Point and Sandwick Response to Covid 19 Pandemic

A case study in Leadership and Resilience



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1.Executive Summary

Although not normally engaged in direct service delivery as opposed to facilitating other community action, PST stood up as opposed to standing down when the Coronavirus threat appeared in March 2020. In exercising a leadership role, PST met two of its key roles:

- providing assistance to people who are disadvantaged by reason of age, ill-health, disability, financial or other disadvantage, and,
- through the relief of poverty in such ways as may be thought fit.

- Initially, PST provided Point, Sandwick and Stornoway Community Council with a £5,000 donation each to enable them to take individual action and PST also initiated the local production of PPP visors for local health and care establishments in collaboration with Lews Castle College. A substantial donation of £40,000 was provided to WI NHS.
- In addition, external funding was obtained from (a) HIE, for a food and medicine delivery service to vulnerable people (£55,600), through the Supporting Communities Fund, and (b) (£55,525) for outreach telephone support and a cooked meal service from the Wellbeing Fund.
- Two driver/co-ordinators were employed through the Supporting Communities Fund until the end of September for Food Delivery Service.
- One co-ordinator was employed until the end of September 2020 from the Wellbeing Fund.
- 41 volunteer roles were established between the two projects including community leafletting, befriending, meal deliveries and volunteer commitments for liaison and Community Council engagement purposes on the steering group.
- 17 volunteers were engaged with daily food and meal deliveries (covering week days and weekends in a comprehensive service)
- Zoom facilities were put in place to facilitate staff and volunteer recruitment, training and project management and co-ordination.
- 5110 cooked meals were delivered to mainly elderly households.

- An interim group has been set up to further develop telephone befriending to reduce isolation and loneliness which the pandemic has added to and to build further community resilience.

Under the SCF, (food deliveries) :

- 15 mainly small local businesses benefited from the delivery service creating more time for them to adapt their own service arrangements for rural customers.
- Deliveries were made to 30 settlements in Point and Sandwick.
- 1556 shop food deliveries were made to 185 households throughout the project.
- 3373 additional emergency food/meal packages were delivered to households in need.
- 260 vulnerable or isolated households received support.
- 5,220 miles were incurred by the delivery service drivers.
- Those actions and local agency and leadership by PST are consistent with the principles in the humanitarian right to food and in mitigating food insecurity in Lewis as a result of Covid 19.
- Recommendations include that Adult Services review whether care packages are currently able to meet the type of need the projects found over the last six and in the coming six months, and, that Emergency Planning consider, if not already done so, additional future risks to disruption to food supply chains to the Outer Hebrides.

2. Introduction and Operational Context

The Western Isles are an archipelago of Islands, laying North to South about 200km long and 40-60 miles from the North -West of the Scottish mainland. Lewis, the largest island, shares its Northernmost latitude with Southern Sweden and Alaska and is part of the Atlantic fringe of Europe. The peninsula of Point and the Sandwick Community are situated on the North-Eastern seaboard of Lewis, beyond the main town of Stornoway.

The Western Isles, with a population density of 9 (hab/km2) and an ageing population - part of the accumulation and interaction of restraints which islands suffer from - and which was recognised in 1997 via the Amsterdam Treaty and the the adoption of Declaration 30 whereby: "*The conference recognises that island regions suffer from structural handicaps linked to their island status, the permanence of which impairs their economic and social status. The Conference accordingly acknowledges that community legislation must take into account of those handicaps and that specific measures may be taken, where justified, in favour of those regions in order to integrate them better into the internal market on fair conditions."* In addition, the "Island (Scotland) Act 2018" gave a duty to Scottish Ministers to prepare a national islands plan and consult on it with reference to sustainable economic development, environmental well being, health and wellbeing, and community empowerment, reducing fuel poverty etc. Those political instruments recognise that islands are different, that the degrees of handicap are permanent and that "fairness" is a considering factor. This is still historically and factually the case, even where Britain exits the EU.

Under the consultation of the Proposed Right to Food (Scotland) Bill (2020) which aims to incorporate Human Rights to food into Scots Law, the UN Special Rapporteur (2002) is quoted " *The right to have regular, permanent and unrestricted access, either directly or by means of financial purchase, to quantitatively and qualitatively adequate and sufficient food corresponding to the cultural traditions of the people to which the consumer belongs, and which ensure a physical and mental, individual and collective, fulfilling and dignified life free of fear."*

The UN Food and Agricultural Organisation also (p.7) that food is also *"accessible I.e. that each household either has the means to produce or buy its own food. However, if individuals are deprived of access to food for reasons beyond their control…recognition of the right to life obliges States to provide them with sufficient food for their survival".*

The paper draws attention to the Scottish Health Survey Statistics (2020) which says *" almost 1 in 10 Scottish people are food insecure" and (p.10) that " 18% of pensioners in Scotland are living in poverty."*

On Covid-19, (p.13) it says *The lockdown phase of the management of the Covid-19 Pandemic has meant that a significant number of people have faced food insecurity for physical reasons, in that their usual method of collecting food from the shops and supermarkets has been disrupted. This is specially true for those who have been shielding and staying at home completely."*

Point and Sandwick Trusts own *Community Development Plan (p.9/10) (2020-2025)* notes the disparities between Scottish and island statistics -and it is the accumulative and interactive relationship of all those which create an additional island condition referred to earlier.

Table 2: Key indicators for the Outer Hebrides and Scotland

Indicator	Scotland	Outer Hebrides
GVA per head, 2016 (£)	£24,876	£17,276
Employment rate (%)	73.9	80.5
% of 16-64 year olds with SCQF 7-12	42.5	42.0
All Healthy Life Expectancy at birth (ALL)	64.2	65.5
Median weekly Earnings - full-time employees (£) - 2016 (resident analysis)	£547.70	£479.80
Households in Fuel poverty 2014-2016 (% of households)	31	55.6
Children in Families with Limited Resources After Housing Costs (%)	20.4	23.2

% of LA datazones within Scotland's 15% most deprived (SIMD)	15.0	0.0
% of dwellings not “energy efficient” 2014-2016	34.0	57.9

Recent research quoted in the anti-poverty strategy found that in order for a household to meet a minimum acceptable standard of living, the budget required was between a tenth and a third more in rural Scotland compared to urban parts of the UK. Indeed, the cost of living on the Scottish islands was found to be higher than any other remote rural areas in either Scotland or the wider UK. Increased costs of living for island households resulted from:

considerably higher household fuel bills, influenced by climate, fuel sources and systems

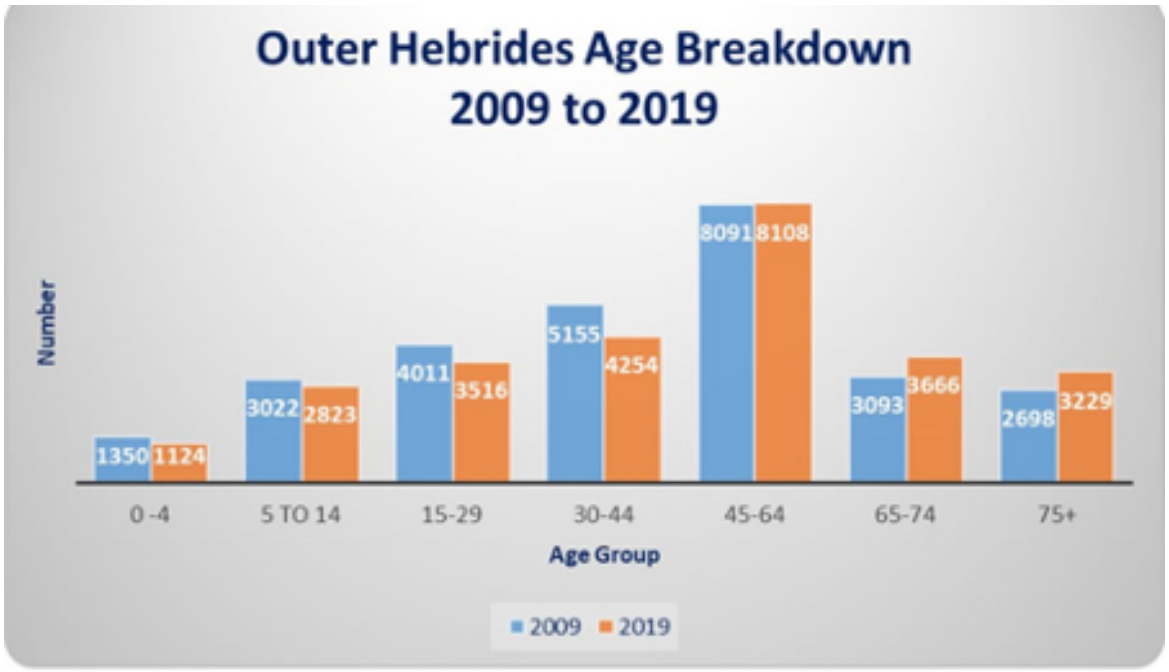
higher prices for food, clothes and household goods

