



Covid-19 Scenario Planning for Orkney's Third Sector

Covid-19 Scenario Planning Impact on Third Sector and Communities

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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 were updated on 28th May and will be in place for three weeks. 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 reflect the four phases outlined by the Scottish Government:

Lockdown	High transmission of the virus. Risk of overwhelming NHS capacity without significant restrictions in place.
Phase 1	High risk the virus is not yet contained. Continued risk of overwhelming NHS capacity without some restrictions in place.
Phase 2	Virus is controlled but risk of spreading remains. Focus is on containing outbreaks.
Phase 3	Virus has been suppressed. Continued focus on containing sporadic outbreaks.
Phase 4	Virus remains suppressed to very low levels and is no longer considered a significant threat to public health.

Each of these scenarios will shape what we can and cannot deliver and have an impact on our communities. Further discussion and wider input will be 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 wi-fi 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

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. [NATIONAL FRAMEWORK](#)
The Route Map gives guidance on the four phases of moving out of the pandemic, and is a key document [ROUTEMAP](#)

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 Westminster Government has produced guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic. Whilst the **guidance currently only applies to England**, it may be useful for organisations who are thinking how they will operate when staff returns to work. There is guidance on social distancing, for example, in office settings and people's homes. [WORKING SAFELY](#)

How to use this document

It is hoped the information given in this document will be useful to Third Sector organisations planning for the future. 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? 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.
- Complete the Scenario Planning framework to identify the resources you are going to need to move forward.

Key Government Messages

<p>Offices</p> <p>Phase One: Remote working remains the default position for those who can. For those workplaces that are reopening, employers should encourage staggered start times and flexible working. Non-essential outdoor workplaces with physical distancing resume once relevant guidance agreed.</p> <p>Phase Two: Remote working remains the default position for those who can. Non-essential indoor non-office-based workplaces resume once relevant guidance agreed – including factories & warehouses, lab & research facilities – to re-open with physical distancing.</p>	<p>Schools and Childcare</p> <p>Phase One: School staff return to schools. Increased number of children accessing critical childcare provision. Re-opening of child minding services and fully outdoor nursery provision. Transition support available to pupils starting P1 and S1 where possible.</p> <p>Phase Three: Children return to school under a blended model of part-time in-school teaching and part-time in-home learning. Public health measures (including physical distancing) in place. Subject to the progress of the scientific evidence, schools are expected to open on this basis on 11 August. All childcare providers reopen subject to public health measures, with available capacity prioritised to support key worker childcare, early learning and childcare (ELC) entitlement and children in need.</p>
<p>Community</p> <p>Phase One: Gradual resumption of key support services at the community level with physical distancing and hygiene measures. Greater direct contact for social work and support services with at-risk groups and families with physical distancing and hygiene measures. Access to respite/day care to support unpaid carers and for families with a disabled family member. No public gatherings permitted except for meetings of two households, outdoors and with physical distancing.</p>	<p>Protection</p> <p>Phase One: Physical distancing requirements in place. Frequent handwashing and hygiene measures for all. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. Note these restrictions continue into Phase Four. More outdoor activity permitted – such as being able to sit in the park, as long as physically distanced. Meeting up with another household outdoors, in small numbers, including in gardens, but with physical distancing required.</p> <p>Phase Two: Able to meet with larger groups including family and friends outside with physical distancing. Meeting people from another household indoors with physical distancing and hygiene measures.</p>

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.

<p>What matters to Kyle?</p> <ul style="list-style-type: none"> • School and friendships • Having fun • Sport • Family 	<p>Services stopped</p> <ul style="list-style-type: none"> • School • After school • Sports activities • School based clubs
<p>Impact of lockdown</p> <ul style="list-style-type: none"> • Missing friends • Missing teacher • Can't play outside • Can't play football or do judo <p>Summer holidays</p> <ul style="list-style-type: none"> • If the usual clubs/activities aren't available to families, how can parents return to work? 	<p>Leaving lockdown</p> <ul style="list-style-type: none"> • 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
<p>To consider:</p> <ul style="list-style-type: none"> • 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? 	

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.

