

2020-2021

GRACE



Group Recovery Aftercare Community Enterprise



PEER SUPPORT IN YOUR  
LOCAL COMMUNITY



Thank you for your invaluable funding support during COVID19



The Scottish Government  
Riaghaltas na h-Alba





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## INTRODUCTION

Group Recovery Aftercare Community Enterprise (GRACE) is a local Peer Led membership based enterprise and a Scottish Charitable Incorporated Organisation (SCIO). GRACE manages and operates a Recovery Aftercare project, serving the whole of East Dunbartonshire.

Established in May 2012, the group has harnessed the commitment of local residents, East Dunbartonshire Council and the voluntary sector to provide a weekly programme of activities for people who have completed or who are established in a recovery programme from addiction to alcohol, drugs or gambling, Mental Health issues, homelessness problems, but also from any other life trauma. The group aims to benefit not only the individual but also other family members. The group provides learning, training, health and well-being activities, personal development, and physical pursuits for those in need of support, enabling them to become a positive, useful member of their family and community, and also encourages members to engage in training or volunteering, which may lead to employment through increased confidence and enhanced skills.

Since 2012, the project had grown exponentially. From the initial provision of a small range of services, GRACE now offered 30 different programmes and engaged with more than 290 people each week. The project had expanded to facilitate the provision of services in two locations in East Dunbartonshire – Hillhead in Kirkintilloch and Auchinairn in Bishopbriggs, another deprived area of the local authority. It accepted referrals from other agencies in East Dunbartonshire, as well as from other parts of Scotland and access to services was extended to the immediate families of GRACE members. In March 2020, though, everything changed, and GRACE had to adapt to the change in order to survive.

## GRACE AIMS AND OBJECTIVES

*Alleviating Isolation/Loneliness*

*Improving Self Confidence/Self-Esteem*

*Improving Coping Strategies (Personal Wellbeing)*

*Empowering Individual through Learning/Education*

GRACE supports individuals that have experienced substance misuse issues, mental health issues, bereavement and loss and loneliness and isolation, through a peer-led aftercare social enterprise, offering advice, support, fellowship, volunteering opportunities, social activities and educational courses. GRACE aims to support individuals that have experienced life trauma into a brighter future.

The ethos of GRACE is to create a community of passionate people who not only provide support to the project but also create a supportive learning environment within the project. The charity's core values include supporting individuals to enhance their wellbeing and providing training and support for the community as a whole. GRACE consistently and continuously trains volunteers who in turn train more members to become volunteers. These volunteers are GRACE's main, and essential, resource and the charity is confident of receiving the same level of support from them in future. Not only do they support the day to day operation of GRACE, they also recognise the many benefits that being a part of GRACE bring on a personal level.

By offering a pathway between recovery and social inclusion, the main objective of GRACE is to assist members in building confidence to overcome trauma and avoid relapse.



## STRUCTURE

### TRUSTEES

GRACE is governed by a Board of Trustees and the project is delivered on a day to day basis by the CEO.

The Board provides governance and accountability for GRACE. The CEO is required to present a management report to the Board at its six-weekly Board meeting. This report is scrutinised for its compliance with core outcomes, member engagement, alignment with budgetary projections and evaluation of activities. The Board invites key volunteers and advisers to attend Board meetings to share ideas and information with the Board, thereby ensuring that information being received is not from one sole source within the organisation. In addition to their supervisory role, Board members actively contribute to the running of the project, being involved as volunteers in various capacities. This culture of integration between Board supervision and ‘hands-on’ participation alongside members and volunteers has been integral to the establishment of a sense of togetherness across the organisation as a whole.

The CEO delivers some services, sources specialist tutors on a sessional basis to deliver other services and supports volunteers in the delivery of the remaining provision.

There are currently eight trustees on GRACE’s board. Grace is very proud to have a vibrant and extremely skilful board. As an organisation we don’t enforce any gender barriers, and we are delighted to see more women moving forward into these types of role.

| Name                | Profession                          | Role             |
|---------------------|-------------------------------------|------------------|
| Indira Pole         | Doctor (Retired)                    | Chair            |
| Margaret Malcolmson | Trading Standards Officer (Retired) | Vice Chair       |
| William Devine      | Financial Broker Manager            | Treasurer        |
| Annette McConnell   | Family Support Worker               | Secretary        |
| Linsey Anderson     | Psychology and Counselling Student  | Minute Secretary |
| Ivor McClure        | Mental Health Nurse (retired)       | Board Member     |
| Claire Taylor       | Mental Health Nurse (retired)       | Board Member     |
| David Aldridge      | IT Consultant                       | Board Member     |
| Valerie Letham      | Financial Services Advisor          | Board Member     |

### EMPLOYED STAFF

**Robert Smith** is currently the only paid member of staff, holding the post of CEO. Robert was the founder of GRACE and has a huge wealth of knowledge and experience in recovery and aftercare settings. Robert is trained in a variety of practical elements pivotal to GRACE core delivery, ranging from COSCA Counselling to Alcohol Brief Intervention furthermore, he has also completed intensive training on Psychology, HNC Social Care (grade A), Mental Health First Aid, Money Mentoring and SMART facilitating.

The wide variety of professional managerial skills honed during his business and volunteering experiences have given Robert the skills to analyse problems and identify solutions to achieve a favourable outcome for all concerned. One of the main areas where all these skills are transferable to the GRACE vision is the aspiration to assist individuals to live independent lives as they move forward.

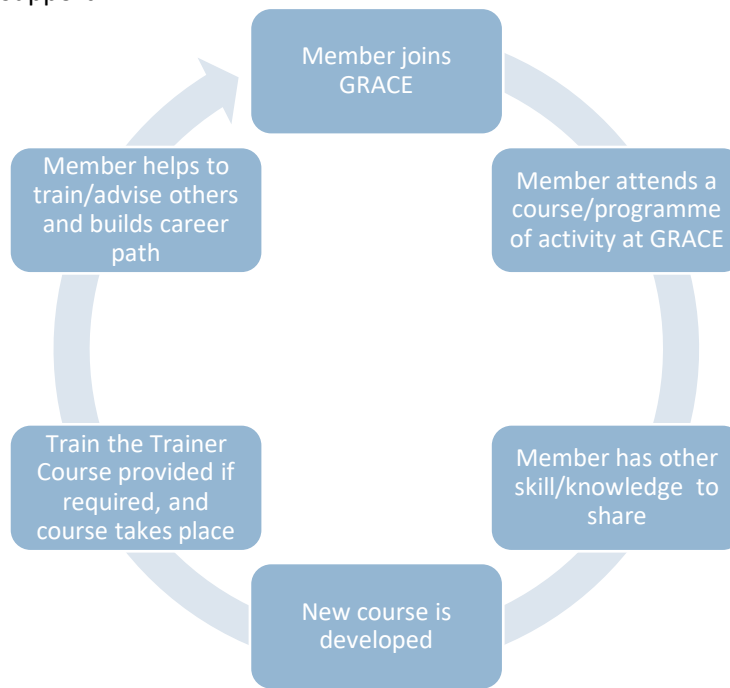




GRACE employs external sessional staff to run specific activities and courses. This reflects the group peer model approach where members collectively identify activities, training courses, or opportunities they deem relevant for them as individuals, but also for their peers. The Board and staff do all within their capacity to facilitate these requests. This often means we are only able to address some of our members' aspirations, due to limitations in funding. Examples would include, but are not limited to, drama workshops, gardening training, first aid, sign language, Digital Café and yoga.