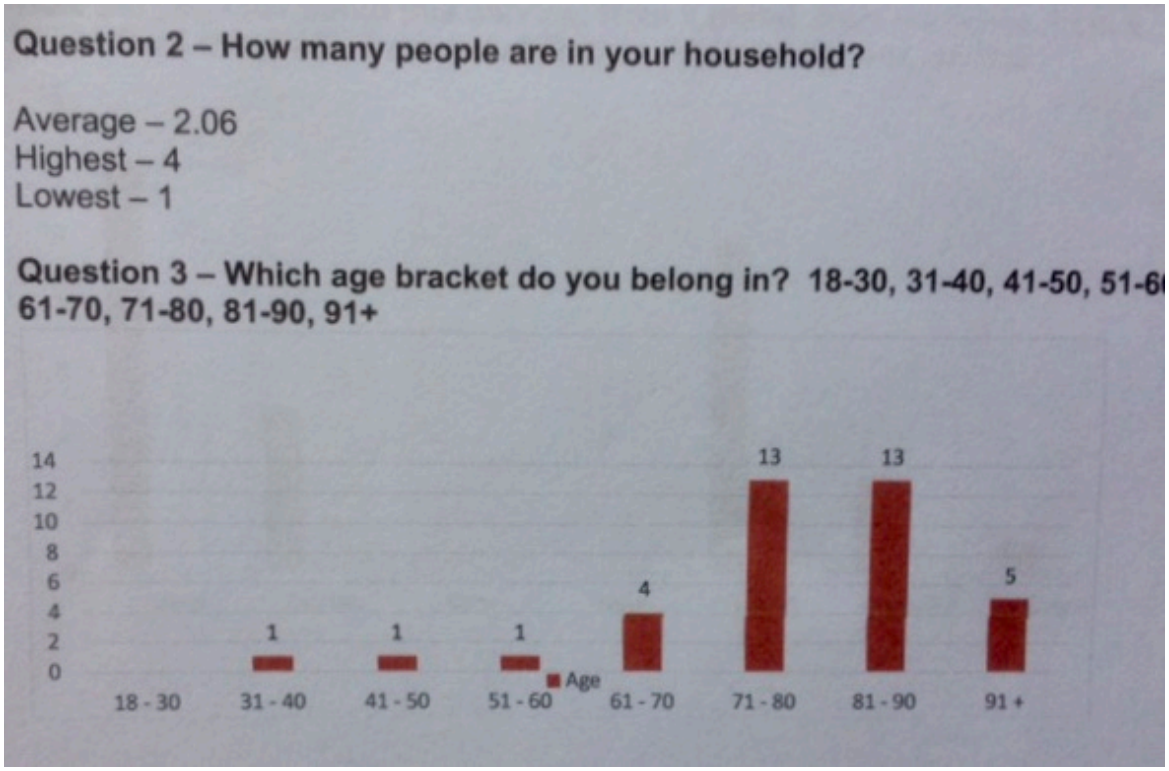
longer distances that people have to routinely travel, particularly to work.

The public sector employment rate was 38.6% of all employment in 2015, much higher than in Scotland (24.7%) and Great Britain (18.4%). While this was an improved situation compared to the original development plan, when public sector employment accounted for 43% of island jobs compared to a Scottish average of 30%, the islands are still more vulnerable to reductions in public expenditure. The potential austerity measures that will need to be put in place post-Covid 19 may therefore have a disproportionate impact on the islands. This would be on top of a vast reduction in income to the islands as a result of a lost tourist season in 2020.

One of the biggest challenges faced by the Outer Hebrides, however, is depopulation, and particularly that population decline which results from the out-migration of young people who are not replaced by incoming young people to the same extent. The most recent information on population from CnES shows that there was an estimated slight further decline in population between 2018 and 2019, of 0.4%, for the Outer Hebrides as a whole. The decrease between 2009 and 2019 is estimated at 2.6%, whilst Scotland as a whole had an increase of 4.4%, and the other island groups of Orkney and Shetland also had increases

Their development plan notes that the medium age of residents 49.5 years in the Western Isles compared to the Scottish average of 42 years. A local study (2017) also found that 49% of people had incomes below £13,400 and 57% were in fuel poverty. It is not a surprise then that a sample survey (2020) showed that the users of the PST Covid 19 projects were mainly in the 71-80, 81-90 and 91+ age brackets.





3. Methodology

This report reviews the two projects set up by Point and Sandwick Trust to mitigate and ameliorate the impact of Covid 19 in the area and to inform the PST board on critical success factors or otherwise from the activities undertaken and to put on record the project case study.

The methodology used included:

- Observing and attending Steering group meetings. (Zoom)
- A survey of households receiving project support.
- Sight of a range of records and project information.
- Sight of information between funders and PST.
- Information made public by the project.
- Desk top and online research.
- Access to PST development Plan 2020-2025
- Information sought from D.J MacSween.
- Information sought from Christina Smith.
- Information provided from Mathew Smith.
- Information sought from Sandra MacLeod.

4. Supporting Communities Fund Project

On 29th April,2020, HIE, on behalf of the Scottish Government offered PST £55,600 to:

- *Put in place and co-ordinate a not for profit free, pick up and delivery service*
- *Employ 2 staff sharing a Coordinator/delivery driver role*
- *Distribute emergency food and fuel parcels*
- *Train and support 10 volunteers*

Outcomes sought were:

- *Covid support to households and residents*
- *Increase in volunteering*
- *Food and medicine deliveries to vulnerable people*
- *Better monitoring of the community during shutdown*
- *Emergency support provided*
- *Regular contact with vulnerable or isolated people*

On May 1st the first Zoom meeting with Community Council met to set up a delivery service and on 8th May a further meeting was held and posts were advertised on Facebook. Thirty five applicants were made and 10 interviews were set up by panel for 13th May. Peter Macneill and Mathew Smith were appointed and had induction training on 20th May. First discussions with local businesses had been initiated and publicity planned.

Initially, the PST minibus was used for food deliveries from the shops but this had drawbacks which was overcome with an estate vehicle provided at low cost to the project by Angus Clinton. This provided more stable transport for grocery transportation.

5. Wellbeing Fund

On 11th May, PST were offered £55,525 from the Wellbeing fund, administered through SCVO by the Corra Foundation. This aimed to:

- Provide frozen/cooked meal to people with additional needs or disabilities
- Provide outreach telephone support to the community for most at risk people
- Employ an outreach coordinator
- Support volunteer costs

A coordinator, Sandra MacLeod was interviewed on 13th May and took up post on 20th May and completed just at the end of the project term.

On May 13th, D.J. MacSween informed senior CNES staff on this initiative expressing hope of collaboration in order to reach vulnerable people. This was followed up by further contact from PST on 22nd May.

A critical step to the development of the project was the participation of Donald Smith, the Chief Cook, to prepare and supply meals from his mobile



kitchen. This enabled good nutritious high quality and professionally cooked meals and food packages to be provided at low cost to the project.

It also meant that the capacity, efficiency and effectiveness for the project was significantly increased with staff and volunteers being able to concentrate on beneficiary contacts. In the course of the project the Chief Cook relocated to the centre in Knock, Point with his skills and energy devoted solely to the project .

Support Examples

Volunteer Comments

"The client group I have look forward to this meal. In some cases it might be the only cooked meal they have for that day. The meals themselves according to the clients are good wholesome meals keeping to dietary requirements and a good choice"

"I like it that I am delivering nutritious meals to those who need it most in our community. Also I am perhaps the only contact that person will have all day".

1. Couple receiving meals, in their 70s.

A couple in their 70s, both retired health professionals, had been shielding at home since March, due to their age and existing medical conditions – but were dealt a major blow when the man collapsed with a heart attack one night in late May.
He was transferred to hospital in Glasgow by air ambulance, and treated with a successful intervention, returning home several days later. His wife had been unable to accompany him, however, due to the strict restrictions in place during the early phase of lockdown, and suffered the stress and anxiety of being at home alone.
She said: "I was mentally in a fragile state as the outcome was unknown at that time and I was unable to travel to Glasgow to see for myself how things were progressing. I was aware of the possibility of my husband suffering a massive coronary after the first heart attack."
A friend referred her to the meals service. "It was a godsend as I would not have bothered to eat, let alone cook, and would have been living on coffee and nicotine."
When her husband returned from hospital, the meals continued for both for a number of weeks.
He said: "We didn't have to think about planning meals or shopping or cooking, so I could just focus on rehabilitation, with no pans to wash."
His wife added: "It was a tremendous easing of pressure at a time when we needed it most. Our grateful thanks to PST and to all the volunteers who were so nice and friendly."

2. Couple in their 80s, receiving support.
An 80 year-old woman going through treatment for cancer, on top of other health conditions, found the meals service to be a "tremendous help" for her and her husband, at a time when neither of them were physically or mentally able to prepare a meal. The woman was receiving treatment throughout July but was unable to lift a kettle without pain. Her husband too was on medication. " the meals are nutritious and very tasty and I don't know what we would have done without them,"she said.

6. Project Outcomes

At the end of April 2020, when funding was offered, first from HIE and secondly in May from the Wellbeing Fund,PST moved fast to recruit staff and engage with small local businesses to set up a food/supplies delivery service and to initiate a meals for vulnerable people from a starting start. It soon became obvious that demand and need from the community focussed on cooked meals and the demand mainly related to older pensioners in the higher age groups as well as others with health or other conditions.

PST also moved swiftly to put Zoom facilities into place to enable it to function remotely and communicate with partners, staff, board members and other stakeholders which was essential for project development and management. For both projects, this meant frequent ongoing and regular meetings also used for recruitment purposes and for staff and volunteer induction and training. Advisory group meetings involving the the two Community Councils met weekly and additional meetings required were organised quickly and efficiently and were an effective tool for problem solving and planning. This probably has a transformative effect for future rural practice and organisation.

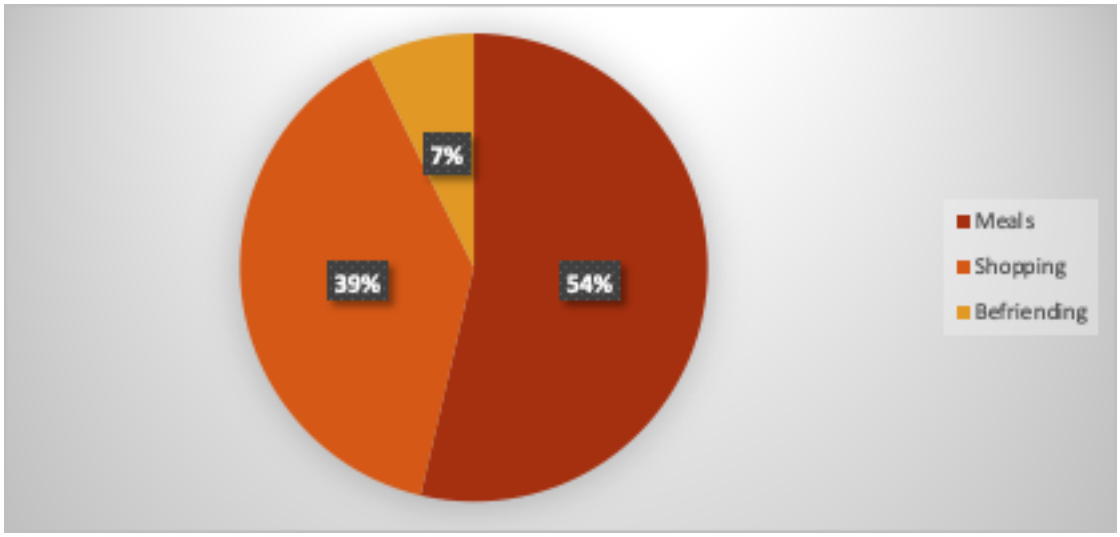
A household leaflet drop, delivered by volunteers, provided the community with details about the new services and also delivered a WI NHS information leaflet about Covid 19.

