maintain social distancing, we may need larger spaces to operate from. Outdoors activity has a lower risk – could activities be delivered in the open air?
- **Volunteers**: There are currently a large number of new volunteers available – we need to be clear around roles and responsibilities, and the support they will require. We also need to plan for some of them leaving their roles as they return to work.

We also need to be mindful that we do not know how the coronavirus will develop. If there is a 'second wave' of the virus, we may see a return to lockdown, or even additional restrictions. Whatever happens, we need to plan for a long term continuation of social distancing.

Useful information and links

Coronavirus (COVID-19) framework for decision making: This document outlines the approach and principles that will guide Scottish Government decisions about transitioning out of the current lockdown arrangements. It has been updated once, and we anticipate further updates. NATIONAL FRAMEWORK

Coronavirus (COVID-19): social distancing in non-healthcare public services: Advice for organisations and their staff working in non-healthcare public services. NON-HEALTHCARE

Coronavirus (COVID-19): social distancing in education and childcare settings CHILDCARE

Full range of Covid-19 guidance: FULL SET OF GUIDANCE

Working Safely: The Scottish Government has produced guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic and how they will operate when staff return to work. There is guidance on social distancing, for example, in office settings and people's homes. https://www.gov.scot/publications/coronavirus-covid-19-phase-1-returning-to-work/

Returning to work Risk assessment:
https://covid19.healthyworkinglives.scot/returning-to-work/risk-assessment

Coronavirus (Covid-19): guidance for the retail sector including staff and customers
https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/

file:///C:/Users/Admin/AppData/Local/Packages/Microsoft.Microsof

Coronavirus (Covid 19): Moving your business from the physical to digital (National Cyber Security Centre)
https://www.ncsc.gov.uk/guidance/moving-business-from-physical-to-digital

Coronavirus (Covid 19): Charity Shop donation 72-hour quarantine operation guidelines
https://www.charitytimes.com/ct/coronavirus-donations-to-charity-shops-to-be-quarantined-for-72-hours.php

Coronavirus (Covid 19): sportscotland information and resources for sports club and facilities
https://sportscotland.org.uk/covid-19/

How to use this document?

The information has been based on the Midlothian TSI, Midlothian Council and Midlothian Health and Social Care Partnership scenario planning document and has been adapted for CTSI for use throughout Clackmannanshire. Suggested use is:

- Consider the appropriate profile for your client group (or create a profile if there is not a relevant one);
- Consider what their needs are for the different scenarios;
- Consider the services that you were previously delivering, and the services that you are delivering now, and the different methods you have been using to support clients. Which are the most appropriate methods moving forward based on assessing risk and for example financial implications? Are there services that you want to stop doing, or ones you want to develop further (e.g. online support)? Have the profiles identified any unmet needs for your clients moving forward? You might find the diagram on Crisis Response Measures useful.
- Are there financial and resource implications for the reopening and remodeling of your service? If so, please liaise with CTSI for funding advice
- Complete the Scenario Planning framework to identify the resources you are going to need to move forward.

Key Government Messages

SCHOOLS AND OFFICES/BUSINESSES Schools aim to reopen in some capacity by the 11 August. Some businesses/small shops may be allowed to open in phase 2 following the review on 18 June. Classrooms and offices – need for redesign to ensure social distancing rules can be followed, with limits on the number of people allowed in certain sized spaces. Example -pupils attend on alternate days. Scottish Government "will support businesses and other organisations in this redesign so they can be places where physical distancing can operate".	**SOCIAL DISTANCING** Long term normal way of life Need people in Scotland to continue to live their lives in ways that minimize the spread of the virus. Better hand hygiene and appropriate physical distancing will need to remain in place, at home, on the streets and in the workplace. People advised to use face coverings in public areas (shops/public transport/offices etc.), staff rotation at work, working from home as lockdown conditions are eased and things return to normal.
LARGE GATHERINGS Large social gatherings are unlikely to be permitted. "We are likely to require that gathering in groups, for example in pubs or at public events, is banned or restricted for some time to come"	**LOCKDOWN RETURN** Impossible to know with certainty what the long-term impact of decisions would be, meaning a flexible approach would be needed. Stricter lockdowns could be brought back with little warning if there was a sudden spike in cases. "Each one of us will have to adapt to this as the new normal, at least until we are sure that we can be more protected by a vaccine or treatment."

Profiles

1. Kyle

Kyle is a five-year old boy and lives with his mum, dad and baby brother. He is an example of a young person.