### MEMBERS AND VOLUNTEERS

Grace members are helped to overcome life trauma through a combination of activities and peer support which builds confidence and self-esteem. The GRACE model encourages members to grow and develop skills so that they may become volunteers and pass on their knowledge and experience to others. GRACE relies heavily on volunteers who take on such diverse roles as facilitating, admin, food delivery and digital support.



*GRACE peer led model approach*

### BENEFICIARIES

GRACE main beneficiaries are not limited to the membership of the group:

- Individual members
- Members family and friends
- The local community
- Volunteers



## ACTIVITY BREAKDOWN

The group continues to develop a service that ensures access to a range of opportunities and services, through the close work with local and national partners. This is essential to connect with the progress made by members so they can begin to tackle poverty and social exclusion in the local community.

Our CEO and Project Manager uses his knowledge and network contacts to facilitate projects, source external facilitators to deliver content or, where feasible, encourage members to facilitate their own sessions in line with the peer-led objectives of GRACE, the members decide on the types of activities that become part of the programme at GRACE.

## RESPONSE

The GRACE founder/CEO and only employee never considered the option of furlough during the pandemic, he wanted to provide continued support to the members and volunteers albeit in a different way. He made the decision with the GRACE Board's support that the full service should be developed online.

GRACE quickly adapted its service provision to continue providing support to members. This currently is via telephone and online support using different social media platforms, i.e. Facebook, WhatsApp, Twitter and Zoom.

GRACE, responding to the needs of members, has also been involved in delivering food bags to members – whilst adhering to government guidelines. Several GRACE members with particular health issues have also been shielding. GRACE continues to provide emotional support to members, who have been deemed more vulnerable, and also ensuring they are aware of services available to them – food/medication delivery etc.

Following short term additional COVID 19 support funding, GRACE employed the following sessional workers in order to provide the necessary services for members:

- Volunteer Coordinator
- Support Team Coordinator
- Counsellors (2)
- Digital Literacy Tutor
- Art Tutor
- Yoga Instructor
- Fitness Instructor
- Gardening Group Facilitator
- Drama Tutor





## PREMISES

Hillhead and Auchinairn Community Centres are still closed, following Government advice. Communication from East Dunbartonshire Council advised they are following Scottish Government guidance and its route map to recovery, which doesn't currently allow congregate settings to be open. Therefore, at this time, the Council is not able to provide an indicative date as to when Council facilities will be available for lets, and indeed what restrictions may need to be in place when we are eventually allowed to do so. GRACE has not had access to the two Community Centres since closure.

## KEEPING MEMBERS INFORMED

GRACE has continued to ensure members are kept up to date in relation to Government advice and NHS procedures. GRACE is currently using several different social media platforms to ensure members are kept up to date. GRACE also contacts members who do not have access to internet/social media by telephone to ensure they are also kept informed. GRACE ensures information provided is from reliable sources:

- [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) (Government guidance)
- [www.nhs.uk](http://www.nhs.uk) (advice/symptoms/etc.)
- [www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk) (providing local information)

## MEMBERS AND VOLUNTEERS

The role of GRACE volunteers quickly adapted to meet the needs of members during the COVID-19 crisis. During the last year GRACE had 44 volunteers contributing a massive 17450 hours (an increase of 81% on last year's total of 9608 hours) giving a value of £165775 based on Scottish living wage of £9.50 per hour, and within roles such as facilitating, admin, food delivery, digital support, walk leading and peer support. Some of our volunteers have trained as Digital Champions to help others keep in touch during the pandemic. WhatsApp groups were developed, which quickly become effective communication and support platforms and are providing a sense of community for members. GRACE is currently providing formal supervision for volunteers via telephone/Zoom meetings to ensure they are supported during this crisis. GRACE also provides more informal support for volunteers, with regular online 'check in'. Peer support continues to be an integral part of GRACE. This is now provided via WhatsApp groups. Zoom meetings are currently taking place on a daily basis which provide 'face to face' support for members. GRACE has held 815 online meetings in the last year with a footfall of 7813.

## CONSULTATION

GRACE conducted consultation with members via Survey Monkey, in order to gain their views in the following areas:

1. What are the main issues you are concerned about just now?
2. How do you feel that GRACE has responded to the COVID-19 crisis?
3. Do you feel supported by GRACE during this crisis?
4. If you would normally access other support services/groups, are you able to access these now?
5. Is there any other support that you need just now?
6. As social distancing and self-isolation continues, what other support do you think you will need going forward?



The consultation was distributed to members via WhatsApp and email. There were 52 responses received (see Appendix 1).

GRACE has also had discussion with members at four focus groups where everyone had an opportunity to share their views and have their input recorded. Each group had an average of 15 participants.

### MEMBERSHIP CRITERIA

GRACE continues to accept new members where current support provision can be offered. It is acknowledged that due to the current crisis there may be many local residents who are self-isolating/shielding, perhaps with little family support. GRACE recognises these individuals may require support during this time, therefore GRACE's membership criteria has been adapted to accommodate wider community needs during this crisis. This has resulted in GRACE welcoming non-members who are able to access current provision to support them during this time, which has raised the number of participants. Referrals are continuing to be received during Lockdown.

### ZOOM MEETINGS

Zoom meetings have been used by GRACE and members throughout the year, as an effective means of communication between everyone involved in GRACE. Zoom meetings take place several times per day. GRACE has purchased subscriptions of Zoom Pro which provides extra features to meet the needs of the GRACE service delivery. Members are supported to download Zoom in order to take part in support meetings. GRACE recognises some members may not want to access Zoom. These members are offered support via telephone.

### RECOVERY MEETINGS

GRACE acknowledges the immense challenges and pressures placed on members during this crisis. GRACE recognises the importance of these members continuing to receive the individual support they require directly relating to their recovery journey. Meetings including 1:1 support are currently provided online and via telephone contact. These have proved beneficial in relation to recovery, health and wellbeing (see Appendix 2).

GRACE continues to monitor members' health and wellbeing during this crisis, recognising that as social distancing/self-isolation continues it will have a sustained impact on members. This shapes the continued support provided by GRACE directly relating to members' recovery journey.

### FUNDERS/FUNDING APPLICATIONS

At the beginning of lockdown GRACE contacted current funders to advise them of adaptations made in relation to current service delivery. It is noted that core funders were particularly understanding and supportive.



During 2020/2021 GRACE has gratefully received additional funding from the following sources:

| Date     | Funder  |
|----------|---|
| 07/04/20 | STV Children's Appeal                         |
| 09/04/20 | Scottish Recovery Consortium                  |
| 17/04/20 | Tesco (Groundwork)                            |
| 22/04/20 | Corra Foundation Third Sector Resilience Fund |
| 24/04/20 | Big Lottery Awards for All CoVid-19           |
| 11/05/20 | Corra Foundation – Community Wellbeing Fund   |
| 18/05/20 | Hillhead Housing Association                  |
| 05/06/20 | STV Children's Appeal                         |
| 26/05/20 | Hunter Foundation – Wellbeing Fund            |
| 05/11/20 | Communities Recovery Fund                     |
| 28/01/21 | Asda  |
| 01/10/20 | Robertson Trust                               |
| 18/12/20 | NHS Healthy Minds                             |
| 28/01/21 | East Dunbartonshire Community Grant           |
| 28/01/21 | HHA   |
| 28/01/21 | HSCP Festive Support                          |
| 28/01/21 | Connecting Scotland                           |
| 04/02/21 | STV Appeal Winter Support Package             |

### INCOME DEFICIT

It has been acknowledged that CoVid-19 has had a huge impact on income. There has been a lack of fundraising opportunities as events were cancelled. The Glasgow Kiltwalk is usually attended by several members who work hard to attain sponsorship. Members could no longer sell their handiwork at local events such as the summer Galas and The Canal festival. GRACE has also lost the income from the daily donation buckets available at the two community centres.

