

# South East Integration Network

Minutes of Network Meeting held on Tuesday 12th May 2020  
(Online)

<b>Present:</b>	Ghizala Avan	Amina MWRC
	Ellie Bather	Glasgow South East Carers Centre
	Eileen Baxendale	Castlemilk Community Church / SEIN
	Tracey Burns	Families Outside
	Meg Camley	Home Start Glasgow South / SEIN
	Ruth Cape	SEIN
	Susan Clark	Glasgow South East Carers Centre
	Lilian Delaney	Home Energy Scotland
	Jola Dolewska	South Seeds
	Sabine Etchu	Women's Support Project
	Ruth Forsythe	Finn's Place / SEIN
	Dee Gildea	The National Lottery Community Fund
	Sukhcharan Kaur	Sikhs in Scotland
	Karen Krawczyk	SEIN
	Hazel Kyle	Glasgow Life
	Penny Macleod	The Well / SEIN
	Grace Mark	The Hidden Gardens
	Julie Maguire	Glasgow Life
	Safina Mazhar	Pollokshields Development Agency
	Kirsty McDonald	Health & Social Care Alliance Scotland
	Allison McKenna Breen	Health Improvement Team (Glasgow HSCP)
	Katherine Midgley	Govanhill Baths
	Alex Sarkisian	Glasgow Zine Library
	Lorna Smith	Mears
	Mary Sneddon	Scottish Ethnic Minority Deaf Club
	Lorna Stubbs Davies	Bike for Good Glasgow South
	Emma Straughan	Scottish Association for Mental Health (SAMH)
	Anne Strachan	Voluntary Sector Voice
	Fariha Thomas	Youth Community Support Agency (YCSA)
	Chris Yeoh	Glasgow Zine Library

**Apologies:** Emma Aitken (SEIN), Marzanna Antoniak (Govanhill Thriving Places), Rhiannon Davies (Greater Govanhill), Godsal (Glendale Women's Café), Anne Kinghorn (Mears), Traci Kirkland (Govan Community Project), Clare McBrien (Givin it Laldie), Angie Mwafulirwa (Freedom from Torture / SEIN), Jen O'Brien (Music Broth), Mary Rocks (Glasgow Life), Brian Watt (Police Scotland)

## 1. Welcome

Meeting chaired by SEIN board member, Karen Krawczyk, all welcomed & thanked for joining.

## 2. Minutes of last meeting

Proposed by Meg Camley, Seconded by Lorna Smith

### 3. Updates

Alongside updates on news & activities, all present invited to answer the following questions:

- What challenges are you anticipating as restrictions change/ease?
- Are you aware of any funding or support gaps?
- Do you have any tips for others (regarding things that are working well, or that you have found useful)?

**Glasgow Zine Library** – [Glasgow Zine Fest Remote programme](#) coming up this weekend (15<sup>th</sup> – 17<sup>th</sup> May), full of online workshops & events (have been working to ensure these are accessible). **Challenges:** Physical space in Govanhill is small – unsure how this is going to work if social distancing is still in place. Expecting to have to continue with more online events/activities. **Tips:** Film Hub Scotland have opened up funding to focus on accessibility.

**Health & Social Care Alliance Scotland** – Community Link Workers continuing to keep in touch with people & link them in with relevant community resources. A positive outcome has been more people becoming aware that the Community Links Workers are there to offer support. **Challenges:** Aware that it's going to be hard to see people face to face. Usually hot-desk which may present an issue.

**Bike for Good** – Have opened up South Hub for bike sales & repairs – prioritising key workers. Offering online design-your-commute service. Electric Cargo bikes in high demand for deliveries. **Challenges:** a lot of our work is community outreach delivery. **Tips:** Have had a lot more active engagement via social media.

**Glasgow South East Carers Centre** – Distributing PPE for carers ([PPE distribution hub](#) / Carers Information Line for PPE: 0141 353 6504). Accepting online referrals for new carers ([Self Referral for carers](#)). Carers Week starting 8<sup>th</sup> June – online events happening. **Challenges:** Emotional burden on staff, especially when not able to see their own family & friends. Looking for more sustainable ways to get young people connected with wifi.

**Amina MWRC** – Doing a lot of work on self-care & sharing past resources especially around preventing violence against women & girls. Active on social media. **Challenges:** keeping everyone together as a team. Board are looking at a budget for counselling for staff.

**Sikhs in Scotland** – Thanks to SEIN for the funding – a great help for food delivery work. Please refer anyone in need of food parcels. We deliver twice a week for all communities. Contact: [sikhsinscotland@outlook.com](mailto:sikhsinscotland@outlook.com) / 07340727219. Also serve hot meals.