A total of 41new volunteer roles were established between the two projects as well as 3 jobs created for the duration of the initial project period to August and September. Fifteen small local businesses benefited from the food delivery scheme and 1556 deliveries were made to 185 households with groceries and medicines to over 30 settlements. The drivers incurred 5,220 miles for grocery deliveries alone. In addition, 17 volunteers delivered 3373 food packages under the Supporting Communities Fund and 5110 cooked meals through the Wellbeing Fund. In addition, 8 volunteers were recruited and trained for volunteer befriending to provide extra support to combat isolation. Plans are in hand to continue befriending beyond September, as an independent project.

At the project outset there was little up to date data on individual need within the community but the project has become more informed and the community has

increased its capacity to respond. PST will continue to facilitate community effort and engage with agencies with statutory responsibilities for meeting need.

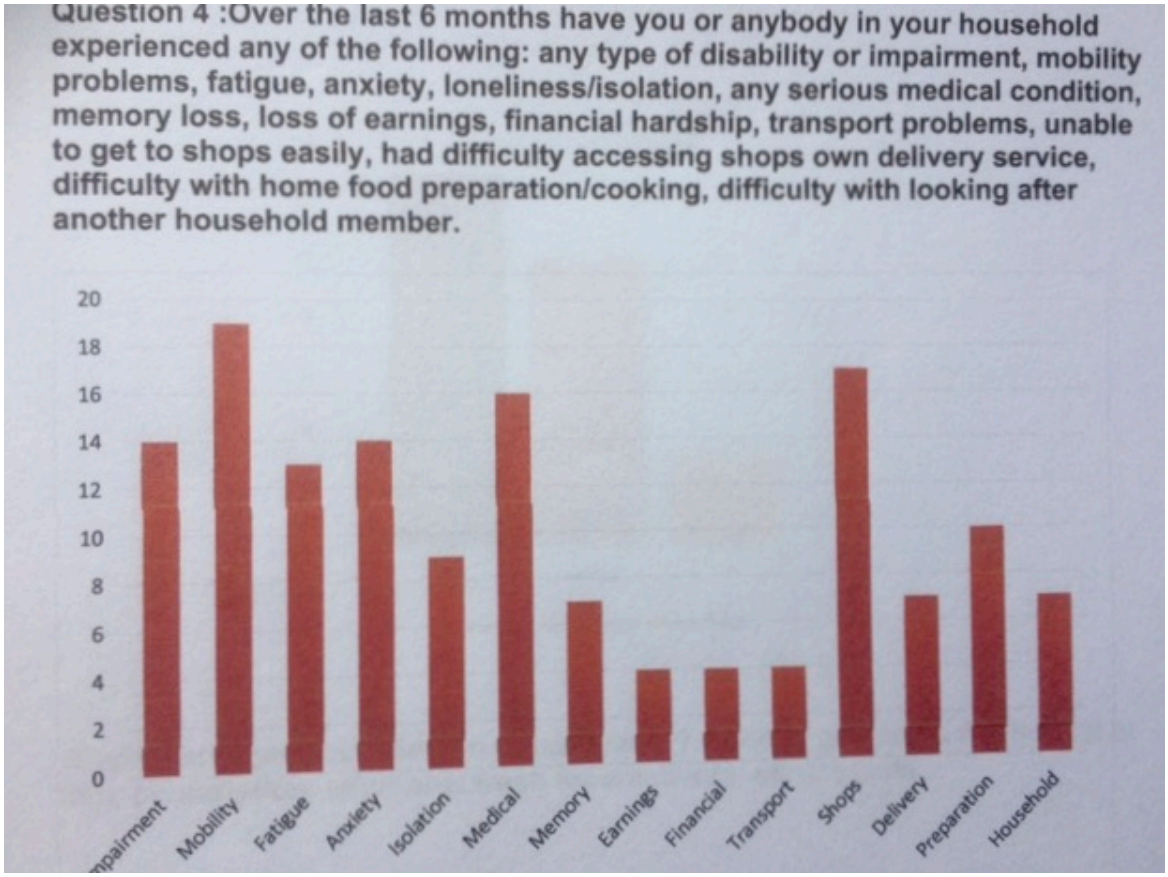
The survey of beneficiaries in September indicated 54% accessed meals, 39% shopping and 7% Befriending.



However:

- That 60% of respondents said they were contacted by a befriender
- That it made them feel less isolated
- That they felt able to discuss things they wanted to talk about
- That they were contacted at times that suited them
- That they wanted to see telephone befriending continued

The survey indicated the range of conditions experienced by project users of which impairment, mobility problems, fatigue, medical issues and shopping issues were the biggest overall problems.



7. Continuation

In September, Donald John MacSween was able to get £5,000 to meet continuing volunteer costs for the befriending activities through Urras Storas an Rubha adopting and hosting the Befriending . An interim befriending group is in process of establishment as an independent group. This should be completed by March 2021. In addition, HIE have agreed to continue some underspend from the Supporting Communities Fund to enable the continuation of food or fuel provision to those in need over the next few weeks. This is also being supported by the two community councils who are contributing £4500 each to enable this to happen.

8. Conclusions and Recommendations

1. The first thing to note is the project would not have started without the agency of Point and Sandwick willing to take and demonstrate leadership on behalf of the community. Both the PST board and their general manager are to be commended on stepping up during a crisis instead of retreating behind the furlough scheme as some other community actors did.
2. PST adapted their operations to enable them to communicate with others, with staff, volunteers and partners by use of zoom technology to overcome lockdown restrictions. They selflessly made this available within the community.
3. The availability of Scottish Government funding to help communities intervene was crucial and helpful. In particular HIE were proactive in reaching out to communities on funding streams and the SCVO funding portal informative and helpful. Funding application processes were streamlined and had fast turn -around times.
4. The participation of Point Community Council and Sandwick Community Council as project partners was important and their input and participation in the steering group valuable.
5. It is noted that the CNES website contained guidance for volunteers and online forms for volunteers and for individuals requiring help. This seemed to stay the same for duration of the pandemic. This did not seem to create online links to community initiatives. There seemed to be no proactive or reactive liaison from the CNES to initiatives like those described here.
6. There seems to have been little or no general sectoral liaison for the voluntary sector during most of the first phase of the crisis although some information on small grants were circulated. This could have been addressed to enable the sector to have voice and feed into community planning or emergency planning.
7. Many press comments and statements highlighted that there were no Coronavirus 19 in the Hebrides. While there were no positive tests recorded this could have created the false impression that there was less risk. As the recent spike in cases in the Southern Isles demonstrated the Outer Isles are not immune. Some anecdotal evidence suggests that some people believed

they experienced mild symptoms early in the year but lack of testing or access to testing perhaps masked this as could confusion over symptoms with other conditions like colds or flue.

8. PST were concerned that the general profile and demographics of the population within the area, like much of both Lewis and the Western Isles in general, including age, fuel poverty, income levels, food insecurity etc was going to be further impacted by lockdown and increased isolation and loneliness. The shut down of public transport and the chaotic conditions at the two major Stornoway supermarkets earlier in the year reinforced the sense of anxiety and fear that was growing in the community particularly for those without transport, those with mobility or health related issues or for older peer groups.

9. Assumptions had to be made that there was likely to be a need for measures to combat isolation and to help with access to food resources beyond what the Stornoway Food Bank could provide. Both project interventions sought to cover likely contingencies and complemented each other. Demand, was significantly higher than originally estimated which indicated that there were more stresses within the community from a combination of factors. We believe that without these interventions many would face considerable hardship which could have increased risk of illness, or even, potentially, loss of life.

10. An assumption was made that some paid staff was critical to be able to deliver the scale and speed of intervention thought required over the township areas and geography of the area. This took into consideration that befriending in the area was considered weak and that levels of need may be hidden. It would take time to build up a wholly volunteer delivered project. In the light of the foregoing, and due to further waves of the Covid pandemic, it is recommended that:

I. Scottish Government continue to make resources available for alleviating anxiety over access to food resources for vulnerable people, and, locally Adult Services should review care packages to ensure they meet actual current need.

II. That local Authorities endeavour to proactively liaise and support community initiatives like food banks and the local initiatives described above. That emergency planning is reviewed to consider whether existing plans are adequate to meet food insecurity or unexpected shortages caused by pandemic or other black swan events. Continuing ongoing concern is the potential for winter weather events, the unreliability of the Caledonian Macbraynes fleet and potential supply chain problems arising from EU border controls. These risks could adversely impact on the Outer Hebrides who are at the end of a just-in-time food supply line.

III. That the Scottish Government support proposed legislation to adopt the Right to Food into Scots Law

IV. That policy makers (local and national) recognise that crofting and crofters could contribute more to local food security and production but use and diversification of development on both in-bye land and common grazings require the removal of unreasonable pocket power veto of landlord interests or legislative restraints

V. That sustainable and vibrant communities require more local shops, outlets and hubs which can help drive the green economy with locally relevant services which will require sustained investment to grow capacity and build opportunity. This will help improve access for those communities distant from services and reduce isolation for many groups of individuals.