What matters to Kyle? • School and friendships • Having fun • Sport • Family	**Services stopped** • School • After school • Sports activities • School based clubs
Impact of lockdown/Phase 1 • Missing friends • Missing teacher • Can't play outside • Can't play football or do judo **Summer holidays** • If the usual clubs/activities aren't available to families, how can parents return to work?	**Leaving lockdown** • Feels nervous about going back to school- it will be different, e.g. fewer children / reduced timetable • If sports clubs can't resume how can Kyle keep active • Will childcare be available for Kyle (and baby brother) so parents can return to work • Parents have reduced income and unable to fund usual activities
To consider: What support as a Third Sector organisation can we give to Kyle to prepare for reopening?	

What do community sport organisations need to do to diversify activities and work differently?

What if the community sports organisations have folded due to coronavirus? Do we try to start them up again or do we do something completely different?

Do we need to increase childcare provision so that children can be looked after if social distancing limits numbers, allowing parents to return to work?

Ask schools/colleges about plans to prepare for the return. What if children are already reluctant attendees?

How do we look at supporting families over the summer holidays so that parents can return to work?

Can we continue to deliver services that support Kyle that comply with social distancing?

Who or what partners/organisations could we work with to deliver our services to our clients if we can't fulfil our normal operations?

2. Amber

Amber is 16 and is at school but wants to go to college. She is an example of a young adult aged 15-25 years of age.

<table>
<tr>
<td>What matters to Amber?
Friendships
Future plans – exams, college, work
Having fun/social life
Family</td>
<td>Services stopped
Sports activities
School based clubs
Gym
Other activities stopped
Group get togethers</td>
</tr>
<tr>
<td>Impact of lockdown/Phase 1
Mental health
Schools closed
Friendships now via social media
Increase on stress at home</td>
<td>Leaving lockdown
Risky behaviour- breaking the rules on social distancing
Release – drinking increases
Mental health- anxiety at going back to school/college/work
Fewer opportunities – job/college/other destinations</td>
</tr>
<tr>
<td colspan="2">To consider:

What support can youth organisations give Amber?

Ask schools/colleges about plans to prepare for the return? (blend between home and college based learning)

How can we help people avoid undertaking risky behaviour?

Link with employability work

Can we continue to deliver services that support Amber that comply with social distancing?</td>
</tr>
</table>

3. Helen

Helen lives with her husband and is a carer. She is an example of an adult aged between 25-70 years of age.

What matters to Helen? • Family- husband has dementia. Two grown up daughters who live locally. Helps with childcare. Sister lives in England • Recently retired but still in touch with work colleagues • Social groups- Wee Crafters in Alva. Likes it because it is 'me time'. No-one knows about or asks about her caring responsibilities • Getting out for a walk with her husband • Drives in the countryside with family	**Services stopped** • DCafe and Bungalow for husband • Wee Crafters • Face to face carer's support
Impact of lockdown/Phase 1 • No break from caring role • Support from daughters on hold • Cannot look after grandchildren – impact on daughters • Cannot see daughters and grandchildren • Still enjoying walks but worries about social distancing • Friendships now via social media- getting the hang of it! • Days out stopped	**Leaving lockdown** • How will services return for her and husband? • Feels anxious about shopping, crowded places, getting on the bus to Alva • Mental health- needs a break. How/when will Wee-Breaks be up & running? • Will days out in the countryside be allowed?

• Carer's virtual support sessions	

To consider:

What support can Third Sector organisations give to people with dementia?

What can safely be provided for respite/Wee Breaks?

Can volunteers be used to help build people's confidence?

How do we clearly communicate changes to lockdown so people understand what is and is not permitted?

Can we continue to deliver services that support Helen that comply with social distancing?

Can digital provision help to meet Helen's needs – what would that look like – device, training etc.

Digital buddy to be considered to develop online/social media skills/CTSI training?

4. Tam

Tam is an older person and lives alone. He is an example of an adult aged over 70 who attends the Men's Shed

What matters to Tam? • Family- son does not live locally • Men's Shed – likes going to the shed to connect with friends and • Social – bowling club Tillicoultry • Managing his health – has COPD so in shielding group	**Services stopped** • Men's Shed **Other activities stopped** • Pub closed • Bowling Club reopened in phase 1
Impact of lockdown/Phase 1 • Feeling lonely- son phones twice a week, pub closed • Neighbour picking up prescriptions • Weekly food parcel from Council but not eating well • Weekly call from Men's Shed • On frailty list but does not want support from Red Cross at the moment • Friendships at bowling club- not in touch. Can't use iPad his son gave him. Doesn't really want to phone people from the Club • COPD not good as less active	**Leaving lockdown** • Will he have to still shield? • How will services return safely? • Feels anxious about going back to the bowling club • Wants to get back to doing his own shopping etc. will he be allowed to? • Mental health- needs more social interaction. Can someone help him get on-line? Can Red Cross help get back to bowling club? • Primary care back in touch to help manage COPD
To consider:	

How will services re-open and adhere to social distancing rules? If some cannot re-open, what does that mean for their survival?