### BOARD MEMBERS

The GRACE Board of Trustees are in constant contact as the organisation adapts to a new service delivery model. Board meetings have been held via Zoom and on 20<sup>th</sup> October 2020 the first AGM was held online with 24 participants. Meetings have taken place to discuss and plan the ongoing response to the crisis and development for the future.



## WEBSITE UPDATE

The GRACE website, [graceaftercare.net](http://graceaftercare.net), was updated on 24th June 2020 and the feedback from both members and the public has been excellent. The website now includes a 'donate button' which has resulted in online donations. It has enabled more effective communication due to social media triggers for members and business firewall restrictions. The project calendar, news stories and contact forms have been very successful. Local support from Web Right Now has been invaluable. Feedback has been positive on ease of use and finding information.

## GRACE SHARING TIME

Organisations who previously attended GRACE Sharing Time were contacted in relation to continued partnership working and GRACE Sharing Time Facebook and Twitter were set up to ensure continued communication. The first GRACE Sharing Time Zoom meeting took place on Wednesday 2<sup>nd</sup> December 2020 with 19 participants and continues to be held on the first Wednesday of the month. There are currently 174 contacts on the Sharing Time mailing list.

## PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

11 members of GRACE took part in a focus group (via Zoom) in relation to consultation conducted by Your Kirky (Kirkintilloch Community Council). GRACE supported members to be involved to ensure they were able to have their say. The questionnaire was in relation to Kirkintilloch Main Street and discussed necessary changes to ensure social distancing when lockdown eases. Members were able to provide 18 suggestions.

Prior to lockdown GRACE was building a recovery community by setting up East Dunbartonshire Recovery Community group (EDRC). This involved partnership working and giving a voice to lived experience. This was supported by the Scottish Community Development Centre (SCDC). The EDRC is now being continued via Zoom and SCDC have agreed to continue working together. The questionnaire was created prior to lockdown – to gain feedback from people with lived experience through East Dunbartonshire. This has been paused at the moment due to the lockdown – due to not having the necessary connections with other organisations – to be revisited. The SCDC supported the members survey and with a presentation for GRACE Sharing Time participants highlighting the adverse effects the pandemic had on members and showing how GRACE stepped up to combat these effects.

GRACE is now part of the Families and Children's Network which consists of organisations supporting children and families within East Dunbartonshire – charities and statutory services. A meeting took place in June and was attended by 15 organisations.

GRACE has also been working in partnership with organisations such as Creative Spark Theatre Arts and Praxist Practical Gardening to bring new and exciting projects to members through Zoom.

GRACE has continued to work with The Scottish Recovery Consortium and enhanced its relationship by becoming a member of the Lived Experience Recovery Organisations (LERO). This group is a national group with organisations throughout Scotland sharing knowledge and experiences to develop Scottish Government policies.



## SUPPORT FOR MEMBERS AND VOLUNTEERS

### ZOOM MEETINGS

Zoom meetings taking place several times per day. These are seen as an effective platform for ongoing support, communication and sharing information. GRACE has held 815 Zoom meetings in the last year with a total of 7813 participants (full statistics available).

| Month          | Zoom Meetings | Participants | Minutes       |
|----------------|---------------|--------------|---------------|
| April 2020     | 59            | 493          | 25458         |
| May 2020       | 51            | 555          | 38734         |
| June 2020      | 49            | 590          | 41297         |
| July 2020      | 70            | 794          | 45822         |
| August 2020    | 58            | 483          | 26830         |
| September 2020 | 67            | 602          | 33385         |
| October 2020   | 74            | 732          | 45976         |
| November 2020  | 76            | 641          | 42343         |
| December 2020  | 78            | 675          | 44689         |
| January 2021   | 72            | 644          | 37902         |
| February 2021  | 80            | 823          | 49786         |
| March 2021     | 81            | 781          | 48217         |
| <b>Totals</b>  | <b>815</b>    | <b>7813</b>  | <b>480439</b> |

### ONLINE AND TELEPHONE SUPPORT

GRACE quickly adapted to using social media platforms as a support for members. GRACE also acknowledges some members may not have internet access. These members are therefore contacted by telephone. Posters have been created, containing details of weekly activities, to be distributed to members and volunteers by email and through WhatsApp. GRACE via funding, purchased and delivered smartphones (which included relevant apps) to those totally disconnected digitally.

### TWITTER/INSTAGRAM

GRACE developed Twitter and Instagram accounts which are used to support members and to provide advice and information. GRACE has 346 followers on Twitter and 122 followers on Instagram.

[twitter.com/GRACE Aftercare](https://twitter.com/GRACE_Aftercare) [instagram.com/grace.aftercare](https://instagram.com/grace.aftercare)

|                            | Followers | Following |
|----------------------------|-----------|-----------|
| GRACE Instagram            | 183       | 238       |
| GRACE Twitter              | 361       | 436       |
| GRACE Sharing Time Twitter | 14        | 34        |



## WHATSAPP

GRACE has developed the following WhatsApp groups which have proved successful to members. Each group provides different information and support to members.

| No of Members in GRACE WhatsApp Groups |            |            |            |            |            |
|--|------------|------------|------------|------------|------------|
| Groups                                 | 21/05/20   | 18/06/20   | 17/07/20   | 22/01/21   | 02/03/21   |
| GRACE Info & Links                     | 79         | 88         | 91         | 121        | 122        |
| GRACE Hillhead                         | 30         | 35         | 37         | 41         | 45         |
| GRACE Auchinairn                       | 36         | 38         | 37         | 36         | 39         |
| GRACE Chat                             | 46         | 53         | 54         | 56         | 55         |
| GRACE Board                            | n/a        | n/a        | 13         | 14         | 14         |
| EDRC focus group                       | n/a        | n/a        | 36         | 24         | 23         |
| GRACE Headspace Art                    | n/a        | n/a        | n/a        | 19         | 22         |
| Food Share Volunteers                  | n/a        | n/a        | n/a        | 18         | 17         |
| Food Share                             | n/a        | n/a        | n/a        | 40         | 39         |
| Creating Media Content                 | n/a        | n/a        | n/a        | 12         | 13         |
| Yoga Tuesday                           | n/a        | n/a        | n/a        | 17         | 17         |
| Spoken Word                            | n/a        | n/a        | n/a        | 12         | 12         |
| Pins and Needles                       | n/a        | n/a        | n/a        | n/a        | 15         |
| One Step at a Time                     | n/a        | n/a        | n/a        | n/a        | 18         |
| <b>Totals</b>                          | <b>191</b> | <b>214</b> | <b>268</b> | <b>410</b> | <b>436</b> |

## FACEBOOK

GRACE has also developed Facebook groups and pages for members. These groups provide direct support for members. Other groups provide information in relation to local community support/resources, provided by statutory and charitable organisations.