Key critical leadership success factors in delivering the project

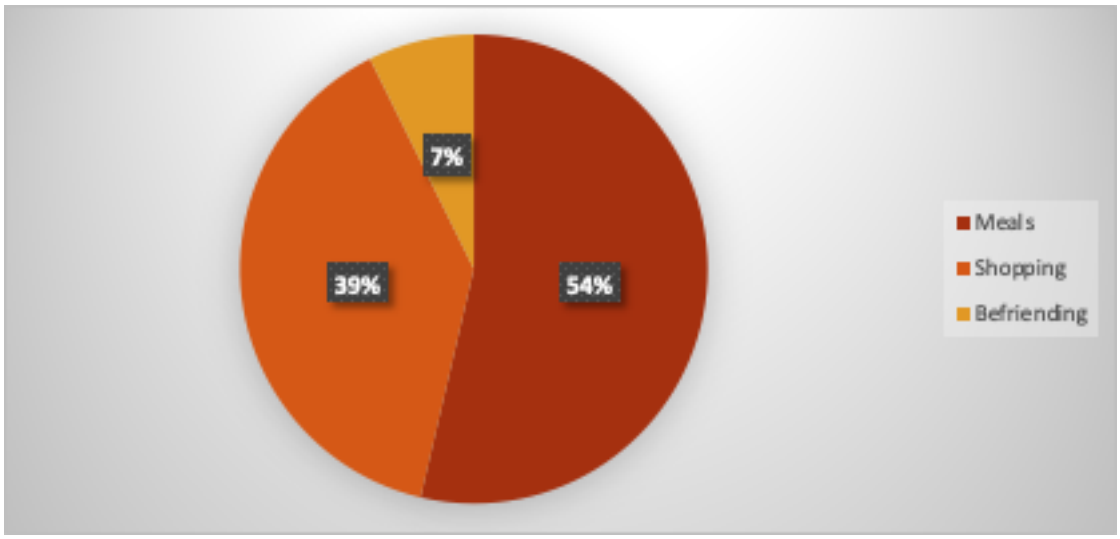
1. That PST were able to spot need that would have gone unmet in the community
2. The credibility and track record of the organisation
3. A willingness and determination to have a go
4. Ability to act fast and adapt in a period of uncertainty
5. The skills and nous to navigate funding streams
6. A willingness to partner with the willing
7. A willingness to take reasonable risk
8. Good team building and communication

Appendix One: Beneficiary Survey

SURVEY OF SERVICES PROVIDED DURING COVID-19 PANDEMIC

FINDINGS

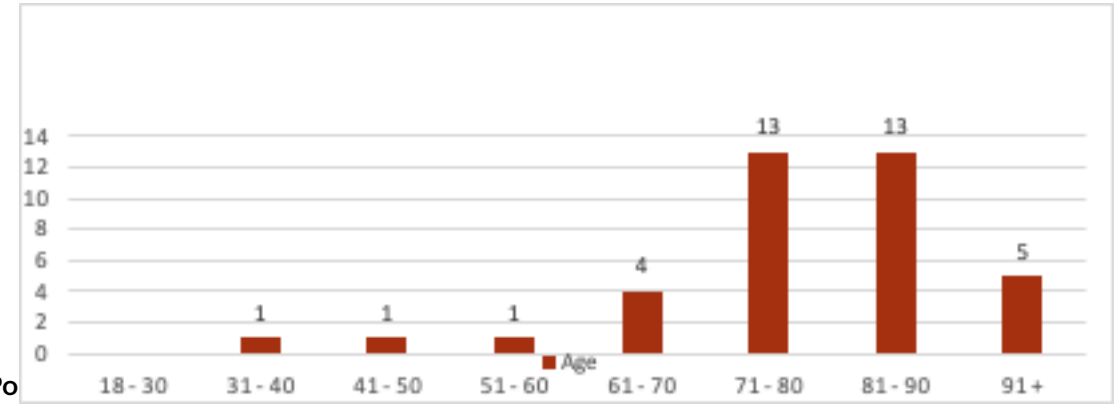
Question 1 – Did you receive help from: Shopping Delivery Service, Wellbeing meals service, Community Befriending Service?



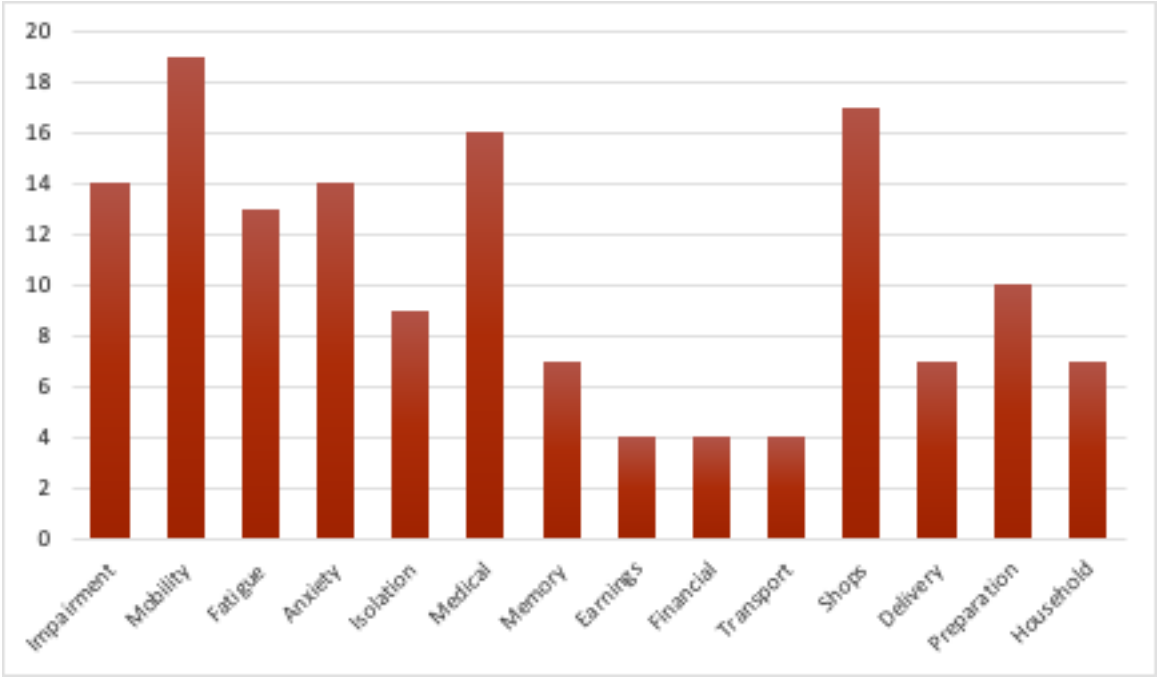
Question 2 – How many people are in your household?

Average – 2.06
Highest – 4
Lowest – 1

Question 3 – Which age bracket do you belong in? 18-30, 31-40, 41-50, 51-60, 61-70, 71-80, 81-90, 91+

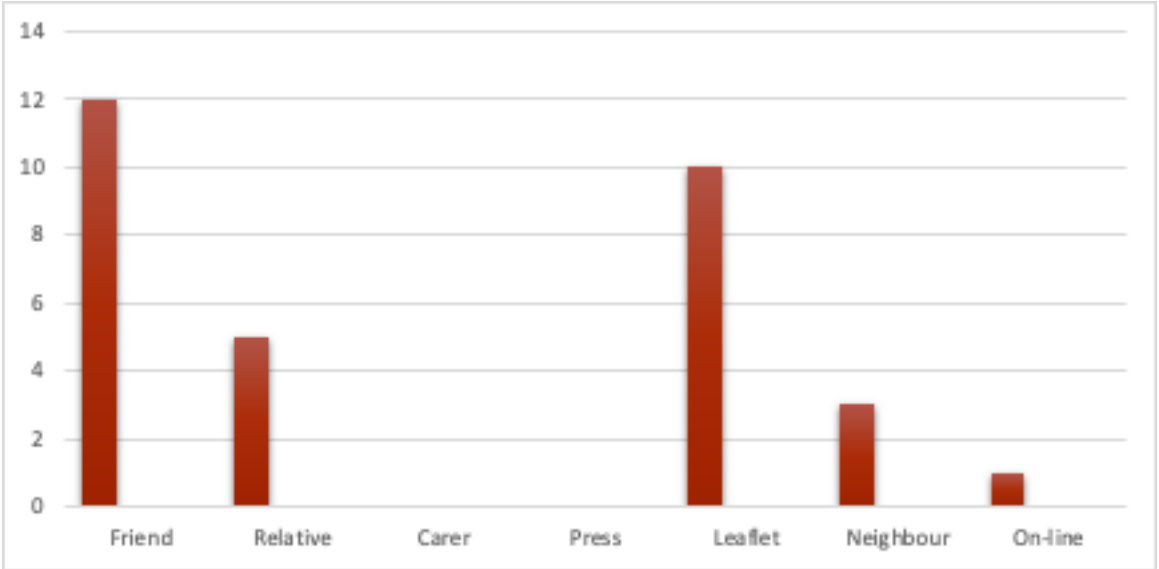


Question 4 :Over the last 6 months have you or anybody in your household experienced any of the following: any type of disability or impairment, mobility problems, fatigue, anxiety, loneliness/isolation, any serious medical condition, memory loss, loss of earnings, financial hardship, transport problems, unable to get to shops easily, had difficulty accessing shops own delivery service, difficulty with home food preparation/cooking, difficulty with looking after another household member.

