



COVID-19 Recovery

Wednesday 12 May 2021

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This evening's discussion

- What is 'recovery?'
- What we did to gather data through the Community Impact Assessment (CIA) process
- What key themes and concerns were identified?
- What actions are being taken by FIG?
- Summary
- Q&A



What is 'recovery' - and why plan for it?

- Recovery - follows the response phase of any incident
- Seeks to understand and quantify the impacts of the incident on the population
- Understand where things went well, and where they went less well
- Understand impacts of decisions made during response – sometimes in haste/difficult circumstances
- Learn from the feedback – how to improve next time?
- Recovery planning starts when the incident is still underway – it may inform the response to the incident



Falkland Islands approach to Covid-19

Our response priorities (Infectious Diseases Plan)

- Protect and preserve life
- Minimise the potential health, societal and economic impacts
- Maintain trust and confidence in the Falkland Islands Government
- Act in ways that are proportionate to the risk
- Be flexible in our approach and ethical in our actions
- Base our response on evidence, built on existing practices
- Support the whole of society where possible



Key themes

Findings from the workshops were grouped into broad themes for the recommendations:

- Economic impacts
- Caring for people
- Housing
- Communities
- Employment protection
- Immigration issues
- Children and young people



Recovery Process – Community Impact Assessment

Identify need for recovery - Form Community Recovery Working Group and agree process for Community Impact Assessment to gather data

Conduct survey for qualitative data - Design survey format and launch survey both online and in hard copy

Conduct group discussion workshops - Agree groups for workshops, select participants, arrange workshops and record the views expressed

Conduct 1:1 calls - Follow up workshop discussions and survey responses wherever 1:1 calls were requested. Ensure Camp views represented

Data analysis - Analyse data received through all three processes, identify themes and concerns, consider recommendations

Brief internal FIG stakeholders - Detailed confidential briefings to MLAs and CMT members

Produce Exco recommendations - Draft and present high priority recommendations to ExCo