[facebook.com/GRACE.Aftercare](https://www.facebook.com/GRACE.Aftercare)

| Facebook Group/Page      | Members | Followers |
|--------------------------|---------|-----------|
| Headspace Art Group      | 51      | n/a       |
| GRACE Family Craft Group | 31      | n/a       |
| GRACE                    | n/a     | 1330      |
| GRACE Hillhead           | n/a     | 298       |
| GRACE Auchinairn         | n/a     | 225       |
| GRACE Serenity Garden    | n/a     | 145       |
| Simply Yoga With Liz     | n/a     | 227       |
| GRACE Digital Cafe       | n/a     | 229       |
| GRACE Sharing Time       | n/a     | 52        |



## EMOTIONAL HEALTH AND WELLBEING

GRACE continues to provide members with support in relation to their emotional health and wellbeing. This is particularly crucial with respect to how this crisis will impact on their health. GRACE looked at sessions which were provided prior to the crisis and adapted these to meeting the current needs of members.

### Desired Outcomes of GRACE Wellbeing Service

- **Reduce Loneliness and Isolation** through regular wellbeing phone calls; keeping in touch with members, checking in with them, assessing that basic needs are met, signposting, referring them to other services to meet essential needs, encouraging and enabling them to join online GRACE group activities
- **Improve Coping Skills** through tailored CBT counselling – one to one and in a group plus by providing one to one wellbeing calls and zoom sessions. Possible ways of developing coping skills are being explored, tools are being developed and applied. Regular reviews of individuals' progress are being offered.
- **Learn new skills:** regular one to one phone calls are being offered during which member are exploring their learning needs. Members build up confidence and knowledge to be able to join online GRACE activities. They get help with learning to confidently use technology. Volunteering opportunities with GRACE are also being explored regularly.
- **Increase overall confidence** through regular wellbeing phone calls, zoom calls and/or tailored CBT counselling, paving the way for joining group activities. Member and support person can join group sessions together. This way the individual feels supported and safe through the process of joining groups. The 'hand' can be let go once the member is fully included and supported by their GRACE peers.
- Support **sustained recovery** through talking, learning coping mechanisms, tools, practice applying those in everyday life. Referrals to other services are also possible.

The following services were offered

- Block of 6 to 8 weeks one hour One to One CBT Counselling sessions on Zoom, FB Messenger or phone provided by two qualified CBT counsellors
- Regular One to One Wellbeing Support phone calls offered by Wellbeing Support Coordinator. The purpose of those calls is to check how individuals are coping and to explore self-management tools and other support being offered by GRACE and other organisations throughout East Dunbartonshire.
- New referrals to GRACE (self-referrals, referrals from other service providers) taken and processed by Wellbeing Support Coordinator.
- Group Wellbeing Support provided by a qualified CBT counsellor
- Daily positive affirmations/thoughts/pictures etc. being posted through various GRACE WhatsApp groups by Wellbeing Support Coordinator



- Regular attendance of Members Check In and other group activities by Wellbeing Support Coordinator. That way she can keep up with what's on and get a good feel for how members are coping and offer additional one to one support when needed

Between April 2020 and March 2021

**347 One to One Wellbeing Support calls** were made to GRACE members

**700+ contacts in form of emails/text messages** were made to members

**201 one to one CBT counselling** sessions were made for members

**37 new referrals** were received (by other organisations and individuals themselves), individuals were introduced, welcomed to GRACE and included in GRACE activities.

**14 wellbeing group support sessions** took place (4 x Sustaining Recovery at Christmas Time, 5 x Group Support between Christmas and New Year, 7 x Peer Support Essentials in March 2021), facilitated by one or our CBT counsellors

(see Appendix 2 - Wellbeing Evaluation)

## ISOLATION/LONELINESS

GRACE continues to develop strategies to engage with local residents who have little or no support during this crisis. GRACE has changed membership criteria to ensure the service currently provided is accessible to those needing support within the local community. GRACE acknowledged the need for individuals to have access to IT devices i.e. tablets, smart phones etc. and successfully secured emergency funding (see Technology/Smart Phones).

The weekly check in meetings look at how members are feeling/issues etc. It gives members the opportunity to say how they are feeling and to support each other. It was also recognised that members can become upset due to the current situation. These meetings provide support for members and it is noted that it can be more difficult online. As well as encouraging positive thinking, the meeting also discusses particular topics e.g. Maslow's Hierarchy of Needs. 'Laughter Lockdown' consists of members posting funny pictures, videos, songs etc.

*"GRACE has been very helpful and getting everyone on to zoom to communicate and see everyone, and we all do a check in and we know how everyone is doing"*

*"Fantastic, I do not know where I would be without GRACE, right from the start they have motivated me and helped my mental health"*

GRACE has regular discussions with members in relation to how they are feeling as lockdown eases.

*"I'm concerned about the easing of the lockdown restrictions and the risk of finding myself in an unsafe environment due to people's behaviours changing"*

*"I have low self-esteem and finding it hard to mix with people after isolating. Just hope I will be able to overcome this"*

GRACE has also provided weekly Coffee Mornings and Quiz Nights to help alleviate isolation and loneliness (see Sessions, Activities and Projects).





## LOCAL RESOURCES/SUPPORT

GRACE is ensuring members are fully aware of local supports for themselves and their families. It is important for GRACE to signpost members/families to relevant organisations who can provide them with the support they require during this crisis including access to food banks and help with prescriptions, shopping and transport.

## FOOD DONATION

From May 2020 GRACE has received weekly food donations from Tesco - Fair Share and East Dunbartonshire Foodbank, which consists of food, fruit and vegetables. This is distributed within the local community.

| Month          | No. of families |
|----------------|-----------------|
| May 2020       | 30              |
| June 2020      | 141             |
| July 2020      | 78              |
| August 2020    | 132             |
| September 2020 | 132             |
| October 2020   | 132             |
| November 2020  | 132             |
| December 2020  | 200             |
| January 2021   | 175             |
| February 2021  | 180             |
| March 2021     | 178             |



## WINTER SUPPORT

GRACE distributed £5000 as part of the Scottish Government Winter Fund through the STV Children's Appeal. This consisted of food and clothing vouchers being delivered to struggling families in East Dunbartonshire. GRACE identified qualifying families using criteria including low income, furlough, disability and ethnic minority.

## PPE

Cloth Face Masks have continued to be handmade by the GRACE Pins and Needles group. So far 490 face masks have been made. These were made following online guidance and instruction from the NHS website, which ensured face masks met necessary standards. Each face mask was washed, sterilised and air dried. Face masks were then individually packaged in small zipped plastic bags, including instructions on use (as directed by the NHS website). These masks were then delivered to members. Visors, masks, boxes of gloves, hand sanitiser, vests and torches have also been handed out to our delivery volunteers.



## TECHNOLOGY/SMART PHONES

GRACE purchased 20 mobile smart phones with funding received from the Scottish Recovery Consortium. The phones included 3 months unlimited data/minutes/texts and were set up prior to delivery, including added relevant contact phone numbers and Apps. Statutory services were provided with phones to support the need of their clients. The phones were seen as crucial in giving members the opportunity to be involved in GRACE online activities, including Zoom meetings. These members previously had no devices and therefore have been unable, until now, to take part in activities. The phones give members the opportunity to access continued support provided by GRACE. Volunteers who provide 1:1 counselling support were also given mobile phone to use during these sessions. 20 tablets with sim were also purchased with Big Lottery Awards for All funding to be used in an IT project.

