



## Personal Outcomes Stories during COVID: Phase 2 understanding from experience

Alexandra Krause, Community Engagement Officer Covid-19 / Capacity Building  
Govanhill Baths Community Trust

### What has continued to help keep a focus on what matters for people during the pandemic?

- Ongoing communication with the community groups we supported, listening to changing needs and aspirations.
- Ongoing participation in a number of networks (food relief, mental health, communication) in Southside Glasgow and beyond.
- Ongoing internal monitoring and evaluation of our delivery and targets, adjusting to demands and carrying capacity.

### Are there changes that seem to be lasting longer term and are there things that have slid back to old ways of doing things?

#### *Lasting longer:*

- New methods of working and ways of communicating internally, and ongoing support to staff as they navigated engaging with the community and their own personal issues during a pandemic, in a fast-changing environment.
- A new perception of the need for modelling practices that include alternative ways of engaging the community, including those digitally disengaged.
- A drive to create financially sustainable practices.

#### *Old ways:*

Not particularly.

### What difference has this made to people?

- Our ways of engaging with smaller community organisations have been acknowledged as a mentorship and we have been approached more often for this kind of relationship.
- Feedback from participants in our activities has been overwhelmingly positive, expressing the importance of maintaining connectivity and engendering opportunities for communication and wellbeing practices in the community.
- Our staff felt supported and able to pace themselves, and understood when it was just too much.

### How did this make you feel?

Rather proud of working for Govanhill Baths Community Trust. I felt my work ethos was validated and recognised, and that what we have achieved as a team was really significant in the community. I felt we were working as a proper team, which is a rare thing.

### Reflecting on your experiences, what have you learned?

- Staff support is absolutely imperative.

- Community groups know exactly what they need - the best way of supporting them is by listening to what they say and supporting them in strengthening their delivery.
- Inequalities are deeply entrenched in our society. Covid-19 has brought to the surface what is worst and what is best in our community.
- All successes were deemed to grassroots community response, and unfortunately it seems that the Government has heavily relied on this.
- There is a desperate need for engaging individuals digitally.
- The worst is to come, when fuel poverty will combine with food insecurity and mental health issues.
- We can't hide our heads in the sand. We need to learn how to work in partnership with other larger organisations for the delivery of better targets to the various sectors of the community. This has proven to be difficult, as the silo mentality is still very much entrenched, and maintained by the ongoing competition for resources/funding. Funding streams need to acknowledge their role in creating this division in the community and address this attitude. People need to learn to work together if anything is to change.

On a personal level, self-awareness and self-care is super important, otherwise you just get sucked into a black hole of burnout.