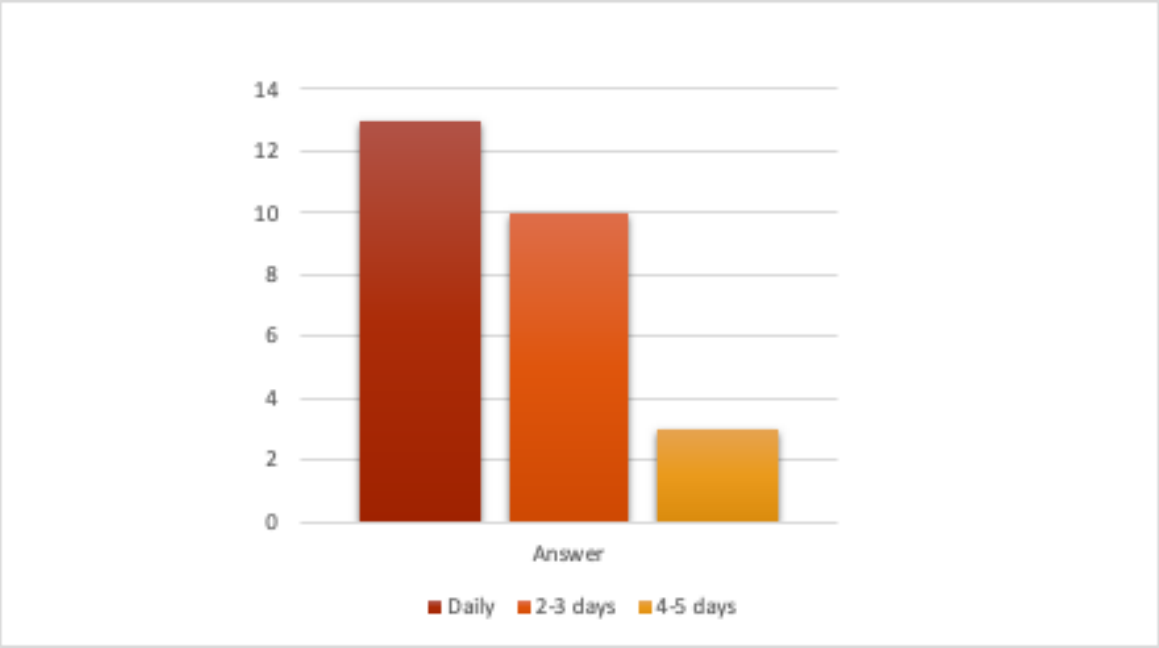


SHOPPING DELIVERY SECTION

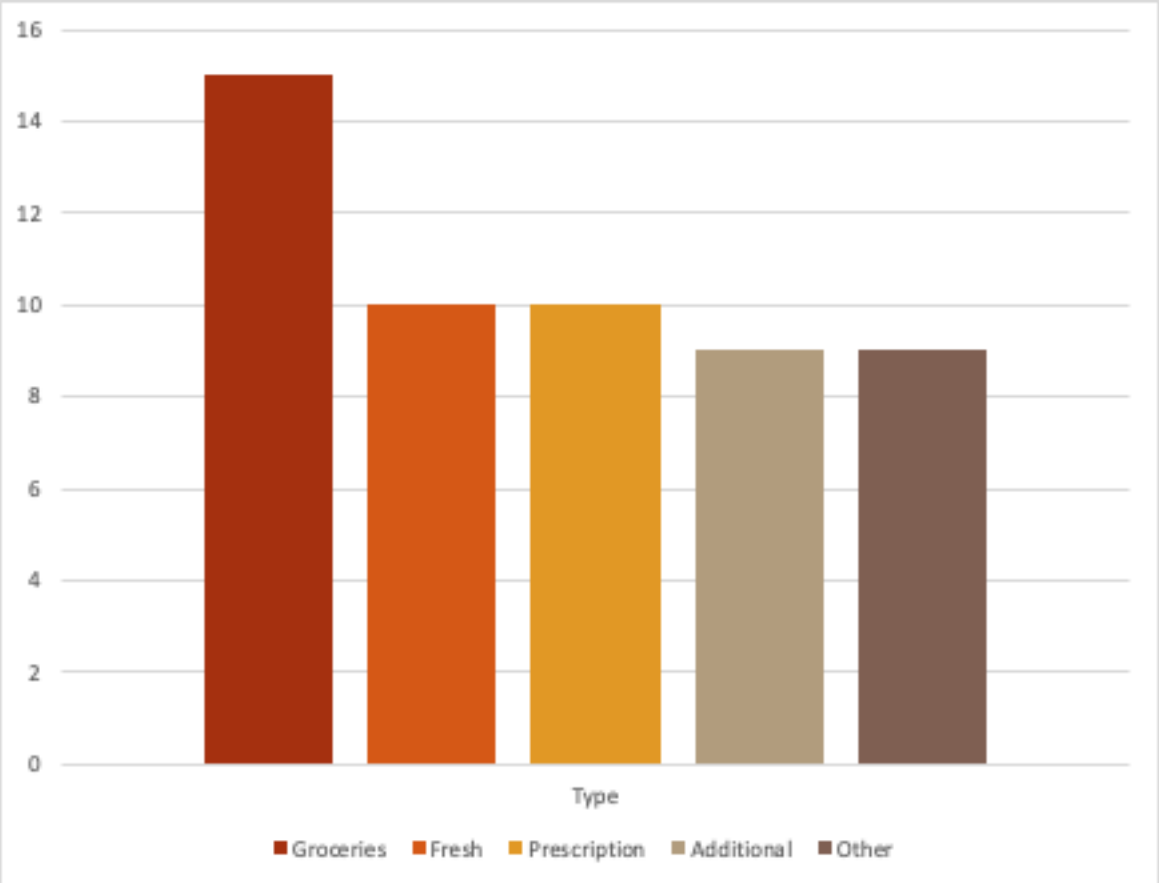
How did you hear about this service: from a friend, from a relative, from a carer, from the press, from a leaflet drop, from a neighbour, on-line.



How often do you use the service? Daily, 2-3 days a week, 4-5 days a week



What type of produce did you get delivered? General groceries, fresh meat or fish, prescription, additional fresh food delivery, other goods



What did you most like about this service?

Quotes

"Very dependable."

"The fact that I could get fresh produce eased my concerns considerably."

"Simple, friendly, reliable and helpful."

"Very reliable."

"Able to telephone order and delivered to our door. Fabulous people, helpful and kind."

"It relieved anxiety to know that had a supply of food and other needs."

"Having had two operations, it so helped with shopping being done for me."

"Prompt delivery by courteous, very helpful drivers."

Was there anything that could be improved?

Quotes

"Totally satisfied with the service."

"They were so helpful. Can't think of any improvement."

"Very good service."

"No – you couldn't have done any better – with thanks."

What difference did this make to you or your household?

Quotes

"As a family, we have been extremely grateful for the service you provided. It took much of the stress and anxiety away from us as were able to access regular shopping supplies locally and in town."

"So happy with the service."

"A great service."

"It helped ease the loneliness seeing someone."

"Such a blessing and gave me the strength to recover from operations."

"Relief from worry."

"We did not need to leave home (isolating because of vulnerability)."

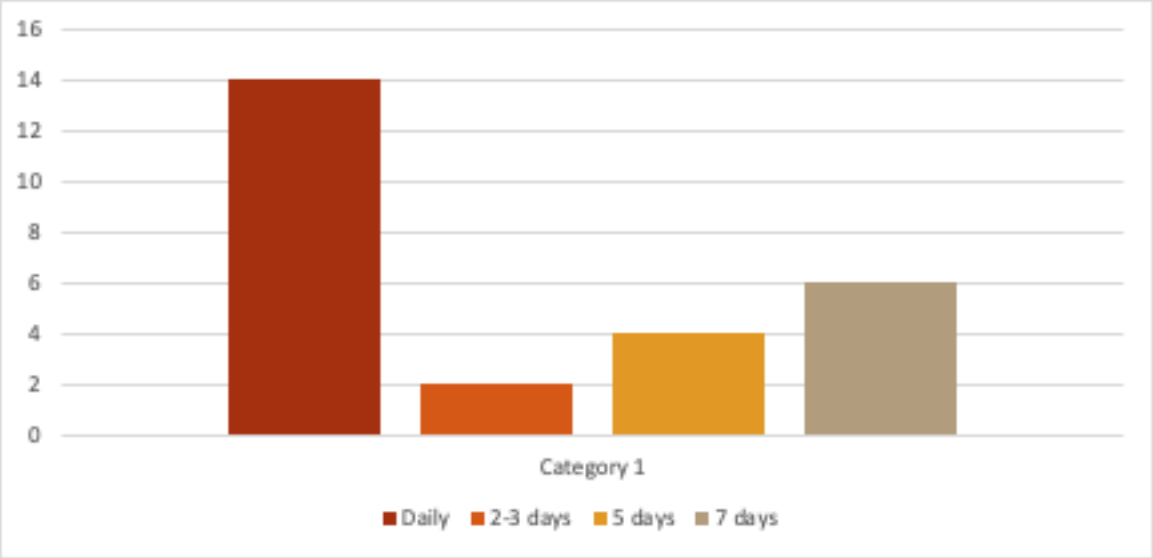
"Made a big difference to daily living."

"Made self-isolation possible having long-term medical condition."

"I have a slight mobility issue for which I attend hospital. This was an extreme concern to me and without your help I would have been placed in a very bad position. Again – with thanks."

WELLBEING MEALS SECTION

In the last 5-6 months, how often did you use the service? Daily, 2-3 days a week, 5 days a week, 7 days a week



Were the volunteers who delivered the cooked meals friendly and helpful?

Quotes:

"Very friendly, helpful and professional (thank you all)."

"Very polite and friendly and took time to say hello."