Thanks to the Hunter Foundation Wellbeing Fund, GRACE has also purchased five laptops and delivered them to volunteers. Two laptops are currently being used to support service delivery and the other three to provide admin support. GRACE has also distributed existing iPads to volunteers to support with service delivery.

Through Connecting Scotland 31 iPads were distributed to qualifying members of the community in order to support digital inclusion and reduce social isolation.

## GRACE FAMILY CRAFT GROUP

Families had spoken to GRACE in relation to keeping their children busy whilst staying at home during this crisis. Families advised they were 'running out of things to do'. GRACE, alongside Carol from ENABLE, developed activities for children encouraging play and learning together for families. GRACE purchased 25 'Giant Box of Crafts' via STV Children's Appeal. GRACE is also providing further help via the GRACE Family Craft Group on Facebook and currently supports 23 children and their families.



Gaia had fun making her version of Mr Tumble 🤖❤️ clown. The craft box is the best!

Paper Mache attempts has been this weeks fun still in progress hope to keep them busy for another week 🎨🎨

Thank you Grace family craft my boys love their new craft packs

A miserable day outside but plenty fun in here making bunnies 🐰

3 Happy boys thanks to GRACE 💜💜💜





Rock Painting kits and Modelling kits were delivered to families, via funding provided by the STV Children's Appeal. Easter craft and treat bags were distributed to 52 children including arts and craft supplies, seeds and Easter eggs.

GRACE Family Crafts Facebook page has been used to post other suggestions such as:-

- Road Safety Scotland ideas for what to do when out on your daily walk while staying safe
- How to use Makaton to sign Old MacDonald had a Farm
- Scavenger Hunt suggestions
- How to hold your own Sports Day at home

## CHRISTMAS GIFTS

At Christmas this year we were able to support families in East Dunbartonshire by providing over 300 gifts donated by local groups and the Kids Out charity. Volunteers also distributed donations from GRACE members.

## SESSIONS, ACTIVITIES AND PROJECTS

In order to provide GRACE members with continuity it was felt crucial for existing services to continue, albeit in a different format. GRACE quickly adapted its service provision to provide where possible the same services to members. Services where possible have continued on the same day they occurred prior to this crisis to offer some normality to members' routine.

### **The following sessions, activities and projects were provided by GRACE:**

#### 1. COUNSELLING SESSIONS (COGNITIVE BEHAVIOUR THERAPY 1:1)

These sessions were already taking place before the crisis, where members had face to face sessions within the GRACE office. This has now been adapted and consists of 6 sessions per week, taking place on Wednesdays and Thursdays. The sessions take place using Zoom and telephone contact.

*"I have already highly recommended this service to others, it has been life changing for me"*

#### 2. WELLBEING SESSIONS

These sessions were created as a direct result of this crisis. This ensures members can access support when required. Wellbeing Support consists of 12 sessions per week, taking place on Mondays and Tuesdays. These sessions will involve 'check in', exploring members' mental health and identifying what support is required. The sessions can take place via Zoom or telephone. The sessions can also provide members with structure to their daily routine and for peer support.



### 3. YOGA

Yoga previously took place on a weekly basis at Hillhead and Auchinairn Community Centres, and were popular sessions and regularly attended. These sessions continue to take place twice a week (Mondays and Fridays) via Zoom. If required the frequency of these sessions can be increased. An average of 32 members are supported each week between the two classes.

*“The class makes me look after myself in a way I would not be able to if left on my own”*

*“The positivity that Liz creates in your mind cuts the negative right out. I am able to shut out what’s going on around me and concentrate on me”*

### 4. CREATIVE PRODUCTIONS/ARTS AND CRAFTS

GRACE has created, in conjunction with the artist in residence, Headspace Art Interactive Facebook Group. This includes asking members to paint/draw face portraits. A Zoom Art Class was also developed and takes place every Monday. Art Classes, in conjunction with the Headspace Facebook Group, are used to explore artistic learning and to share achievements. GRACE, via the Hunter Foundation Wellbeing Fund, was able to purchase 30 Students’ Art Packs for members to support them in relation to resources for the above project. An average of 15 members attend each class and the Facebook group has 42 members.

*“Such good instructions, Rachel. Thank you and others for another really inspiring art class!”*

*“I’m getting right into this Rachel, it’s not perfect but I wouldn’t do this if it wasn’t for you so thank you! Xxx”*

### 5. DIGITAL CAFÉ

The Digital Café currently has a dedicated Facebook page including online tutorials which are useful to members. Digital Café via Zoom has started and consists of weekly sessions taking place on Fridays, with around 10 members attending each class. GRACE also provides 121 digital support to members by appointment.

*“Every day is a school day at our Digital Zoom Class, always something new to learn”*

### 6. DRAMA CLASS

The Drama Class was adapted to MnMnM (My Moods and Music) which provides Peer support and encouragement via music. Members shared uplifting songs, particularly relevant to them during this crisis. This session took place weekly with different inspirational themes e.g. happiness, sunshine, love etc. and an attendance of around 14.



## 7. FITNESS 4 ALL

The Boxercise class previously took place on Saturdays and was a very popular class. It was recognised this supported members to get involved in physical activities as well as making members feels less isolated. This was adapted to a Fitness Class and continued to take place on Saturday mornings via Zoom until August. A gentler Fitness Class now takes place on Thursdays.

*“Morning fitness exercise sets you up for the day”*

*“Great to experience your body/mind connection”*

## 8. SERENITY GARDENING

The Serenity Gardening project started in June and provides weekly manageable projects for all with advice and step by step guidance from a qualified gardener via Zoom, with opportunities to ask questions and share helpful tips. This is very popular with members, especially those who are shielding and only have their gardens. So far around 12–15 members attend each session.

*“Loving the gardening class so much. X”*

*“Today was so informative Catriona. Thanks so much. I may be bombarding you with questions!”*

## 9. COFFEE MORNING

Another source of support and encouragement consists of online Coffee Mornings once a week via Zoom. The first meeting took place on 08/04/20 with 16 members. Each online Coffee Morning has a particular theme – the first Coffee Morning consisted of everyone using a special mug. Each Coffee Morning theme encourages discussion and participation and helps alleviate isolation e.g. reading and writing poetry/What could you not live without during lockdown and why?/Mental Health Awareness Week (May)/sharing tips. This is one of the most popular activities with around 17 weekly participants.

*“I am so grateful for online support and do not think i would have coped without it”*

*“There are activities and support available to me every day if I need them”*

## 10. SIGN LANGUAGE

Sign Language class has proved to be very popular with members with 11 regularly attending. The facilitator has now been supplied by laptop which ensures better quality in terms of delivering the service. Recent experiments have included Online Sign Language Bingo.

*“Thank you all who joined silent bingo today. I REALLY enjoyed it. Luv you all.”*

*“Really enjoyed sign language class today. Thanks Agnes.”*



## 11. HOUSE OF FUN

Pictionary has always been a favourite amongst members at the community centres. Zoom screen sharing and whiteboard technology guidance and tutorials provided by the Digital Café have made GRACE online Pictionary, and other games such as Stop the Bus and Hum That Tune, possible with around 9 participants per session. This is a volunteer managed project providing laughs and creative fun.

