

South East Integration Network

Minutes of Network Meeting held on Tuesday 14th April 2020
(Online)

Present:	Asma Abdalla	Empower Women for Change
	Marzanna Antoniak	Govanhill Thriving Places
	Eileen Baxendale	Castlemilk Community Church / SEIN
	Meg Camley	Home Start Glasgow South / SEIN
	Ruth Cape	SEIN
	Susan Clark	Dixon Community
	Ruth Forsythe	Finn's Place / SEIN
	Godsal	Glendale Women's Café
	Hannah Graham	Crossroads Youth & Community Association
	Karen Krawczyk	SEIN
	Tim Lehuraux	Positive Action in Housing
	Penny Macleod	The Well / SEIN
	Grace Mark	The Hidden Gardens
	Allison McKenna Breen	Health Improvement Team (Glasgow HSCP)
	Sarah McPhie	The Well
	Frankie Rose	The Alliance (Govanhill Health Centre)
	Alex Sarkisian	Glasgow Zine Library
	Felix Slavin	Music Broth
	Lorna Smith	MEARS
	Mary Sneddon	Scottish Ethnic Minority Deaf Club
	Lorna Stubbs Davies	Bike for Good Glasgow South
	Fariha Thomas	Youth Community Support Agency (YCSA)
	Karolis Toleikis	Bike for Good Glasgow South
	Chris Yeoh	Glasgow Zine Library
	Dave Zabiega	Govanhill Community Development Trust

Apologies: Emma Aitken (SEIN), Rhiannon Davies (Greater Govanhill), Kirsty Hood (Inhouse CIC), Clare McBrien (Givin' it Laldie), Angie Mwafulirwa (SEIN), Anne Kinghorn (SERCO)

1 Welcome

Meeting chaired by Ruth Forsythe, all welcomed & thanked for joining SEIN's first online meeting.

2 Minutes of last meeting

Proposed by Fariha, Seconded by Godsal

3 Updates

Music Broth – Before lockdown, had a very successful instrument delivery service running (managed to get 17 instruments out to people in isolation). Have of course had to stop this, along with all other activities. Developing more online platforms such as 'Grow with Music' showcase event & putting together YouTube playlists of bands supported by Music Broth.

Glasgow HSCP Health Improvement Team – Have been engaging with grassroots organisations to get a sense of what their vulnerabilities & challenges are – can feed this

back to HSCP & the City Council. One of the challenges has been staff & volunteers feeling overwhelmed by what they're witnessing & exposure to other people's trauma. Have been supporting staff & volunteers through 1-1 calls & looking at developing online forums. Have put together information on vicarious trauma which can be shared.

In Pollokshields: new Food Bank about to open & operate out of 423 Shields Road, will be open 7 days a week, from 2-3pm for taking donations & from 3-5pm for food parcels.

Castlemilk Community Church – Furniture project has more or less stopped for now (though could respond to an emergency, such as a child needing a cot). Have set up a helpline supporting isolated families & have made lots of referrals to the Castlemilk Together food network, which is excellent. Have some funding to support children in isolated families & have been able to provide tablets & activity packs etc. The main challenges have been around getting familiar with new technologies & concerns around the furlough system (most staff have been furloughed).

Bike for Good – Offering delivery assistance for community groups using cargo bikes; free Next Bike membership to key workers; bikes can be borrowed for key workers or for food deliveries; 1-1 virtual route planning sessions (supporting people to plan commutes by bike). Contact: Gail@bikeforgood.org.uk or Karolis@bikeforgood.org.uk

Scottish Ethnic Minority Deaf Club – conducting lots of activities through Zoom such as BSL & English classes, quizzes etc. Offering 1-1 support as well. Challenges around supporting clients to understand the constantly changing guidance & information. Some do not have access to digital equipment.

Crossroads Youth & Community Association – Have been delivering food packages & giving top ups (incl. energy & phone), giving a lot of phone support. One of the biggest challenges has been around access to technology & supporting people to understand the guidelines.

The Dixon Community – Still open for referrals for carers (of any age); offering online & phone support to all carers. IT for carers is an issue. [Details of Day Care Service for older people & carers of older people](#) (multicultural).

MEARS – All Housing Managers are calling all asylum seeker tenants on a weekly basis & on a daily basis for those who are isolating with symptoms & all over 70s to ensure they're getting the support that they need.

The Well – Have furloughed most staff, but have a team of volunteers doing advice work. Two dedicated phone lines offering advice (07894972381 / 07894972377) – so far this has mostly been around Universal Credit, immigration concerns, supporting people to access food, to understand the guidelines & listening to people's anxieties. Trying to prepare for when it will be possible to open again, & be ready to offer information & advice then.

YCSA – Looking into running a virtual coffee morning for parents of BME young people. If anyone knows parents of BME young people (10-25) who would appreciate having a chat online, please get in touch (farihathomas@ycsa.org.uk). Running telephone counselling services (open for referrals). Have been trying to phone round young people & parents that we work with, which has been much appreciated. Experimenting with online activities via

Zoom e.g. film club. Challenges are access to data & some people not having enough private space in order to be able to participate. Would be grateful for information about the security issues around Zoom. YCSA minibus could be available to help e.g. with food delivery at no cost except petrol (need D1 licence) – get in touch if interested.

The Hidden Gardens – Have been working out how to adapt programmes. Men's Group has been meeting online. Access to internet & IT is an issue for some. Unsure how long it will take for the [Scottish Government's digital scheme](#) to roll out.