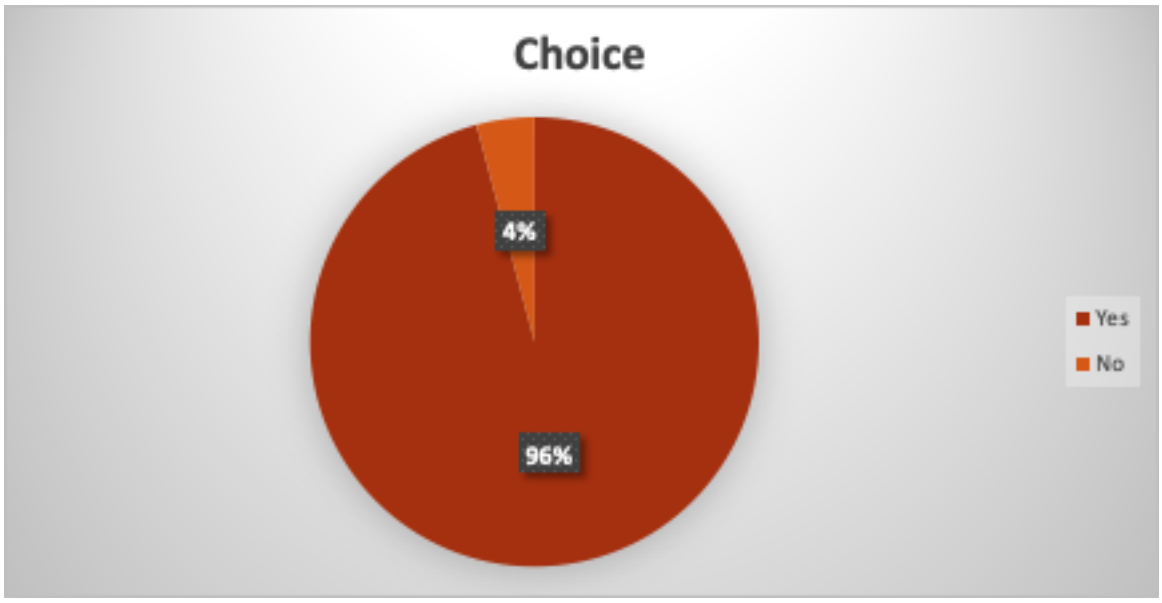
"She has been amazing. My two year old anticipates her arrival – she always has time for us."

“Very friendly, helpful and nice people.”

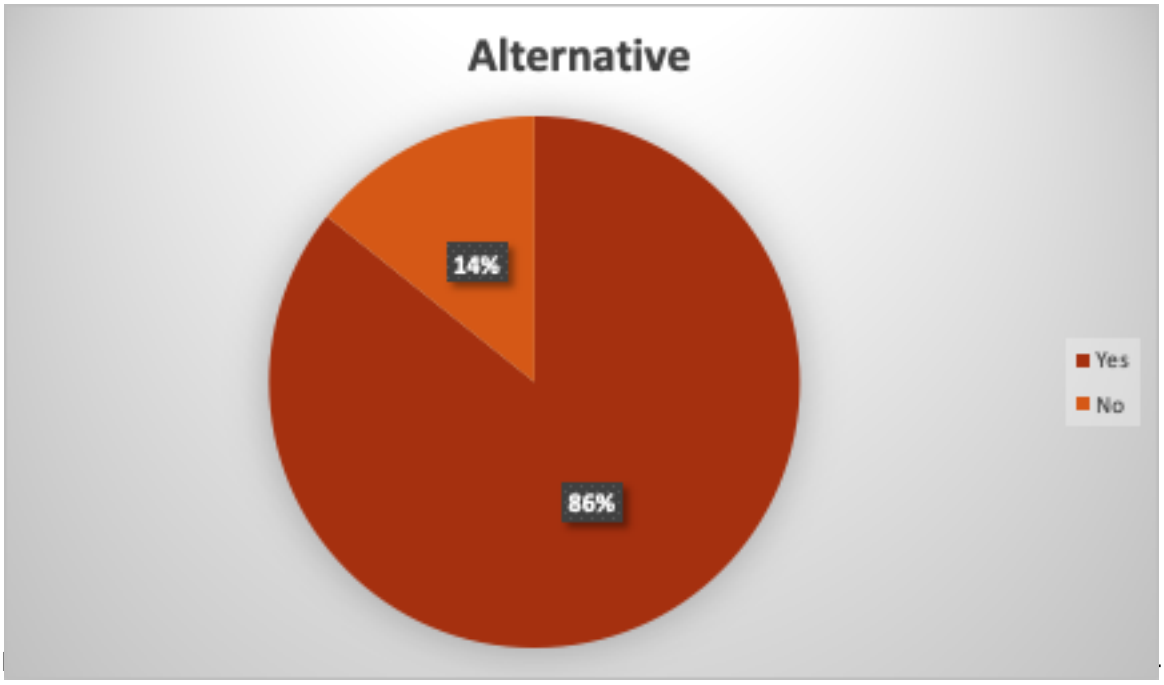
“Very kind and willing to help.”

“The volunteers were lovely people. I will miss them a lot.”

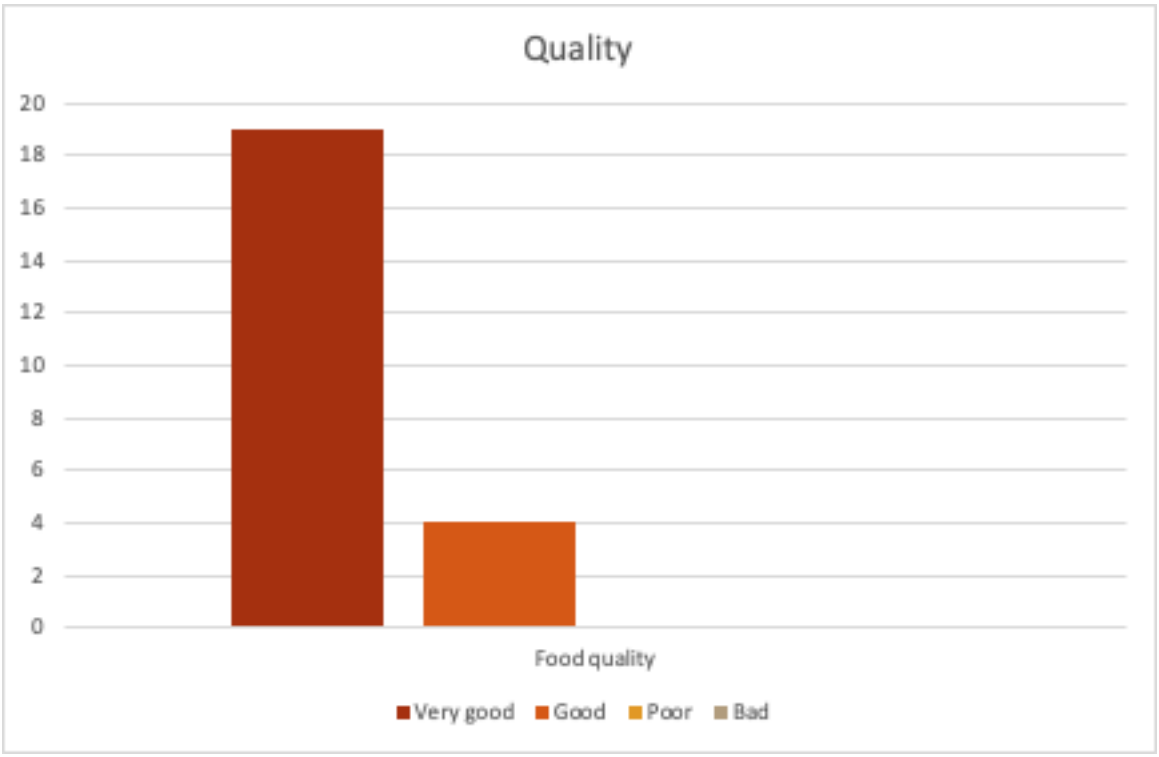
Were you able to choose the type of meal you wanted? Yes, no



Were you able to get an alternative meal if you had any special dietary requirements? Yes, no



What would you say the quality of what you got was? Very good, good, poor, bad



What did you like best about this service?
Quotes

"I was getting cooked food daily. It was a God-send to me".

"During lockdown, when we were unable to go shopping, it was very reassuring to know that a meal was being delivered."

"Lovely to get meals ready to eat by heating in microwave and saved a lot of work so cold rest to recover from my illness."

"Lovely choice and variety, catered to everyone's needs. A daily delight."

"As we are shielding, we didn't have to worry about main meals."

"Menu was adapted to accommodate a vegan diet."

"Very good food with caring volunteers."

"Daily contact with people, meals provided were great."

"The quality, variety and the prompt delivery each day. Food was DELICIOUS."

What difference did the cooked meals or additional food deliveries make to you or your household?

Quotes

“Gave us more time to ourselves as cooking would have had to be minimal.”

“It saved a lot for my family in cost and cooking.”

“We were housebound so would have struggled to get food.”

“ It relieved stress.”

“It made a great deal of difference reducing the stress during a worrying situation.”

“It was one less consideration so less stress.”

“Such a huge difference and pain weakness after operations and radiotherapy and arthritis. Hurts to stand to prepare food.”

If it were not for this service where would you have gone on for help and support?

Quotes

“I would have needed to pay someone to help out.”

“A foodbank.”

“I would have had to ask friend or neighbour for help.”

“We could not have asked for better as our family are all on the mainland.”

“I was heavily reliant on my mother beforehand.”

“I would have had to push myself to limited best or buy ready made food.”

“We would have been totally dependent on friends for shopping and food preparation.”

Is there any other service or type of initiative which would have assisted you that you would have liked to have seen set up?

Quotes

"Visiting service/ someone coming in on a weekly basis."

"No, was very thankful for what I got, it was wonderful. Thank you so much"

"PST looked after Point residents very well during this pandemic. Well done!"

"I cannot think of anything. We were well provided for by this service and it was a blessing for us."

"Banking/Post Office."

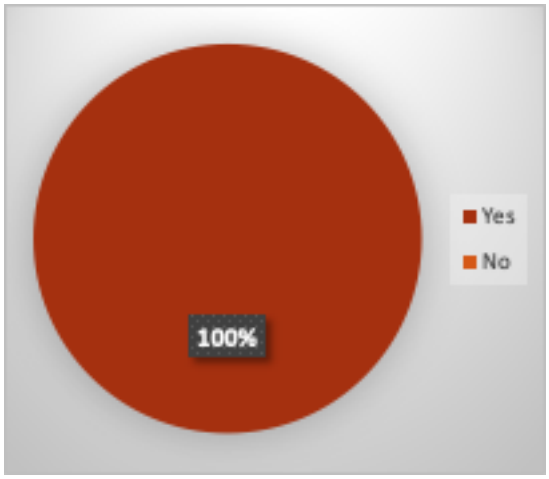
"The community on-going work is very good."

