

Notes from Clacks Provider Network Session

25th January 2022

Attendees

Janine Rennie (Chair)
Jean Hamilton
Charlie Fox
John Young
Pam Clinton
Josh Thornhill
Chris McShane
Chris White
Gillian M
Fiona Colbron-Brown
Tamsin Ferrier
Angela (Resonate)
Gail Fraser
Narek Bido
Laura Anderson
Sandra Lyon

1 Welcomes and Discussions

JR welcomed everyone to the meeting and detailed the breakout rooms and their focus on the discussion points around anxiety.

JR explained the group would hear from CERT/PEC and then project updates would follow.

2 Discussion Groups: Anxiety

Issues raised:

- noted that anxiety in clients had increased rapidly since the start of the pandemic. They continued that Young people had 'shut down' and the switch from school into work has been disrupted and that this has linked to a rise in anxiety around in-person and on-line communications. In their own experience, this has prevented further progress in individual cases and often set people back.
- There is a rise in anxiety amongst school leavers which was linked to lockdown, increasing withdrawals and caseload of partners. The jump from all online, to in person, and then back to online has knocked confidence.
- the need to 'resocialise' is becoming key, and that understanding the adaptation to the 'new norm' of working is vital. That this is a discussion of old practices vs new realities.
- There is also an impact of this on the staff of service providers, both in dealing with increased anxiety in clients as well as the impacts of lockdown/online/in-person on themselves.
- There are difficulties too for employers knowing exactly how to support these problems in their workforce.

- highlighted that issues increasing anxiety come from a range of sources and these can increase the overall levels of anxiety e.g. issues at home, family life etc, and issues of reaching out for help facing current employees. These involve new challenges and frontiers for employees, employers, and clients going into the workforce for the first time.
- Importance of good public transport
- Importance of employers understanding the Equality Act, ensuring no discrimination
- An unsupportive workplace can make future barriers worse.

Some suggestions for action

- Mental health training for advisors
- Workshops/awareness for clients/individuals who suffer anxiety
- A need to raise the awareness of this issue

3 CERT Project

JH introduced CERT as a new organisation and PEC as their main project.

CERT now wish to undertake research/community consultation into the needs of current and potential clients. This would use the approach of the Scottish Approach to Service Design provided the idea to a potential workshop to provide insights into service feedback. CERT is keen to organise with other organisations to share and work alongside, the idea of the different services' own clients providing feedback is mentioned and invited volunteer organisations. Organisations which expressed an interest:

- Volunteering Matters
- Transform Forth Valley
- Clackmannan Development Trust (via Janine Rennie)

4 Project updates

PC detailed that school projects have resumed, notes that it would be good to further links between employers and schools. **PC** to share details with group.

JH gave an update on the PEC project and a summary of how it works. Details that the college bus is being trialled through PEC and a database is being built. The project is all running and connected programs are beginning to take on clients. **JH** gave details on how to contact and refer clients via hello@pec.scot **JH** highlighted that there was some underspend in the project, for spend to end June 22 and invited suggestions to add value to project and increase support for the target areas.

NB detailed increasing support for those recovering. Highlights training for dealing with overdoses. The Stirling college project launched, noted to be serving clacks too. Another project reaching out to people in substance abuse and brining into treatment and through that recovery is running well. The organisation is giving support to those in pre-employment for PEC.

EM asked for details on the PEC funding timeframe, in context of those turning 16 after June (this being the end of PEC funding). **JH** confirmed all funding ends in June in the case of a lack of funding continual. **EM** notes that the SDS office has reopened and so invites referrals.

TF detailed 'Making Work Work' project, which focusses of getting women back into work. The project has already seen successes.

CW noted the change in staffing at CTSI, new hires have joined the team. Highlighted the 'forth valley third sector conference' to members and how it might be beneficial to take part.
<https://ctsi.org.uk/forth-valley-third-sector-conference-schedule-announced> 21st to 24th Feb 2022

FC-B encouraged members to email them if anyone needed to add anything to the monthly Local employability partnership newsletter. Members were also invited to forward on the details of those facing redundancy for an ongoing project.

GF noted that numbers for clackworks are going down but all good news, most clients are in work.

JR details the training that supporters (Befrienders) are going through to help build up confidence, that this also helps with steps to get back into anxiety inducing work situations.

5 Final Notes

JH suggested that *TogetherAll* joins for next meeting to give a presentation on their work. **JH** also details the PHD project/student linked into PEC/CERT, they are also invited to next meeting.

JR to give feedback on the workings of this meeting, whether the format worked, to members at the next meeting or before.

It was discussed that there would be the potential to have themed breakout rooms at future meetings. The group were to consider and feedback.

Possibility of 'marketplace' event where group members can highlight their service, engage and plan working together. Group members to consider.

PC to chair next meeting

Date of next meeting
29th March 2022, 2pm
Assumed on line.