Glasgow Zine Library – have been busy moving resources from the Zine Library space online (as far as possible). Also taking the time to get feedback from local organisations & families in terms of what they would like to see happen online or in the space when possible to open. Have moved programme of events online (including Glasgow Zine Fest – postponed to May). Have gathered resources on Zoom security issues – can share these. Have a strong social media community – happy to share news, events etc from other SEIN members. Contact: glasgowzinelibrary@gmail.com

Thriving Places Govanhill – Have made a short survey, for people delivering services in Govanhill to try to coordinate our response to the crisis, enable us to have a map of what's available & connect organisations who can support each other. From this we can form working groups (e.g. this afternoon, Zoom call for those providing food). All organisations delivering services in Govanhill [invited to complete this survey](#) by Friday 17th April. (Anyone with a connection to Govanhill also invited to complete [this short survey](#), for fun, about Govanhill's languages).

Trying to ensure that what is happening is captured & promoted in the media. Contact Mana if you would like help getting your story published.

Also, has created a group on Facebook called Govanhill Working Together for organisations working in Govanhill (contact Mana if you would like to join). Contact: mantoniak@govanhillha.org

Govanhill Community Development Trust – Between GCDT & Govanhill Housing Association, have a lot of staff supporting the Roma community. Supporting people particularly with welfare rights, access to food & mental health support (with awareness that there is likely to be a great need for this following the crisis as well). Also trying to identify resources to support workers' mental health (can share). GCDT will be tasked with disbursing Scottish Government funds to local initiatives (the Thriving Places survey will give a steer as to where the needs lie). Multilingual Support Line soon to be launched.

Positive Action in Housing – Supporting asylum seekers to apply for Home Office support, and supporting private tenants who are concerned about rent (can try to negotiate rent relief with landlords). People should be reassured that the Scottish Government has extended the evictions notice period to 6 months, and that all the obligations that fall upon landlords regarding property standards & repairs still apply. Also supporting people to apply for Universal Credit. Still taking referrals & providing support over the phone (can provide this in a number of languages) [PAiH contact numbers](#).

See '[BaRE UK](#)' media platform (Battle for Racial Equality): looking to share stories from people from ethnic minority backgrounds – get in touch if there is anyone in your networks

who would like to share their experiences (anonymously or not), at the moment, particularly interested in stories related to the lockdown.

Glendale Women's Café – Have [this short survey](#) as part of development work for the future direction of the café - keen for other SEIN members to respond to this. Only 4 questions (relates to GWC services in normal time). Currently keeping in touch with people who come to the café via a WhatsApp group, & have used the SEIN Zoom account to hold a session & hope to continue this. ESOL classes are run through Glasgow Clyde College, waiting to hear from them whether these can be held online (may be spaces available for others to join). Keen to know if there is a Pollokshields equivalent to the work going on in Govanhill connection organisations, to help with signposting. Also would appreciate any support available for the café manager who is hearing the anxieties of a lot of people.

Home Start Glasgow South – Diverted money for planned trips to putting together a box for families, which was well received. Staff keeping in touch with families via phone/online, arranging for food parcels etc. Online groups – first Dads & Weans Group running this morning, Dads Antenatal Group & Craft groups planned. IT and internet access is one of the main challenges. Appreciate the links & information through SEIN to help with signposting.

Empower Women for Change – Main challenge is lacking core funding so all core services halted. Have teamed up with another charity (Najra Helping Hands) to provide food parcels, distributing mainly in Moss Heights flats, Lincoln flats and Kingsway flats (received funding from Faith in Community Scotland for this). Asking network for links to places to get supplies for these cheaper than the supermarket's cost price, please contact: info@empowerwomenforchange.org.uk.

4 Development Worker Update

Appreciation given for all the work that everyone is doing – particularly good to see the connections being made & support offered between organisations.

Updates – Aware that there is an overwhelming amount of information to keep up with at the moment. Hoping that the distilling of this has been useful so far, Ruth C will continue to do this & share network members news, requests for help etc as usual.

New Wellbeing Fund – The Scottish Government account [this new fund](#) available to third sector organisations this morning.

Digital Safeguarding – [This open source document](#) from Third Sector Lab has information about digital safeguarding, and lots of other useful info on digital service delivery. Recommend checking the Third Sector Lab & SCVO Digital weekly digital service delivery charity video calls.

New Members – Welcome to Glasgow Zine Library who have just joined the network (as our 70th member organisation) & are attending their first SEIN meeting.

SEIN Zoom Account – The SEIN Zoom Pro account is available for network members to make use of. Contact Ruth C if you would like to.

SEIN Volunteer – Unfortunately Pheobe, our new Communications volunteer, who was introduced at the last network meeting, has had to return to New Zealand, due to the Coronavirus situation.

5 Board Update

We had agreed as a board & a network, that we would bring our funding to an end once our IGF funding ended. However, because of the six-month extension from the IGF, we now have a small amount of funding to distribute to members. This will be used to support work responding to the current situation. Ruth C has contacted members to find out where the needs lie & the board will be using this information to design the criteria for the funding. Thanks to those who have responded to this. Application details will be made available as soon as possible.

As we also have to look to SEIN's future to ensure we can continue & keep our Development Worker in place, it would be useful to hear some feedback from members for our funding applications. If what we are doing & being part of the network has been helpful for you, the board would be grateful if you could take a couple of minutes to let us know. Email: info@seinglasgow.org.uk

6 AOCB

Question from Tim to the network around what the most relevant online platforms are for the different groups that everyone is working with (for example, aware that the Roma community in Govanhill tend to use Facebook more than other platforms). This would be useful to know to tailor information to the most appropriate platforms.

7 Dates of Next Meetings

Tuesday 12th May, 10am-12noon

Tuesday 9th June, 10am-12noon

8 Additional Links Shared on Zoom Chat

Zoom Security:

[How to Prevent Zoom Bombing](#)

[Here's what Zoom is doing to make its service safer](#)