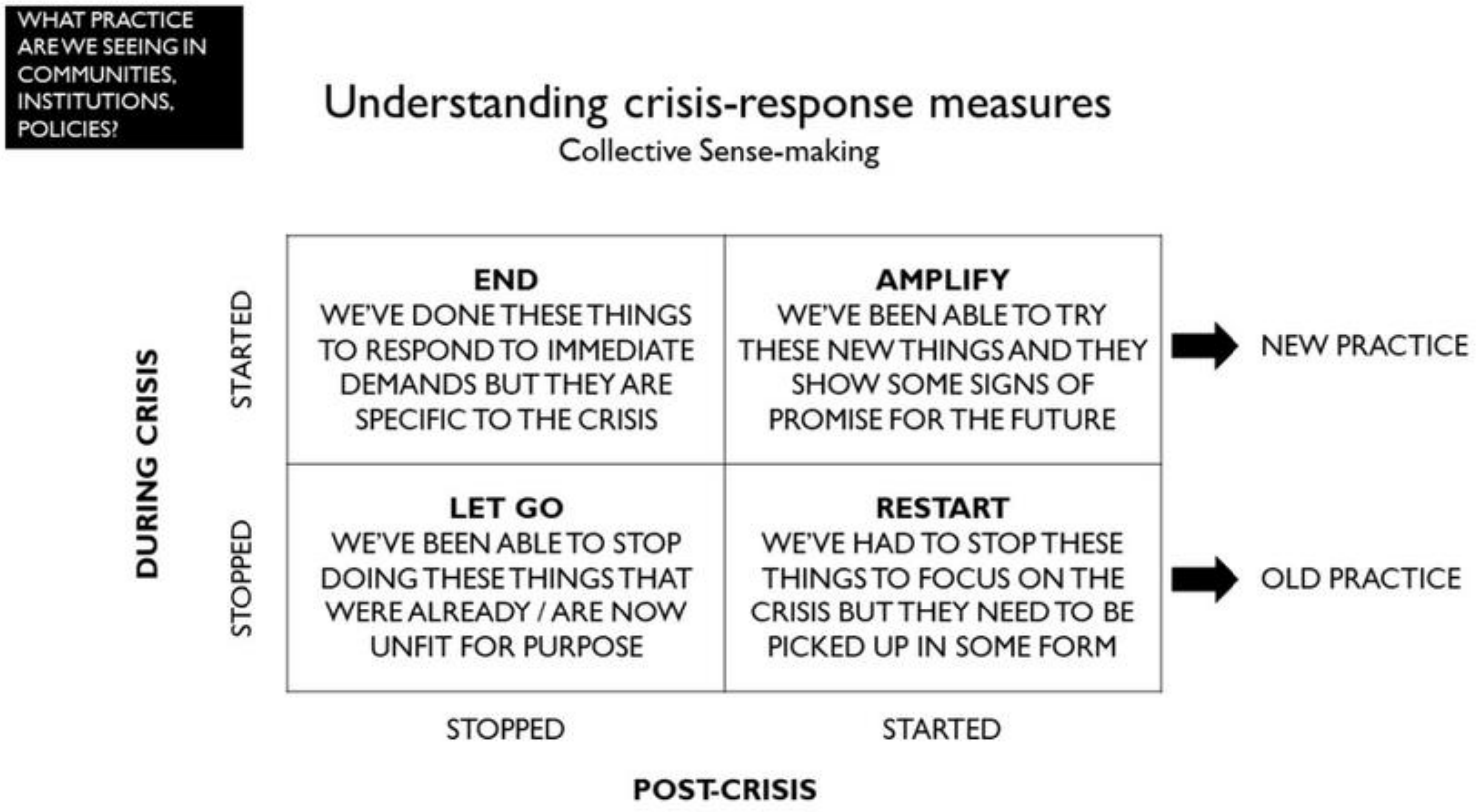
Encouraging people to go back to activities (safely)

Multiple roles for volunteers- befriending, digital buddy, sign Tam up to the CTSI Tech Share scheme etc.

Good communications on new rules, primary care ‘open for business’

Can we continue to deliver services that support Tam that comply with social distancing?