<p>What matters to Amber?</p> <ul style="list-style-type: none"> • Friendships • Future plans – exams, college, work • Having fun/social life • Family 	<p>Services stopped</p> <ul style="list-style-type: none"> • Sports activities • School based clubs • Gym <p>Other activities stopped</p> <ul style="list-style-type: none"> • Group get togethers
<p>Impact of lockdown</p> <ul style="list-style-type: none"> • Mental health • Schools closed • Friendships now via social media • Increase on stress at home 	<p>Leaving lockdown</p> <ul style="list-style-type: none"> • 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
<p>To consider:</p> <ul style="list-style-type: none"> • What support can youth organisations give Amber? • Ask schools/colleges about plans to prepare for the return? • 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? 	

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.

<p>What matters to Helen?</p> <ul style="list-style-type: none"> • 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- sewing group. 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 	<p>Services stopped</p> <ul style="list-style-type: none"> • Dementia Cafe for husband • Sewing class
<p>Impact of lockdown</p> <ul style="list-style-type: none"> • 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 	<p>Leaving lockdown</p> <ul style="list-style-type: none"> • How will services return for her and husband? • Feels anxious about shopping, crowded places, getting on the bus or ferry • Mental health- needs a break. • Will days out in the countryside be allowed?
<p>To consider:</p> <ul style="list-style-type: none"> • 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? 	

4. Tam

Tam is an older person and lives alone. He is an example of an adult aged over 70

<p>What matters to Tam?</p> <ul style="list-style-type: none"> • Family- son does not live locally • Sports – likes going to the pub to watch the football • Social – bowling club, befriending • Managing his health – has COPD so in shielding group 	<p>Services stopped</p> <ul style="list-style-type: none"> • Befriending- contact via phone <p>Other activities stopped</p> <ul style="list-style-type: none"> • Pub closed • Bowling club closed
<p>Impact of lockdown</p> <ul style="list-style-type: none"> • Feeling lonely- son phones twice a week • Neighbour picking up prescriptions • Weekly food parcel from Council but not eating well • Weekly call from Befriending • 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 	<p>Leaving lockdown</p> <ul style="list-style-type: none"> • Will he have to still shield? • How will services return safely? • Feels anxious about going back to a crowded pub • 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 someone help him get back to bowling club? • Primary care back in touch to help manage COPD
<p>To consider:</p> <ul style="list-style-type: none"> • 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 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? 	

5. Community Organisation

Charity premises example- Community Hall

<p>What matters to the hall?</p> <ul style="list-style-type: none"> • Finance- No Income stream due to cancelled events. • Community members- Hall closed • Sports – Football pitch • Social – bowling club, Whist, lunch clubs etc • Managing health – Are the members ok? 	<p>Services stopped</p> <ul style="list-style-type: none"> • All hall activity and income streams; Social events including concerts and weddings. • Community events “Big day out” “Galas” “Marathon” etc <p>Other activities stopped</p> <ul style="list-style-type: none"> • Whist • Lunch club • Whiskey tasting • Indoor bowls
<p>Impact of lockdown</p> <ul style="list-style-type: none"> • Financial (loss of income) May have been eligible for the SBGS depending on size • No fundraising options • Members health- Many older people in the community rely on the hall for company (Mental Health) • General repairs to hall stopped • Some halls may have delivered a covid-related service to community members 	<p>Leaving lockdown</p> <ul style="list-style-type: none"> • How will Social distancing work? • How can services safely return? • Where will we find funding? • Will events held be feasible/ profitable? Can they go ahead? (A concert with half an audience? More performances?) • Time it will take to clean premises after use? • Can any activities be moved online? • Can repairs take place due to loss of income?
<p>To consider:</p> <ul style="list-style-type: none"> • 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. • Good communications on new rules, primary care ‘open for business’ • Can we continue to deliver services that support the community that comply with social distancing? 	

Understanding Crisis Response Measures

WHAT PRACTICE ARE WE SEEING IN COMMUNITIES, INSTITUTIONS, POLICIES?

Understanding crisis-response measures Collective Sense-making



Understanding crisis-response measures

Scenario planning framework

Please refer to the Scottish Government Route Map for more information about the Phases [ROUTEMAP](#)

Scenario	Timescale	Staffing implications	Technology & premises implications	Volunteer implications	Service/Trading implications	Grant implications	Other
Phase 1	From 28 May						
Phase 2							
Phase 3	Schools likely to reopen 11 August						
Phase 4							
<p>As we head into winter be aware that a second wave may hit and we return to full lockdown</p>							

Support and Assistance

If you require assistance in working through these issues for your organisation contact Malcolm Scott malcolm.scott@vaorkney.org.uk or david.campbell@vaorkney.org.uk

With grateful thanks to colleagues at Midlothian Third Sector Interface.