*“Thanks folks had a laugh really enjoyed it and I will be back xx”*

*“Nice to see new faces today and giving it a shot and having a laugh! Xxx”*

## 12. QUIZ/SOCIAL NIGHT

The weekly Quiz/Social Night is a fun (sometimes competitive) quiz covering many subjects and decades. A chance to laugh and relax using Zoom. Average 13 participants per week.

*“Well quiz was a good laugh got 26 correct not done a quiz in years thanks everyone for cheering me up on a difficult day”*

## 13. CREATIVE SPARKS

Creative Sparks in partnership with GRACE ran a dance class which began in October and finished in December with an average of 8 attending. We are hoping to continue this relationship in the next financial year with Mindful Dance and Virtual Choir.

## 14. EXPLORING MENTAL HEALTH (FIRST AID)

This project also ran from October to December. 15 course support and information packs were delivered to members, with 12 on average attending.

## 15. CREATING MEDIA CONTENT SQA

The project began in October recording songs and making videos in partnership with New College Lanarkshire community outreach, enabling members to participate in an SQA and gain a qualification within a local community setting.

*“Today’s session was really good fun, less complicated than we thought”*

## 16. SUSTAINING RECOVERY AT CHRISTMAS TIME

This ran for four weeks on Tuesday evenings and focussed on building resilience for when support was less available during the holidays.

*“Christmas can be a difficult time for some people, and this year more so. The project gave me the tools to get through it”*



## 17. COMMUNITY SUPPORT

Started at the end of January with guests each week from organisations including the Royal Bank of Scotland, Home Energy Scotland, East Dunbartonshire Voluntary Action and the Scottish Community Development Council.

*"Interesting and informative, thank you"*

## 18. NHS STIGMA & EQUALITY GROUP

This project also began at the end of January and members have been designing posters to raise awareness about public ignorance of mental health issues.

*"I'm no artist but I'm giving it a go and having fun"*

## 19. PINS & NEEDLES

The GRACE Pins & Needles group was one of the last groups to be adapted to Zoom and around 12 to 15 members have been meeting each Thursday since January to chat and knit blankets for the premature baby unit.

*"It's so lovely to be back with the Pins and Needles group again"*

## 20. CREATIVE ANIMATION

This project was started in January to add stories, scripts and audio to the stop motion animation made by members before lockdown.

*"I enjoy script writing and getting the GRACE voice heard through animation and spoken word, Very enjoyable and rewarding seeing a project come together"*

## 21. WALKING GROUP

GRACE now has three trained Paths for All Walking Leaders ready to lead walking groups as soon as restrictions allow.

## 22. TALES FROM A DOORSTEP PART 1

This project brought together and documented the experiences of GRACE members in lockdown during 2020. Using different media this captured an unprecedented moment in time and included a documentary filmed with recognised film maker Ian Bustard, and with our Wellbeing, Art and Digital facilitators. As well as being available digitally, it is hoped that this project will form an exhibition when this crisis is over.



## DAILY POSTS, ACTIVITIES AND CHALLENGES

Themes such as Daily Duck, Pea Week and the 10 Day Challenge have been created to support members and encourage discussion. Posts and inspirational messages are uploaded daily via WhatsApp and Facebook and have been very popular with members, as evidenced by their response and comments. Members interact by posting their own stories, music, photos and videos and have commented this 'puts a smile on their face' and talk of feeling uplifted.

## LOCKDOWN JOURNAL

GRACE has asked members to keep a journal and perhaps photographs as a reflection of their experience during this crisis, in particular how they are coping with social distancing and self-isolation which would show each individual member's journey. It is further suggested this could be included in an exhibition.

### **Excerpts from one member's journal:**

*Wednesday 18 March 2020 - "Went to Auchinairn Community Centre for GRACE Art - some groups in. I was told GRACE is now cancelled until further notice."*

*Tuesday 12 May 2020 – "It looks like this COVID-19 could go on and on and on... I can't even think of anything to write. It is a real same old, same old Groundhog Day."*

*Monday 15 June 2020 – "GRACE very kindly delivered a mobile phone to me which let me get on to the GRACE WhatsApp. They also delivered art materials which I am using in my own individual way. Only one word to describe GRACE in Lockdown – AWESOME."*





## SPRING WELLNESS FUNDRAISING WORKSHOP

This event was held from 10am – 1pm on March 20<sup>th</sup> to coincide with the spring equinox, linking the season of spring to new growth, emerging from lock-down, building resilience, new challenges and relieving stress and anxiety.

Participants received hand delivered gauze gift bags containing an inspirational message on a card with GRACE contact details and Zoom links, a fridge magnet with an uplifting slogan and a fruit tea bag for mindfulness. The activities included yoga (activations, an energy block release sequence, postures and relaxation), guided meditation with mindful movement and self-massage (hand, arm, neck shoulder and face).

Over £630 was raised after deductions for the gift bags and there were 26 attendees on the day.

The event was very well received as shown by the comments below.

ALL AMOUNTS ADD UP PLEASE DONATE

**FUND RAISING EVENT**

*Spring Wellness Day*  
*10am till 1pm*  
**Saturday, 20th March 2021**

Wellness Day includes check in followed by YOGA, Massage and Mindfulness sessions.

Register before Friday 12th March to secure your place via email : [graceaftercare962@gmail.com](mailto:graceaftercare962@gmail.com)

To help fund GRACE we suggest a Payment £15 donation although any amount is gratefully received.  
Thank you so much for supporting GRACE.  
Payments via our website  
[www.graceaftercare.net/donate](http://www.graceaftercare.net/donate)

zoom GRACE dru PayPal

**GRACE FUNDRAISING EVENT**  
GROUP RECOVERY AFTERCARE COMMUNITY ENTERPRISE IS A  
SCOTTISH CHARITABLE INCORPORATED ORGANISATION SC043551

## COMMENTS FROM PARTICIPANTS

*“Thanks everyone from the heart ...*

*A beautiful day for GRACE sessions. I enjoyed and now feel very relaxed. On reflection an encouragement to embrace what we have and what our lovely universe provides for us. Keep the good and dispel the bad and ugly. Lovely and relaxing. Well organized morning with expert tuition and fun.”*

*“Had a lovely time. Really enjoyed everything and it was so relaxing. I would like to do yoga when it is on as I used to be a little yogi when I was younger and would like to get back to that.”*

*“Realised you all looked a bit uptight on Sat, that's why I mentioned my silly slippers! Once things began, it was perfect and very special.”*

*“This is just a wee thank you to the 4 wonderful ladies and all the back room support who brought us an amazing pamper, fund raising morning for GRACE. In my opinion it was an extremely well organised, very relaxing few hours and ran perfectly to time. Very few technical issues, so few it had no effect on the event. The ladies who brought the yoga, the self massage and the mindfulness were all extremely professional and did an incredible job bringing me some inner calm and quiet and peace for the first time in very long time. This morning's workshop was so good. Thank you for inviting me to join in.”*



*“Hopefully as this was so successful it can maybe be repeated on the first day of each season by zoom even after the pandemic is history as it was so relaxing and peaceful doing it from home. Well done Liz, Judith, Margaret M and Sandra for a lovely morning and Well Done raising such an amazing amount for GRACE.”*

