



Services Update

“We would like to give further update to all our supporters and the people we support on the continuity of all Bethany services to reach people with love, support and practical help throughout this ongoing coronavirus outbreak.

*We are in regular consultation with Public Health Scotland, Scottish Government, Local Councils, NHS, Health Protection Teams and Charity Partners to ensure that we fully comply with all Coronavirus health precautions including those announced this evening of 23rd March. **All Bethany services for vulnerable and homeless people are continuing across Scotland throughout this period with adaptations.***

Naturally we have ensured that staff and volunteers are supported in all aspects of managing risk, preventing infection spread, using Personal Protective Equipment, and ensuring full compliance with all COVID-19 guidance, tailored to every service. We want to keep the people we support, our staff and our volunteers safe and support all measures announced, whilst also fulfilling our critical mission to relieve suffering and meet long term needs for people who are homeless and vulnerable in Scotland. If ever people in such circumstances needed us it is now.

I would like to thank all the teams, both staff and volunteers at all levels, who are enabling the service provision to continue and for the heart that is being shown to prevent homelessness, intervene in crisis, and sustain people in their own homes, all done in safety and with compassion and care. Your support and prayers are as ever hugely appreciated.”

Alasdair Bennett, **Chief Executive** 23 March 2020

For more details regarding the specifics of our service adaptations in relation to COVID-19 please see below. We are seeking to ensure support and new referral access as follows:

Homelessness Prevention

Community Support & Development in Aberdeen, Dundee, Edinburgh, Midlothian, Motherwell, Glasgow and Kilmarnock: Combination of some group recovery work, and increased individual face to face, telephone and video calling support.

Creative Expressions: All people supported by individual means predominantly rather than groups currently, with regular check in, support and follow up.

Inspiring Leith: All people supported by individual means with regular check in and support through a combination of face to face, telephone and video calling. Some groups conducted via video link.

Passing the Baton: Befriending adaptations to include face to face where safe to do so for the people we support, and use of video calling to ensure ongoing regular befriending support.

Upstream: Ongoing therapeutic befriending and counselling throughout the schools closure, provided to pupils via a combination of face to face, telephone and video calling.

Connect to Community: Ongoing engagement to support prison leavers through a combination of some group work in prisons, and adaptations which include individual face to face, telephone and video calling, ensuring regular and ongoing support.

Crisis Intervention

Care Van Edinburgh: Continued outreach to people in crisis, using all safe methods and recommended guidance, 7 nights a week, 5 lunchtimes a week.

Care Van Glasgow: Adapting service to focus on education around social distancing and self-isolation as well as emergency food provision in the East End of Glasgow.

Care Shelter Edinburgh: Fully reviewed procedures and practice in consultation with the local Health Protection team around safely supporting people in this shared accommodation, with tailored rapid exit plans to support people requiring self-isolation.

Bethany House: Continuing to provide emergency accommodation with specialised support to assist people resettling in the community.

Bethany Christian Centre: Continuing to provide recovery oriented interventions for homeless men living in this therapeutic supported environment.

Gateway to Homes & Communities: Ensuring full delivery of furniture goods and services to homeless and vulnerable people requiring assistance in establishing a home.

Anne Hope House: Opening additional therapeutic 12 bed supported accommodation for women who are homeless with additional support needs.

Housing & Support

Kharis Court: Our young people's accommodation and support project in West Lothian continues to provide all aspects of service delivery.

Housing First Edinburgh: Full service delivery with adaptations to include face to face where safe to do so for the people we support, and use of telephone and video calling.

Bethany Homes Edinburgh & Bethany Homes Glasgow: Full intensive housing management support with adaptations to include face to face where safe to do so for the people we support, and use of telephone and video calling.

Housing Support Fife: Full service delivery with adaptations to include face to face where safe to do so for the people we support, and use of telephone and video calling.

Supported Housing Dumfries: Combination of some day centre support, and individual face to face, telephone and video calling support.

Move On Support: Continuing to support people moving out of temporary accommodation into Bethany Homes with adaptations to include face to face where safe to do so for the people we support, and use of telephone and video calling.