Understanding Crisis Response Measures



Understanding crisis-response measures

Diagram from RSA

https://www.thersa.org

Scenario planning framework

Scenario	Timescale	Staffing implications - numbers/foot traffic/shields/ shared items/desks	Technology & premises implications ie cleaning	Volunteer implications	Trading implications	Grant implications – covid/other	Other – visitors/suppliers/ deliveries
1. Current lockdown restrictions continue for another three months	Lifted from 29th May						
2. Lockdown restrictions lifted temporarily	From 29th May						
3. Lockdown restrictions lifted but only some schools/workplaces open	From August 2020						
4. Lockdown restrictions lifted but social distancing continues	From October 2020						

As head into winter be aware that a second wave may hit and we return to full lockdown and scenario 1							
4. Lockdown restrictions lifted but social distancing continues							
5. Long term continued social distancing	Summer 2021						
6. Lockdown ends and everyone returns to work, social distancing ends	October 2021						

Support and Assistance

Next steps

Go through the template above or create or use an existing risk assessment template to review risks to your staff, visitors/client group and volunteers.

To create your own risk assessment:

1. Identify hazards and who might be harmed
2. Evaluate the risk and decide on the precautions
    - Eliminate risk – what do we need to do
    - Reduce/minimise risk
    - Control transmission
    - What is a safe system of work – are we insured
    - What PPE is needed
3. Record findings and implement them
4. Review assessment and update it

Please find attached the risk assessment carried out by TCV- EPIC for filling planters in Alloa last week – this is a more complex format but does look at current and additional precautions.

Self assessment of staff/volunteers

Ask your staff and/or volunteers to assess their own risk – create a survey that asks them a set of questions to self assess their own position – ie age, health, living with others at risk etc.

Provide online training to staff/volunteers

There are a number of training webinars available online – here is one that CRNS is advising and is free.

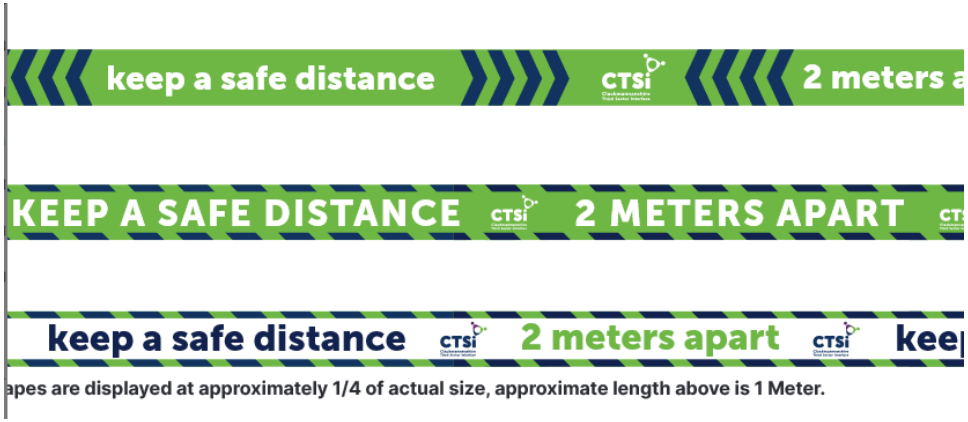
https://www.protrainings.uk/en/courses/569-coronavirus-covid-19

What other resources do I need?

What ongoing resource implications and support that will be required. What does my organisation need?

- Hand sanitiser
- Face masks
- Visors
- Shields/barriers between staff/customers
- Indoor floor markings (arrows/distance guides/spacing etc.)
- Stencils and marking paint for outside directions
- Signage and poster information for new operational guidelines for staff and customers'/service users
- Signage for thanking customers/service users for adhering to the new guidelines
- Risk assessment templates/cleaning schedules and other required adherence
- Trusted supplier list
- Anything else?

Here are some of the items that CTSI can provide your organisation below. We will discuss options and will order for your organisation.



(Please note correct spelling of metre will be used!)

(Please note – remove the words local shop)

Final step – are you a Covid-19 secure business?

You can declare yourself as a Covid-19 secure business when you have confirmed you have complied with these five steps:

1. You have carried out a Covid-19 risk assessment and share the results with your employees.
2. You have cleaning, handwashing and hygiene procedures in line with guidance.
3. You have taken all reasonable steps to help people work from home.
4. You have taken all reasonable steps to maintain a 2m distance in the workplace.
5. Where people cannot be 2m apart you have done everything practical to manage the transmission risk.

Please detail what support you would require and return your request to CTSI by **Friday 26th June.**

If you require assistance in working through these issues for your organisation contact:

Julie Haslam – Team Leader Julie.haslam@ctsi.org.uk

Louise Orr – Team Leader louise.orr@ctsi.org.uk

Colin Melville – Communities Development Officer colin.melville@ctsi.org.uk

Lesley Jack – Officer Manager admin@ctsi.org.uk