COMMUNITY BEFRIENDING SERVICE

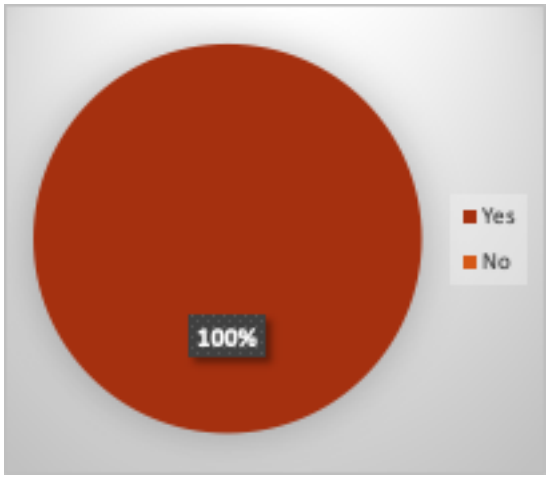
Were you contacted by a befriender volunteer? Yes/no



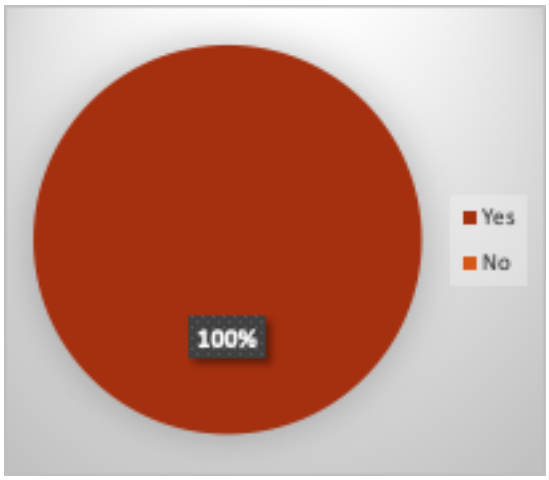
Was the volunteer helpful and friendly? Yes, no



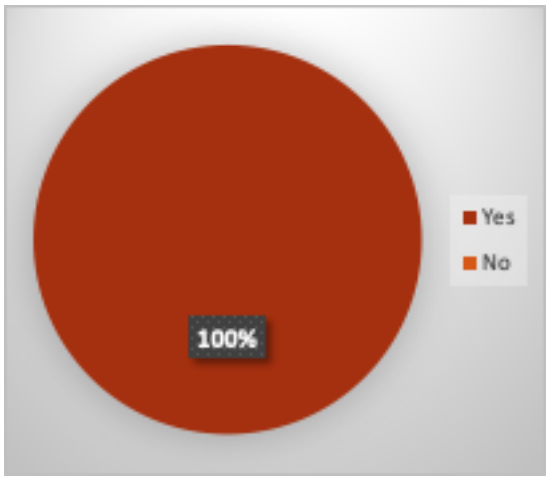
Did it make you feel less isolated? Yes, no



Were you contacted at times that **suited? Yes, no**



Were you able to discuss things you **wanted to talk about? Yes, no**



What did you like most about the service?

Quotes

"It is a very good service."

"Very helpful on phone."

"My befriender calls me each week and I hope this service will be continued."

"Personal service."

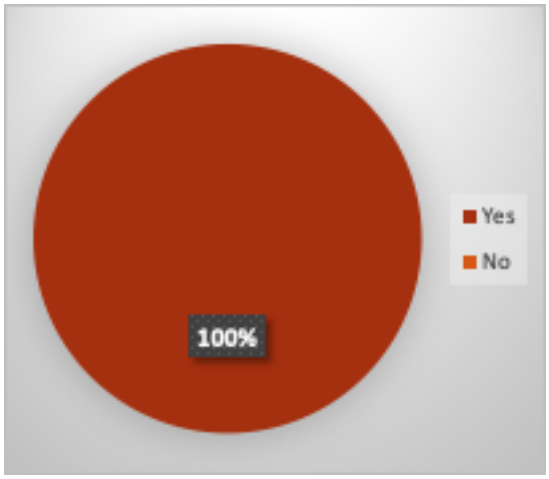
If telephone befriending were to be continued what would you like to see improved?

Quotes

"Very satisfied with service."

"Would prefer a visit."

Would you like to see telephone befriending continued? Yes, no



Anything else you would like to tell us or comment about any of the services?

Quotes

“A big thank you to all. Your actions made a real difference to our well-being.”

“Helpful when feeling isolated.”

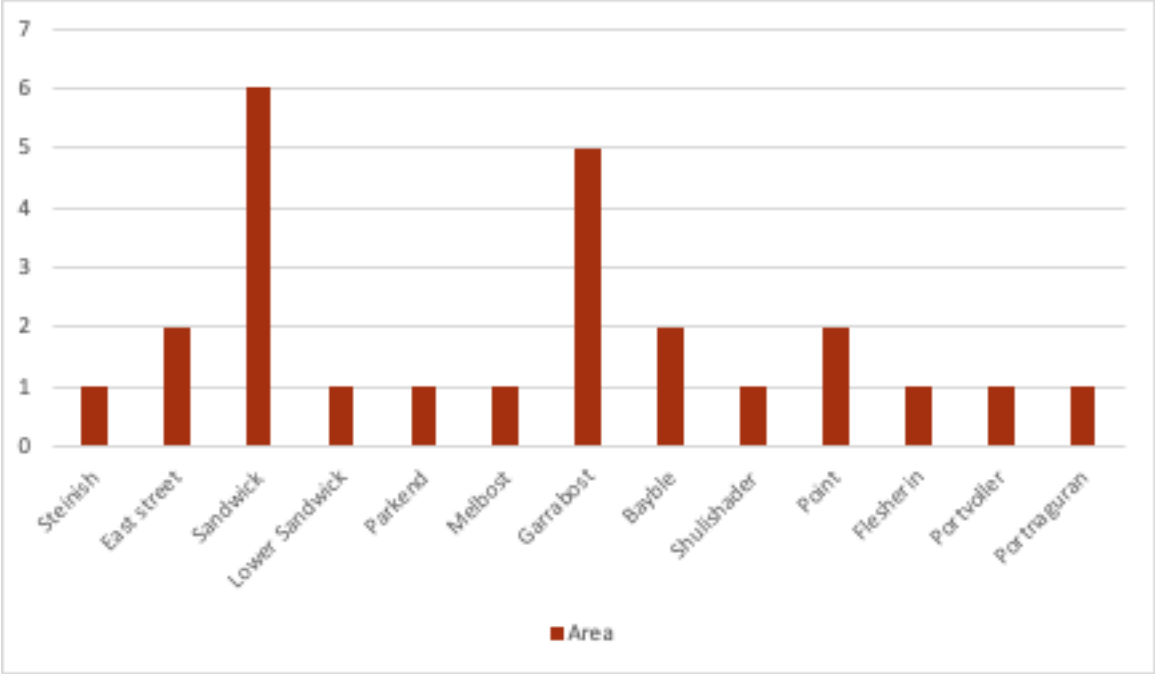
“Many thanks for everything. I am still concerned about ‘what’s next’ – and I will miss your help.”

“Such a help with my body seeming to not work properly!”

“I would like to thank you all for the lovely good. It was a great help. God bless you all.”

“To me it was perfect.”

In which area do you stay?



Appendix Two: the steering group met weekly between May and September including volunteer representatives from Point Community Council and Sandwick Community Council.

Donald John MacSween PST

Christina Smith PST

Norman MacKenzie

Alex Murray PCC

Nicola MacSween SCC

Sandy Morrison SCC

Duncan Mackay

Ken MacLennan PCC

Alasdair Nicholson (observer)

Sandra MacLeod, Wellbeing Outreach Co-ordinator (right)

Peter McNeill, Delivery Driver/Co-ordinator (Food Delivery) (left)

Mathew Smith, Delivery Driver/Co-ordinator (Food Delivery) (centre)



Appendix Three. Meal Delivery Volunteers

Thanks are given to the following volunteers who helped deliver support for meal deliveries in the area:

Dene Campbell
Grace Smith
Anna MacTaggart
Janette Ramsay
Graeme MacLeod
Peigi MacSween
Caron Buchanan
Tom Joyce
Catherine Low
Maggie Mackenzie
Jamie Martin
Donna MacKenzie
Roddy MacLeod
Kathryn MacLeod
Martin Gaughan
Zena Stewart
Richard Cook

Female volunteer, 60,

One of the volunteers is a 60-year-old woman from who joined the project because she had time on her hands as her usual voluntary activities were on hold due to lockdown. The woman has been active in her community for more than 10 years – she is chair of two busy community organisations; – but volunteering to deliver meals turned out to be a new experience for her too.
“I was asked if I was able to help – and I was able to help,” she said. “It’s great. I’ve met people I didn’t know, that I’ve never spoken to before. It’s nice to know that you’re doing something good for the community and especially during this time, when people are finding it difficult being isolated more than usual. It’s good to have something to get up for in the morning and every little helps.”
She added: “I normally deliver to seven houses, a total of 10 meals, per day. The service has been very well received and I enjoy meeting the recipients. As we may be the only people they see on a daily basis the contact is important with the people we deliver to.”
“The food has been very popular with lots of good feedback

Appendix Four: Participating Businesses in Food/other Distribution

14 small businesses had 1566 free deliveries to 185 customers in Point and Sandwick, between May and September 2020, travelling 5,220 miles to deliver the service. In addition, The Chief Cook, relocated to Old School, Knock Hub to provide the Cooked meal service for Point and Sandwick.