*“Thank you so much to all of you for making the Day go so well. Professional presentation with clear, succinct, detailed instruction and of course—the magic ingredient—your own unbridled enthusiasm. As a total newcomer to Yoga it was demystified for me and the mindfulness /meditation really enhanced my rudimentary knowledge and practise of them. I hope there can be similar days in the future. Thanks for the Tea Mindful Meditation attachment. That was a real surprise on the Day and it absolutely captures the essence of relaxation. It was the icing on the cake for me!  
WELL DONE EVERYONE AND THANK YOU!”*

*“Well done the team! It was a lovely morning. The yoga was always first class, the self-massage really comforting and I disappeared into the blue sky meditation, so much that the ping at the end made me jump! You all did a great job. Super response too for the funds! Congratulations.”*



## GRACE ACHIEVEMENTS IN 2020 - 2021

# GRACE has been very busy supporting members & our wider community

**Our Achievements Provided & Delivered During Lockdown March 2020 - March 2021 include:**

|  |   |  |
|--|---|--|
| <b>21</b> Mobile Phones<br><b>23</b> SIM Plans<br>                         | <b>815</b> Zoom Activities<br><b>7813</b> Zoom Participants<br>                       | <br>Social Media Followers <b>3329</b>   |
| <b>288</b> Family Craft Packs<br><b>300</b> Christmas Gifts<br>            | <b>126</b> Gardening Packs<br>  | <b>1597</b> Food Bags Delivered<br>  |
| <b>17450</b> Volunteer Hours<br><b>£165,775</b> Value of Hours Donated<br> | <b>70</b> Food Vouchers (total value £5000)<br>                                       | <b>34</b> Advanced Art Packs<br>   |
| <b>15</b> Mental Health First Aid Packs<br>                                | <b>30</b> IPADS<br><b>10</b> Laptops<br><b>2</b> Printers<br><b>2</b> Chromebooks<br> | <b>20</b> New Android Tablets Provided<br>   |
| <b>14</b> WhatsApp Groups<br><b>443</b> Participants<br>                   | <b>340</b> Hi-Vis vests, torches, Visors & PPE<br><b>490</b> Hand Made Face Masks<br> | <b>265</b> Counselling Sessions<br><b>37</b> New Referrals<br><b>1047</b> Wellbeing Communications<br> |



[www.graceaftercare.net](http://www.graceaftercare.net)



GRACE Group Recovery Aftercare Community Enterprise is a Scottish Charitable Incorporated Organisation No SC043551



## COMMENTS ON THE GRACE ACHIEVEMENTS FROM LOCAL ORGANISATIONS

***“Wow, this is amazing. Well done to all in the GRACE team.”***

Scottish Fire and Rescue Service

***“You are all truly phenomenal, well done.”***

Business Gateway

***“Well done to all at GRACE for your hard work”***

East Dunbartonshire Alcohol and Drugs Recovery Service

***“Impressive stuff”***

East Dunbartonshire Voluntary Action

***“Good to hear about everything that's going on, and all the fantastic achievements.”***

East Dunbartonshire Health & Social Care Partnership

***“Well done to everyone at Grace!!!!”***

Carers Link

***“GRACE have done a brilliant job, well done to everyone there.”***

NHS Health Improvement Team



## CONCLUSION

During the COVID-19 crisis, GRACE has been able to maintain this crucial and high level of service delivery through the dedication and commitment of its one member of staff, its volunteers and its members.

The community has looked to GRACE for structured support during this crisis. GRACE has, therefore, quickly adapted its service provision to meet the needs of the community. This has resulted in GRACE adapting existing services and creating new services which now take place online. Members are actively engaging with the new online services. All activities are very well attended and feedback has shown a positive impact on members' continued health and wellbeing.

It is crucial for GRACE, as a local community group, to continue to provide support for its members and for the local community. It is important to note that although GRACE is no longer delivering sessions within Hillhead and Auchinairn Community Centres, we have managed to deliver all our sessions albeit in a different format (online) to our members. This has resulted in GRACE not cancelling any existing services. GRACE's hours have now been increased to meet the needs of our members. The popularity and effectiveness of the GRACE support groups have given members the opportunity to discuss how they are feeling, which resulted in a rise in the demand for 1:1 support.

Due to the immense pressures and challenges currently facing our members, there has been an increase in evening support being required. This consists of members and volunteers phoning each other in the evening and accessing evening support from the Project Manager and sessional workers. Due to social distancing/self-isolation, members no longer have daily physical contact with each other. This has led to an increase in their anxiety, loss of structure to their daily routine and added pressures placed on families. It is also recognised that the stress placed on our members during these exceptional circumstances has led to an increase in alcohol consumption and a deterioration of physical and mental health for some members. It is evident that this crisis is having a particularly detrimental effect on individual members' recovery journeys, where they need increased support which is both effective and consistent.

GRACE recognises that the continuing uncertainty and concerns in relation to this crisis will impact on members adversely. GRACE is currently monitoring the needs of our members and identifying what further supports are required to support our members in relation to mental health, wellbeing, addiction issues, relapse prevention and isolation, particularly for our more vulnerable members.

**GRACE is fully aware that Covid-19 is still prevalent in the world and that the further challenges in supporting the community will be ongoing for the foreseeable future. GRACE will require additional funding to sustain the levels of support to the members at present and going forward. With that in mind the GRACE COVID-19 Recovery Plan has been developed and will require updating with the support of funders, local and national government.**



## APPENDICES

### APPENDIX 1 – SUMMARY OF GRACE MEMBERS SURVEY MAY 2020

QUESTION 1: WHAT ARE THE MAIN ISSUES YOU ARE CONCERNED ABOUT JUST NOW?

**Main points**

- Isolation (from friends, family, support networks)
- Mental health deteriorating
- Catching COVID-19
- The uncertainty of the future

**Additional points**

- Other people's poor social distancing discipline

QUESTION 2 HOW DO YOU FEEL THAT GRACE HAS RESPONDED TO THE COVID-19 CRISIS?

**Main points**

- GRACE has responded very well (brilliantly, fantastically, amazingly) and very quickly
- Members feel they have been kept informed with up to date information
- Activities and projects have continued to be provided online
- Technical support required to join activities has also been provided

**Additional points**

- GRACE have expanded during the crisis giving help, support and activities to individuals and families in the wider community

QUESTION 3: DO YOU FEEL SUPPORTED BY GRACE DURING THIS CRISIS?

96% of respondents said they either felt very supported or supported enough by GRACE.

**Main points**

- Knowing there is always someone there to listen (counselling, peer support) gives great peace of mind
- Members are able to keep active through yoga and exercise classes
- GRACE digital support has been invaluable
- The strong sense of community has been maintained

**Additional points**

- Some feel it is more difficult to talk about problems when not face to face

QUESTION 4: IF YOU WOULD NORMALLY ACCESS OTHER SUPPORT SERVICES/GROUPS, ARE YOU ABLE TO ACCESS THESE NOW?