**Women's Support Project** – Supporting women from Rights & Choices programme, who are very isolated; many have experienced domestic violence & have no/little income. Supporting through phone calls, food deliveries & Tesco vouchers. Prior to lockdown, volunteers were doing befriending with women, now looking into other ways to do this. **Challenges:** Anticipating challenges with childcare spaces – crèches won't be taking so many children, so will limit no. of women that can access group work. Some women having suicidal thoughts – challenge for staff to support them.

**Govanhill Baths** – Running a lot of online activities (some open, some closed to existing groups). Physical activities have been particularly popular. Posting out craft packs – include activities that people can complete & send back to the Baths free of charge **Tips:** Can arrange free-post with Royal Mail – contact Katherine for more info: [katherine@govanhillbaths.com](mailto:katherine@govanhillbaths.com). Online story-telling series – see Facebook page. Archivist has been busy: if you know anyone who swam at Govanhill Baths, trying to gather as many experiences as possible (Contact Paula on 07731 712482 / [archive@govanhillbaths.com](mailto:archive@govanhillbaths.com)).

**Challenges:** Office is small. Also not sure how reconstruction work will be affected. August festival up in the air at the moment. Unsure of follow-on effects on different communities that we work with. **Tips:** Buddy system between staff members, for wellbeing; with non-work-related weekly chats.

**YCSA** – Facing issues around digital exclusion. Thanks very much to SEIN for the grant which is very helpful. We offer counselling service, but many can't take this up as no private space to talk to counsellor – more than once a day exercise outdoors may help with this. Currently supporting one asylum seeker in one of the Mears hotels, who has been affected by the recent death in one of these hotels. **Challenges:** Still hoping lockdown will have lifted enough to do summer holiday programme, but not sure how to do this with physical distancing in place. Also not sure about how to adapt office and deliver face to face services. Welcome thoughts from others on developing physically distanced youth work. **Tips:** Have some spaces on our counselling service (also covers parents / carers of young people from BME background). For telephone or WhatsApp 1:1 appointments, call or message 07842 792843. Telephone counselling can also be provided. If you would like to request this, please call 07842791418 on Tuesdays, Wednesday afternoons (after 2pm) or Thursdays, and our Counselling Coordinator will be able to help you. Outwith these hours, please leave a text or email [ShameemRaza@ycsa.org.uk](mailto:ShameemRaza@ycsa.org.uk). Also willing to lend equipment to young people (from BME backgrounds) for the duration of lockdown; e.g. guitars, board games. Items would be well sanitised.

**Home Start Glasgow South** – Doing online activities (e.g. antenatal classes). Looking to start online baby massage classes. Keeping in touch with all families regularly. **Challenges:** Working out how volunteers can support families going forward. Thinking about staff, volunteers & families' safety. Digital inclusion will continue to be a challenge – i.e. some families with only one phone, or no internet access. Communicating & staying well connected between a large staff team is also a challenge.

**Pollokshields Development Agency** – Have sewing machine lending service – people can borrow for 2 weeks; this is proving popular. Linking in with food service at 423 Shields Road, as well as local mosque & Gurdwara. Thanks to SEIN, we have funding for creative writing classes which we're going to be offering to school age children, and adults. **Challenges:** How to continue once Covid-19 funding support has gone (what will happen with this as we come out of lockdown?). Looking forward; most of our work involves large community gatherings – how to continue with these? **Tips:** have been working closely with lots of other organisations; cross-referrals between agencies has been a big boost.

**Glasgow Life** – Update from Glasgow Code Learning project; have had a shuffle round of the team. Hazel is now the programme lead for Glasgow Code Learning. Julie now working as outreach coordinator. This is a multi-course programme, starting off at the basics (how to switch on a computer) – this is dependent on being face to face with learners. Haven't been able to continue the learning with people at the moment; though have been doing check-ins over the phone. Upper levels – run in conjunction with Glasgow Kelvin College; who are doing remote learning with those already on the course. However, currently unable to get new learners on – difficult to move forward as colleges under a lot of pressure at the moment. **Challenges:** getting in front of learners in a safe way. Also, unsure what people will want/need - currently considering adapting course, keen to have feedback. **Gaps:** Tech – working across Glasgow Life, trying to get devices & data to people. **Tips:** keen to work together.