Buth an Rubha

Islander Shellfish

Maryburgh Gardens

Lewis Crofters

Spar Grocery

Macleod and Macleod (Butchers)

WJ MacDonald (Butchers)

Charles MacLeod (Butchers)

Langabhait Medical Service

Good Food Boutique

Home Improvement Centre

Doigs (opticians)

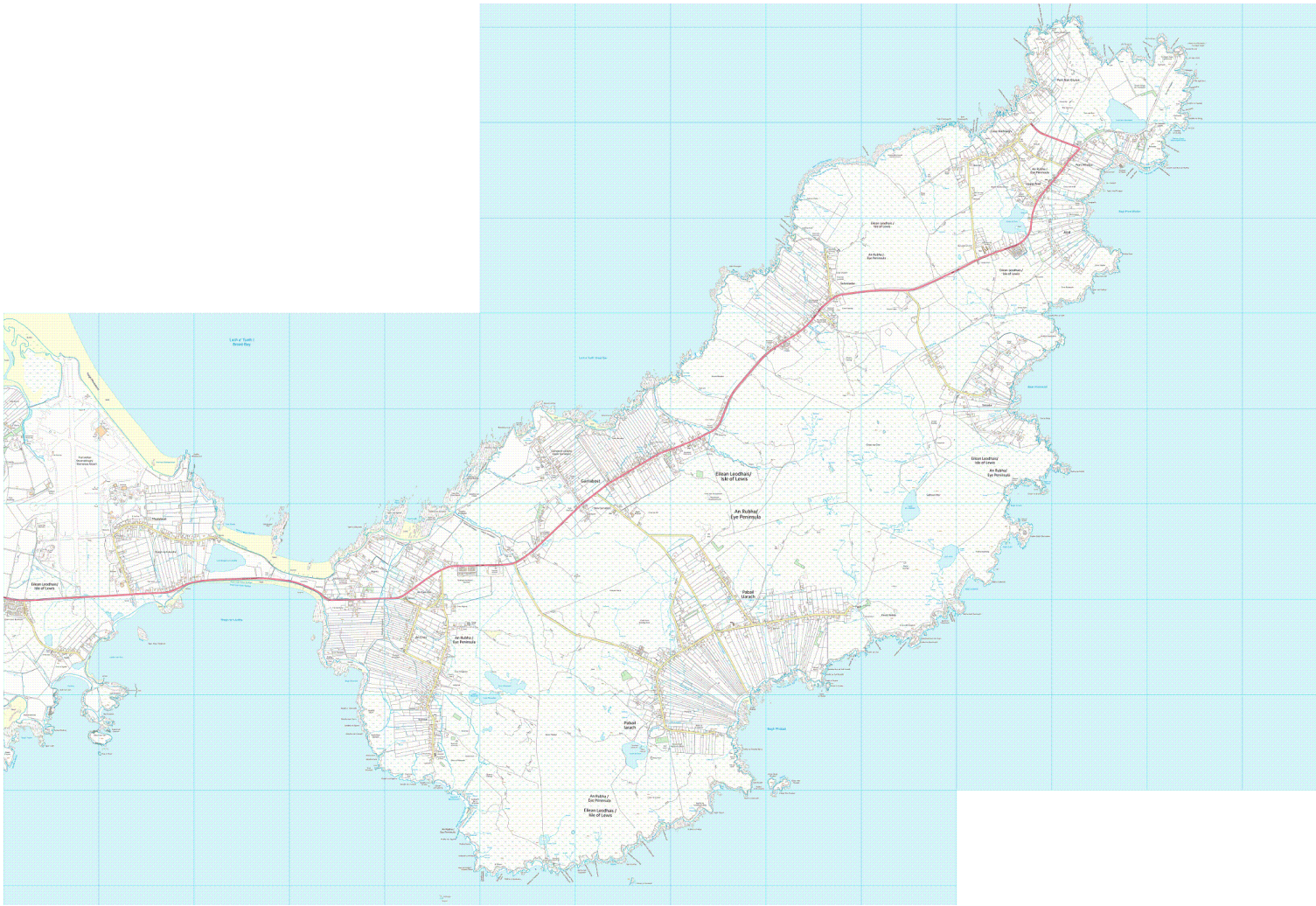
Stag Bakery

Blackhouse Bakery

"The service has supported many different providers including helping Buth an Rudha especially through a busy time. Service was also critical for prescription deliveries in the community from Langabhait Medical Service" Mathew Smith (driver)

Appendix Five: Map of Point and Sandwick (part only)

Thirty townships were delivered to including Steinish, Plasterfield, North Street, Lower Sandwick, East Street, Parkend, Holm, Mackenzie Park, Branahuie and Melbost, Braighe Road, Aignis, Cnoc, Seaview, Swordale, Garrabost(New, Lower and Garrabost) Lower Bayble, Upper Bayble, Eagleton, Shuilishader, Newlands, Sheshader, Aird, Upper Aird, Flesherin, Broker, Port Bholair and Portnaguran.



Appendix Six: NHS leaflet



A dedicated Coronavirus (COVID-19) website is available at **www.coronavirus.wi.nhs.scot** and offers easy access to:

- essential and accurate information on COVID-19 and links to the latest guidance from NHS Inform, Scottish and UK Government
- local information on support and services, commonly asked questions and answers and local film updates provided by Gordon Jamieson, NHS Western Isles Chief Executive
- support, tools and tips to help individuals and families keep well whilst at home during isolation
- support on how to stay in touch with family and friends outwith your household.
- information on the local Community Support Hub and Helpline for those who require support whilst self-isolating or may be considered vulnerable during this time.
- local support, financial and accommodation support, as well as water and energy supplier information.

Local COVID-19 website: www.coronavirus.wi.nhs.scot

A local **COVID-19 Health Concern Helpline** is available to help answer general Coronavirus health-related queries or concerns from members of the public, health and social care staff and category 1 responders. Please note that the local helpline is not a replacement to NHS24's advice line on 111, and NHS24 should always be used in the first instance.

The local helpline offers support to help you understand more about the virus, the symptoms it causes and the important ways in which you can help reduce its impact in our communities. It is open from 9am-5.30pm Monday-Friday.

Local COVID-19 health concerns helpline:
01851 601 151

A new Psychological Wellbeing Hub service has recently been launched to help people of all ages across the Outer Hebrides manage their anxiety while coping with the coronavirus outbreak.

The Western Isles Psychological Wellbeing Service will operate the normal working hours of 9am-5.30pm Monday to Friday. Referral to the hub can be made by downloading the referral form at https://bit.ly/3eYa3RQ and then emailing it to:
wi-hb.PsychologicalSupportForCorona@nhs.net

For those without internet access, a referral or self-referral can be made by phoning the Community Navigator Team on 01851 708022 or the NHS Western Isles COVID-19 telephone line on 01851 601 151.

USEFUL CONTACTS

Western Isles Citizens Advice Service
01851 705727
bureau@lewiscab.casonline.org.uk

Hebridean Housing Partnership
0300 123 0773
customerservices@hebrideanhousing.co.uk
www.hebrideanhousing.co.uk

Tighean Innse Gall
01851 706 121
info@tighean.co.uk
www.tighean.co.uk

Jobcentre
01851 743 663 or 01851 743 664
stornoway-jobcentre@dwp.gov.uk
www.gov.uk

Western Isles Women's Aid
01851 704750
office@wiwasty.org
westernisleswomensaid.co.uk

CnES COVID-19 Information
www.cne-siar.gov.uk/social-care-and-health/coronavirus

CnES Homelessness Service
01851 822 821 (Lewis & Harris)
01870 602 425 (Uists & Barra)
Out of Hours: 01851 701 702
hservice@cne-siar.gov.uk

CnES Financial Inclusion Service
Financial Inclusion: 01851 822 654
inclusion@cne-siar.gov.uk

CnES Benefits Office
01851 822 642
benefits@cne-siar.gov.uk

CnES Social Work Service
01851 600 501
Out of Hours: 01851 701 702

If you would like to join our e-subscription list to receive the latest COVID-19 news from NHS Western Isles, simply email coms.wi@nhs.net

Appendix Seven: Volunteer Numbers

Ten volunteers helped distribute various leaflets around the area and a further 8 took on role of telephone befriending. This meant about 41 volunteer roles were created including the 6 volunteer involved into the advisory panel and the 17 meal delivery volunteers.



Telephone Befriender at work

Appendix Eight: Befriending Leaflet

Point and Sandwick Trust
Community Befriending Service

Working in partnership with:
Sandwick Community Council & Point Community Council



Are you missing a friendly chat?
A catch up with the local news?

Sandra and our caring volunteers are running a free telephone Befriending Service to support anyone feeling lockdown loneliness or isolation at home.

We could all benefit from a bit of friendly conversation and our team would love to hear from you or on behalf of someone you care about.

Give Sandra and the team a call on

07385 711473

Between 9am-1pm, Mon-Fri

Point and Sandwick Trust is a registered Scottish Charity - SCO 41048

Appendix Nine: Household Leaflet



Free Pick-up and Home Delivery

In partnership with:
Sandwick Community Council & Point Community Council

If you are self-isolating, unable to get to shops due to transport issues or disability we can help. Our drivers will safely pick up & deliver shopping that has been pre-paid from the following stores:

- Blackhouse Bakery - 01851 702804
- Buth an Rubha - 01851 872042
- Charles Macleod Butcher - 01851 702445
- Food Bank - 01851 706650
- Good Food Boutique - 01851 701394
- Islander Shellfish - 01851 706772
- Macleod & Macleod Butchers - 01857 703384
- SC Seafoods - 01851 704753
- Stag Bakeries - 01851 702733
- WJ Macdonald Butchers - 01851 702077

Free Delivery: 01851 871286
Between 9am-1pm, Mon-Fri

Make your order directly with the shop, advise them it's a PST delivery and then call us on the number above to confirm. Call before 1pm and we'll do our best to get the delivery to you on the same day.

Community Well-being Support

We also offer support to help ease lockdown loneliness through our telephone befriending service and can supply fresh, locally cooked meals to your door.

Just get in touch for yourself or on behalf of someone you know and we'll do our best to help (for free!)

Well-being Support: 07385711473
Between 9am-1pm, Mon-Fri

Covid-19 is highly contagious. We take every precaution to ensure we're only spreading kindness. Avoid physical contact (2m distance). Wash your hands regularly. Cover coughs and sneezes. Catch it, bin it, kill it. Avoid touching your face unless your hands are clean.

HIE Highlands and Islands Enterprise Iomairt na Gàidhealtachd 's nan Eilean
SCVO
CORRA FOUNDATION
The Scottish Government

Point and Sandwick Trust is a registered Scottish Charity - SCO 41048