36% of the members said they could still access their services

49% said they were unable to access them now

**Main points**

- Many services have completely stopped since lockdown
- There are a few services still available via phone, although some are emergency only

**Additional points**

- Even where services are still available, the support offered is not the same as face to face



**QUESTION 5: IS THERE ANY OTHER SUPPORT THAT YOU NEED JUST NOW?**

78% of respondents said there was no other support they needed right now

**Main points**

Members wanted reassurance that GRACE support would continue

Members are missing friends, family and colleagues

**Additional points**

Financial worries were mentioned

**QUESTION 6: AS SOCIAL DISTANCING AND SELF-ISOLATION CONTINUES, WHAT OTHER SUPPORTS DO YOU THINK YOU WILL NEED GOING FORWARD?**

**Main points**

Out of hours mental health support

Support with anxiety as lockdown eases

GRACE working towards face to face meetings

Again, reassurance that GRACE support will continue

**Additional points**

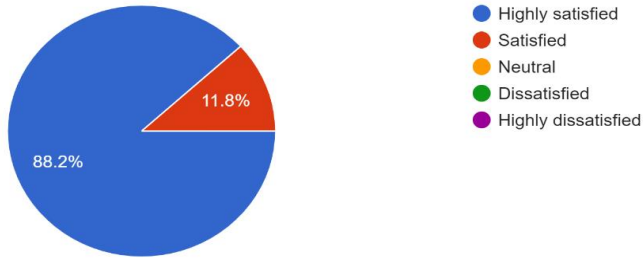
Larger meeting rooms will be required for social distancing



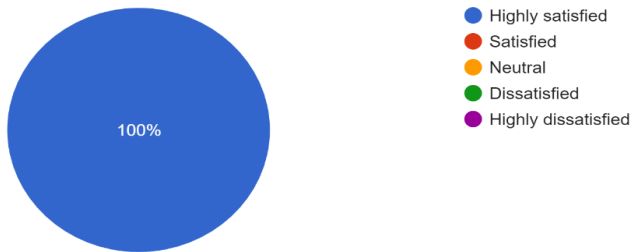
## APPENDIX 2 – WELLBEING EVALUATION 2020-2021

### Evaluations of One to One Wellbeing Support and CBT counselling to GRACE Members between April 2020 and March 2021

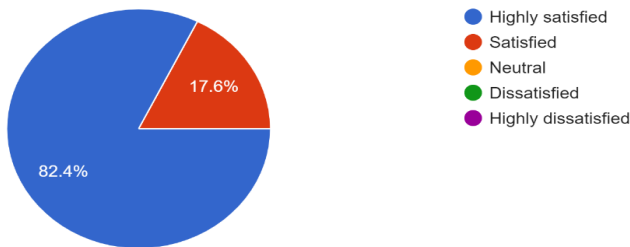
Overall satisfaction with the support experience  
17 responses



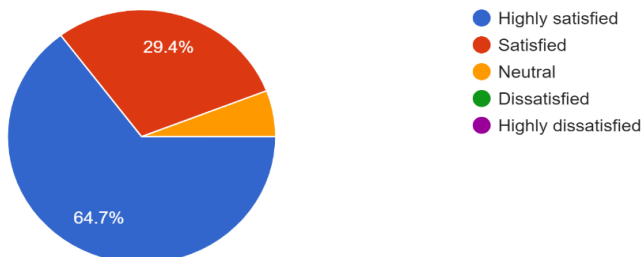
The person supporting you was a good listener  
17 responses



You were able to freely talk about your challenges  
17 responses



Issues you needed to work on were addressed  
17 responses

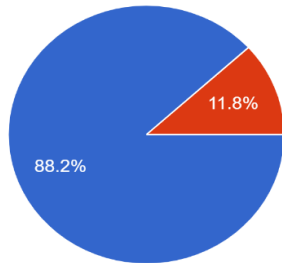






### Overall talking to the person supporting you was helpful

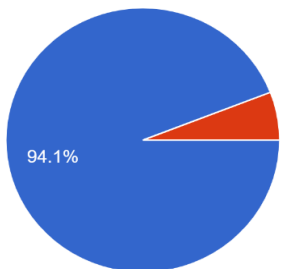
17 responses



- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

### Overall professionalism of the person supporting you

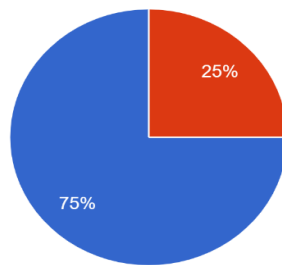
17 responses



- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

### Did this service change your level of loneliness and isolation

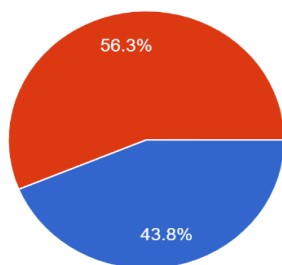
16 responses



- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

### Has the service made you more confident overall

16 responses



- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied



- **Do you feel that through one to one support you learned new skills? What are they?**

*"Yes, to be good to myself"*

*"Self-awareness"*

*"Looking at my past self with compassion"*

*"Able to set boundaries"*

*"Not to worry so much about what other people think"*

*"Alternative Thinking"*

*"Being Kind to Myself"*

*"Finding Compassion for Myself"*

*"No new skills as such but I can see the value in being open and honest about personal concerns"*

*"Listening to others"*

*"Somewhat easier to concentrate when talking on phone"*

*"I have certainly learned new skills and the main one is the confidence it has given me to try out all the skills offered by GRACE and the ability to go ahead and give it a try and the confidence to talk to new people"*

*"Having been isolated for years caring for my husband with Alzheimer's and Dementia I had become more and more isolated and this support is giving me 'the real person back' and to look forward instead of being stuck without hope"*

*"Coping with past trauma"*

*"I feel one to one support was good for me to talk to someone when I felt I had no one in my personal life, and with NHS support lacking due to COVID-19. I learned a lot of self-soothing skills"*

*"Being thoughtful to others' stresses too"*

*"Reading others body language and emotional state even when they are trying to hide it"*

*"Exercises as tools for dealing with/exploring my anxiety: theory A vs. theory B, thought record, functional analysis, significant 7, core beliefs, cycle of change"*

*"Zoom and help with the internet"*

*"Reminded me of the need to be kind to myself as well as others"*

*"Zoom and help with Wi-Fi"*



- **On the basis of your experience would you recommend this service to others**

*“Yes”*

*“Definitely”*

*“Yes, very much so”*

*“Definitely”*

*“Yes”*

*“Yes, highly recommend service”*

*“I would really recommend as you get a lot from individual call”*

*“I would certainly recommend it ONE HUNDRED per cent to anyone thinking of trying out this service”*

- **Any additional comments you wish to make about the service you have received**

*“Wish everyone could receive this service”*

*“The service was fantastic, and I got much more out of it than I could have imagined”*

*“Wish I could have stayed on, but not enough resources to help everyone”*

*“This has been life changing, I feel freer than before”*

*“I have seen many mental health professionals and only about 4 have helped me to recover and try to enjoy life. 1 of those people was my one to one support from GRACE”*

*“Being signposted to other services, websites and apps for self-help and reading that I can do to keep positive focus around my busy family life”*

*“Reminder that lockdown is hard for all and my feelings are justified and normal”*

*“The support I have been given has always made me comfortable to talk about issues which have been troubling me and at no time did I feel under pressure to discuss any issues if I did not want to if the time was not right for me and this is so important”*

*“A very important service, valued and beneficial”*

*“It was an extremely helpful service and I am so grateful to have received it”*

*“It's been a Life saver and I truly appreciate it”*

*“Could not be more grateful for a group that gives so much to everyone in East Dunbartonshire and not recognized for all the work they do”*