**Mears** – Daily welfare calls to those who are most vulnerable; i.e. over 70s & those isolating because of Covid symptoms. Weekly calls to those who are less vulnerable. Referring shielders & isolators for food parcels, and doing food drop-offs ourselves, as well as working with others such as Castlemilk Together, Sikhs in Scotland & Mosques. Most staff working

from home, some visiting people to drop off Aspen cards & make sure welfare is ok. Request for anyone who knows of anyone in Mears accommodation who is particularly vulnerable to let us know if they need extra support: contact [Lorna.Smith@mearshousing.co.uk](mailto:Lorna.Smith@mearshousing.co.uk)

**Scottish Ethnic Minority Deaf Club** – Thanks to SEIN for funding which has enabled us to purchase tablets for members who didn't have any IT. Organising climate challenge quizzes and social chats & in the process of delivering craft packs, for online craft sessions. Have moved fortnightly gatherings to Zoom – has its challenges re. communication, but people are enjoying it. Accessing food for people is a challenge as people require interpreters. Have got some funding to address this & about to deliver a 10-week pilot delivering food packages. **Challenges:** not sure how we will deliver workshops when lockdown is lifted. Anticipate having issues in supporting people with interpreters for issues around housing, electricity etc.

**South Seeds** – Energy phone-line, weekdays 9am-5pm: Paul (07548334147) [paul@southseeds.org](mailto:paul@southseeds.org) & Jola (07752727457) [jola@southseeds.org](mailto:jola@southseeds.org) (always offer to call back in order to save people's credit). **Challenges:** Safely working with the community – going to clients' homes; don't know yet how this will work. Long term economic impact on clients – already people are struggling to top up meters etc., & the situation is much worse now (as many people have lost jobs). Now in the process of sending postcards to clients who have not contacted us since the lockdown.

**The Hidden Gardens** – Men's Group has been continuing to meet, doing activities such as drawing & about to start doing some foraging sessions with them. Using Zoom, as well as Whatsapp. Keeping in touch with everyone else on the phone. **Challenges:** how do we adapt programmes and group work going forward. We have very small indoor spaces (for groups and staff). Work with a lot of vulnerable people with health challenges – thinking about how to continue support for these people. Currently working to get people connected (people who weren't so interested in this before are realising that this is going to go on for a long time).

**The Well** – One member of staff currently working. Volunteers are manning advice lines. Very impressed with the volunteer team keeping up with changes to Universal Credit, immigration regulations etc. **Challenges:** base & office are small; looking ahead – concerned about welfare of team & community – conscious of difficulties that are likely to arise re. UC, mortgage breaks, repaying debts etc. when things return to some kind of normality **Tips:** it's been useful to check in with people socially & share light hearted things

**Families Outside** – All staff working from home, still providing support to families affected by imprisonment. Helpline service has stayed open – have experienced an increase in calls. FAQs updated weekly on the website (put these regularly to the Scottish Government & Scottish Prison Service). Shortly starting MyTime peer support group for young people online (still taking referrals for this). Have been in touch with young people re. what they would like. Looking at making a story on TikTok, and perhaps working with another organisation to make a song or poem. Contact Tracey if any suggestions. Also looking to do yoga with the group – looking for someone to run this (particularly anyone who has experience working with children & young people). Looking to work in partnership where we can in a new, imaginative way. Contact: [Tracey.Burns@familiesoutside.org.uk](mailto:Tracey.Burns@familiesoutside.org.uk)

**Home Energy Scotland** – Trying to bolster partnership connections. Have started doing online training. Keen to connect with anyone who would like to refer people (contact: [lilian.delaney@sc.homeenergyscotland.org](mailto:lilian.delaney@sc.homeenergyscotland.org)). Have a community leaflet, which can perhaps go in food parcels etc., as well as text for social media posts. Obviously home visits have stopped, but offering virtual support. A lot of cross-referring & signposting happening.

Still taking referrals for Warmer Homes Scotland scheme. **Tips:** Staff coffee breaks are working well. [NHS presentation for staff](#) – may be helpful for those having to take difficult calls.

**Castlemilk Community Church** – Set up a helpline to support service users. Getting out activity packs and about to start up group work on Zoom. Furniture Project – can provide emergency furniture for people. **Challenges:** no idea how a busy project like ours functions under social distancing.

**Health Improvement Team** – Had been delivering green-care prescribing; starting to consider how to continue this within lockdown (i.e. through appointments based system at Shields Community Garden). Connected with Govanhill Mental Health Support Group & Govanhill Support Workers Group. There is an emotional cost to the work that we all do; especially when people are empathically engaging – beginning to look at familiarisation sessions with Healthy Minds resource; this will be open to all staff (date to come). Also looking at vicarious trauma – sharing information around compassion fatigue; recognising signs & symptoms. **Tips:** LifeLink are still accepting referrals, through their adult and youth services – encouraging people to make referrals, & self-refer. **Challenges:** expecting to be home working at least til the end of the year.