Action Exco recommendations - Work in progress – ExCo approved Jan 2021

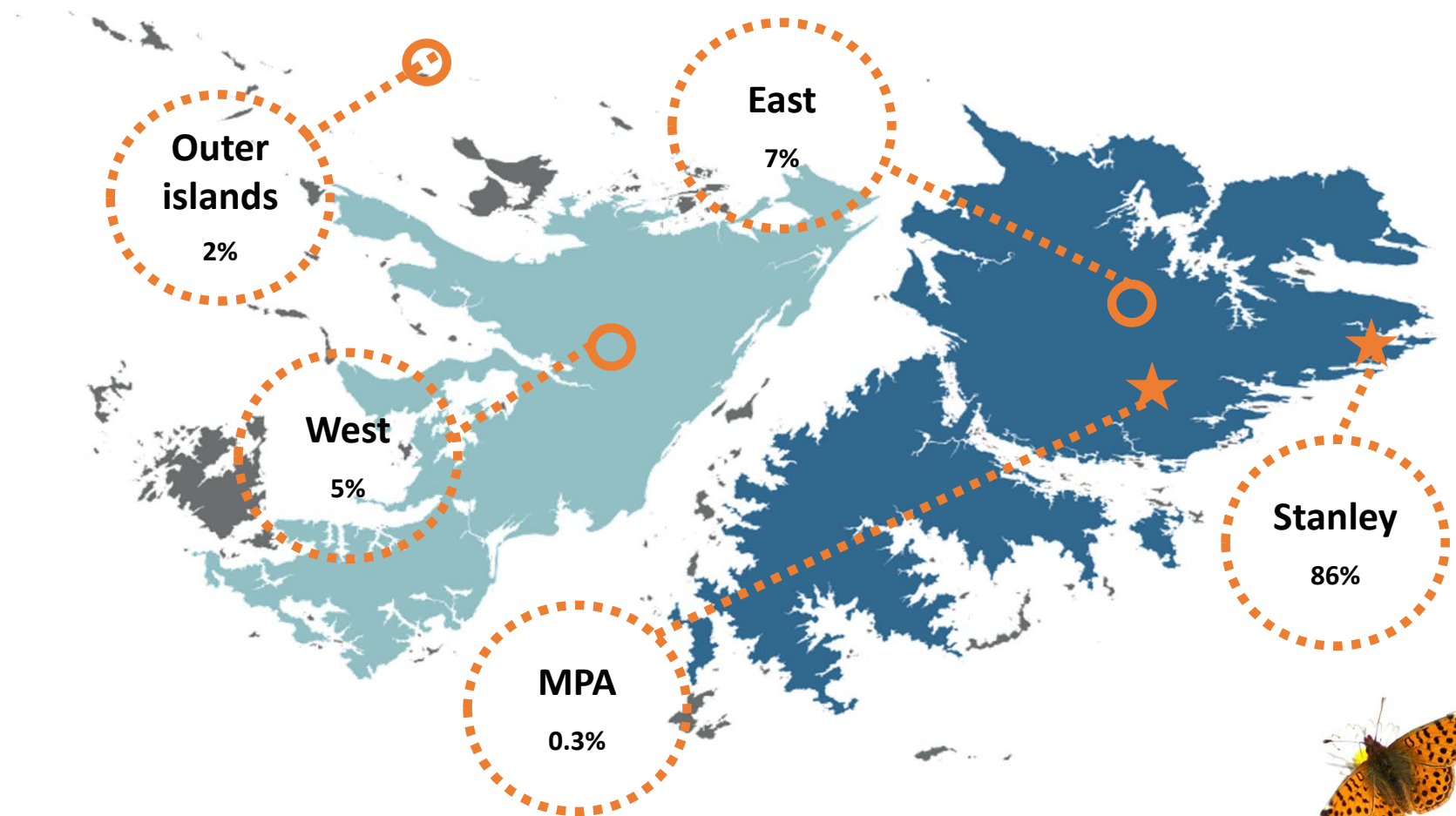


Online Survey

290 adults aged ≥ 16 years responded to the survey, giving a response rate of ca.

13%

Census 2016 – Stanley: 86%,
Camp: 14%



Workshop Groups

- 12 workshops were held with the following groups of people
 - Members of the Legislative Assembly
 - Frontline responders, secondary service providers
 - People supporting those with additional needs
 - People supporting young people
 - People who lead social groups
 - Self-selecting group from the online survey
 - Zimbabwean community
 - Young adults
 - Filipino community
- 103 individual feedback sessions in telephone, over email and in person



Qualitative data – who responded



Female Male



Camp Stanley



Status/ PRP Work Permit



Survey results – general trends

- Majority of people were satisfied with FIG response
- Recognised quick decisions, hard work and a little luck
- Negative experiences or hardship affected a significant minority
- Online survey not representative of entire community
 - Workshops addressed the gaps identified
- All groups commended FIG's overall response

Response to the outbreak



■ Satisfied ■ Neither ■ Dissatisfied



Business economic support

- Many people told us that the economic support provided by FIG helped them during this time e.g. furlough payments and the wool purchase scheme
 - Need to ensure that we spend public money effectively so our approach (what we intended to happen/what actually happened) will be reviewed
- Some people felt that it would be better to pay support directly to individuals rather than by employer
 - We chose this route as most people in the Falkland Islands are in work. As part of the overall review we are looking at other support routes



Personal economic support

- Some people felt that those who were furloughed (80%/80%) received more money than those who were not (100%/0%)
 - HR and Treasury are reviewing these figures to help improve our support schemes
- People whose only income is a basic pension and who were in isolation experienced particular financial hardship as their food costs increased
 - We are reviewing the Single Income Support scheme and Hardship Fund to explore whether these could be developed further



Employment

- Many were concerned that even though they were on the frontline of our Covid-19 response, they were not eligible for Death in Service payments should the worst happen
 - We put interim protection in place for medical teams but we recognise that this was not the only group affected
- Some people felt poorly treated by their employer during this time and did not feel confident enough either to challenge or talk publicly about their experiences
 - We are looking to understand this further and consider what role government can play in helping people assert their employment rights



Housing

- Many people described how Covid-19 impacted on their housing and how it has affected the availability of rented properties in Stanley
 - The lack of housing in Stanley is well recognised, although Covid-19 has brought added pressures
 - We are supporting the FIG quarantine requirements by providing housing for 14 days for those who need it. Until quarantine ends this will continue to impact FIG housing availability
- Some people's rent went up considerably during this period and they found this (alongside the reduction in their income) hard to manage
 - We are working on our Housing Strategy and tenancy protection forms part of this work



Caring for people

- People who were already being helped by the Community Support Team experienced service changes due to limited staff numbers
 - Continuity plans are in place to ensure that we can support people in their own homes
- People asked for more support when they were self isolating
 - Social Services are formalising a volunteering scheme and we are addressing the individual issues that were raised
- Some people lived with high levels of financial hardship: they had low levels of food and little or no heating in their home
 - FIG is working with the Foodbank to support their work and are also reviewing how hardship payments are made



Staying healthy

- People recognised the great work done by the KEMH team in particular the Chief Medical Officer
- The CMO wore lots of hats during the outbreak – led the medical response, treated patients and provided public health advice
 - We are looking into how she can be more supported in her role
- Some people were confused by the public health messaging and whether they were being told or asked to do things
 - As Covid-19 has continued we have introduced Regulations that describe what people **must** do and are working through our guidance to help people decide what they **can** do



Bringing communities together

- Survey analysis revealed that the survey demographic did not accurately represent the entire community
 - We looked at other FIG consultations to see if this was true in other areas and are developing ways to ensure that under-represented voices can be heard
- People from ALL walks of life told us that they felt that their community experienced particular hardships in comparison to others – those with FI Status, PRP and Work Permits
 - We are exploring how we can support everyone to feel part of our community
- People told us it was difficult to get the correct advice from FIG
 - We are reviewing the way in which a single point of contact outside of the hospital could be implemented



Integrating our community

- Facebook was helpful and harmful during the outbreak with some individuals and groups being singled out with harmful and distressing comments
 - We are looking to amend and implement relevant legislation, and are reviewing how we respond to Facebook comments targeting people or groups
- The survey and workshops showed us how well people helped others in their community during the outbreak
 - We are exploring ways to help break down barriers between groups to help us see ourselves as an integrated community
- Some communities are often unseen by FIG and so their needs are difficult to reflect in our policies
 - MLAs have been working with community groups who come together for many different reasons to hear their experiences and concerns



Passports and visas

- Some people who live here have been having difficulty in renewing passports and other travel documents
 - We are working with Government House to link in with their embassies to explore how people can update their documentation
- Some parents have been unable to get identity documents for newborn children
 - We are working with embassies to help families get these documents but unfortunately FIG cannot solve this problem
- Some people have been unable to return home following the suspension of the LATAM flights
 - We are continuing to support repatriation where possible



Children and young people

- Our children and young people were asked directly about their experiences of the pandemic
- They told us about the impact it had on their lives and how they adapted to the changing world they found themselves in
 - The Education team continue to support those who in education overseas and have response plans should schools need to close again
 - The Health team are also providing individual support through the school nurse and KEMH
 - Situation kept under constant review



What next?

- Mainstream the delivery of action and monitor progress
- Directors have developed delivery timelines and these will be monitored by the government's Corporate Management Team
- Executive Council will receive quarterly updates
 - Emerging/potential policy recommendations
 - Status updates
 - Service impacts
- FIG will provide public updates, in the usual way, as progress is made



How long will it take?

- Some of the impacts we heard about were caused directly by our response to Covid-19, some have been with us for a long time
 - It is the impact, not the cause that is important
- Where the fixes are quick e.g. providing quarantine accommodation for returning students these have been completed
- Many are more complex and require more significant changes to be proposed and then agreed by Members
- Work will continue on recovery issues into 2022 and beyond



We would like to say thank
you to everyone who shared
their experiences to provide
the data for this process





Questions?