The next Govanhill Mental Health Support Group is on Thursday afternoon - if anyone would like information about this or some of the online sessions mentioned, e.g. Healthy Minds familiarisation session, please get in touch. I'd like to collaborate with people on how we might collect & share stories from people about how they've managed their mental health during lockdown - lots of learning potentially. Contact Allison: [allison\\_564@hotmail.com](mailto:allison_564@hotmail.com) / [Allison.McKenna-Breen@ggc.scot.nhs.uk](mailto:Allison.McKenna-Breen@ggc.scot.nhs.uk)

**The National Lottery Community Fund** – Has been very heavily engaged in crisis response funding. If you are currently a grant holder for the Community Fund or Awards for All, you can apply for another grant if it is Covid related. Contact Dee if you would like to discuss this. I have been listening to comments & conversation around the challenges that everyone has been experiencing, and is anticipating. I will feed these into the planning team who will be looking at the transition & recovery period. Contact: [dee.gildea@nlcommunityfund.org.uk](mailto:dee.gildea@nlcommunityfund.org.uk)

**Scottish Association for Mental Health** – Huge demand for support for staff & volunteers at the moment – adapting modules & workshops offered for free on topics such as vicarious trauma, PTSD etc. Really trying to promote self-care (through the 5 ways to wellbeing). Post lockdown, if anyone is looking for support around mental health please contact Emma: [Emma.Straughan@samh.org.uk](mailto:Emma.Straughan@samh.org.uk).

### **Updates in absence**

**Givin' it Laldie** - We are doing short singing sessions on our Facebook Live every Wednesday 1.30pm - 2ish. It's a short session of a warm up, breathing and singing. If people would like to take part they can do so on [our Facebook page](#).

**Music Broth** - We are very grateful for the grant provided through SEIN. We've worked hard since receiving this grant to source PPE and refine our procedures to allow us to reinstate our contact-free sanitised musical instrument delivery service & online knowledge sharing and musical tutoring. We are offering a musical instrument delivery service through our membership scheme. If you or someone you know would benefit from access to a musical instrument at this time then please [complete this form](#) and specify your instrument of choice and preferred delivery slot. Any further information please contact us, email: [info@musicbroth.org](mailto:info@musicbroth.org)

You can find our online knowledge sharing & music tutorials on our [Facebook page](#) or by subscribing to our [YouTube Channel](#). All organisations are welcome to share our tutorials and musical advice blogs. Support from SEIN Network: We welcome referrals to us for our musical instrument delivery service and we would welcome translation help to create flyers and information to reach people for whom English is not their first language.

#### **4. Development Worker Update**

Thanks to everyone for coming, and sharing.

**Police Scotland**– Police Scotland Community Officer, Brian Watt, unable to join meeting but reaching out. If there's anything anyone needs help with, please get in touch: [brian.watt@scotland.pnn.police.uk](mailto:brian.watt@scotland.pnn.police.uk)

**Funding** – Upcoming funding deadlines: Scottish Refugee Council Fund (13<sup>th</sup> May), Area Partnership Budget (15<sup>th</sup> May), Scottish Government Wellbeing Fund (22<sup>nd</sup> May)

**Digital** – [New 'Connecting Scotland' initiative](#) to support people to get online. [Scottish Tech Army](#) offering digital support for organisations

**Online Platform for SEIN Members?** – Considering whether an online platform (such as Slack) for SEIN member organisations to connect outside of meetings would be useful/wanted. Any thoughts on this, please send to Ruth C.

**SEIN Zoom Account** – Use of the SEIN Zoom Pro account has been useful for several member groups. Reminder that this is available. Contact Ruth C if you would like to use it.

**Mears Hotel Situation** – Many will be concerned about the situation with people being moved from Mears apartments into hotels. We have been asking questions on behalf of the network regarding this, and connecting with other integration networks in the city. If you have specific questions/concerns/experiences of people affected, Ruth C can take these forward. You can also contact Anne Kinghorn, from Mears, directly: [anne.kinghorn@mearshousing.co.uk](mailto:anne.kinghorn@mearshousing.co.uk). We were very sad to hear of the recent death of a young man in one of these hotels. In light of this, Scottish Refugee Council [have set out some key asks for Mears & the Home Office](#), and Positive Action in Housing [have written an open letter to the Home Secretary](#). Update from Lorna Smith: Waiting for more information on the circumstances surrounding the death.

#### **5. Board Update**

The small grants were assessed and have been distributed – Ruth C has circulated a list of those who received funding. Towards the end of June, there will be further communication about another round of (small grant) funding for member organisations.

Thanks to everyone for engagement with the network, and thanks to Ruth C for keeping everyone well informed.

#### **6. Date of Next Meeting**

Tuesday 9<sup>th</sup> June, 10am-12noon