



Still helping  
where we can

Enhancing the lives of older people in our community

  
**The Herald Society**  
**AWARDS 2019**

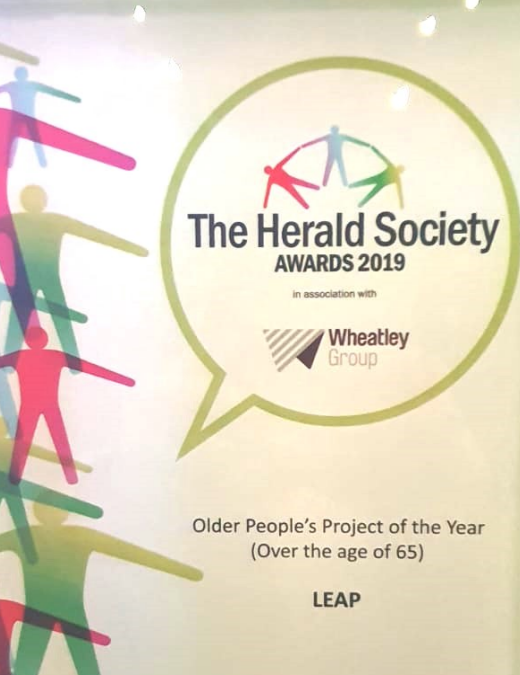
in association with



OLDER PEOPLE'S PROJECT OF  
THE YEAR (OVER THE AGE OF 65)

**WINNER**

LEAP



In the early days of 2020, the potential impact of COVID-19 was becoming clear.

By mid-March it was obvious older people were in the greatest danger and we would need to rethink how our award-winning services and shops could keep our clients safe, but still be able to support them through the forthcoming crisis.

We stopped our face-to-face befriending, most of our handyperson services and activities and closed our shops.

We also closed our offices but not our doors, and worked from home to do what we could to support older people in Lanarkshire.



**Virus now growing faster outside China**



**UK warns against mass panic as race to halt outbreak intensifies**



**BRACES FOR VIRUS MAYHEM**







We closed our offices and shops on 19 March and by 23 March introduced our personal shopping service

We immediately introduced a free shopping and pharmacy service to support people shielding or worried about going out.

We changed our befriending services to become phone based.

We continued our handyperson service where possible to carry out emergency work such as making space in homes for NHS equipment.

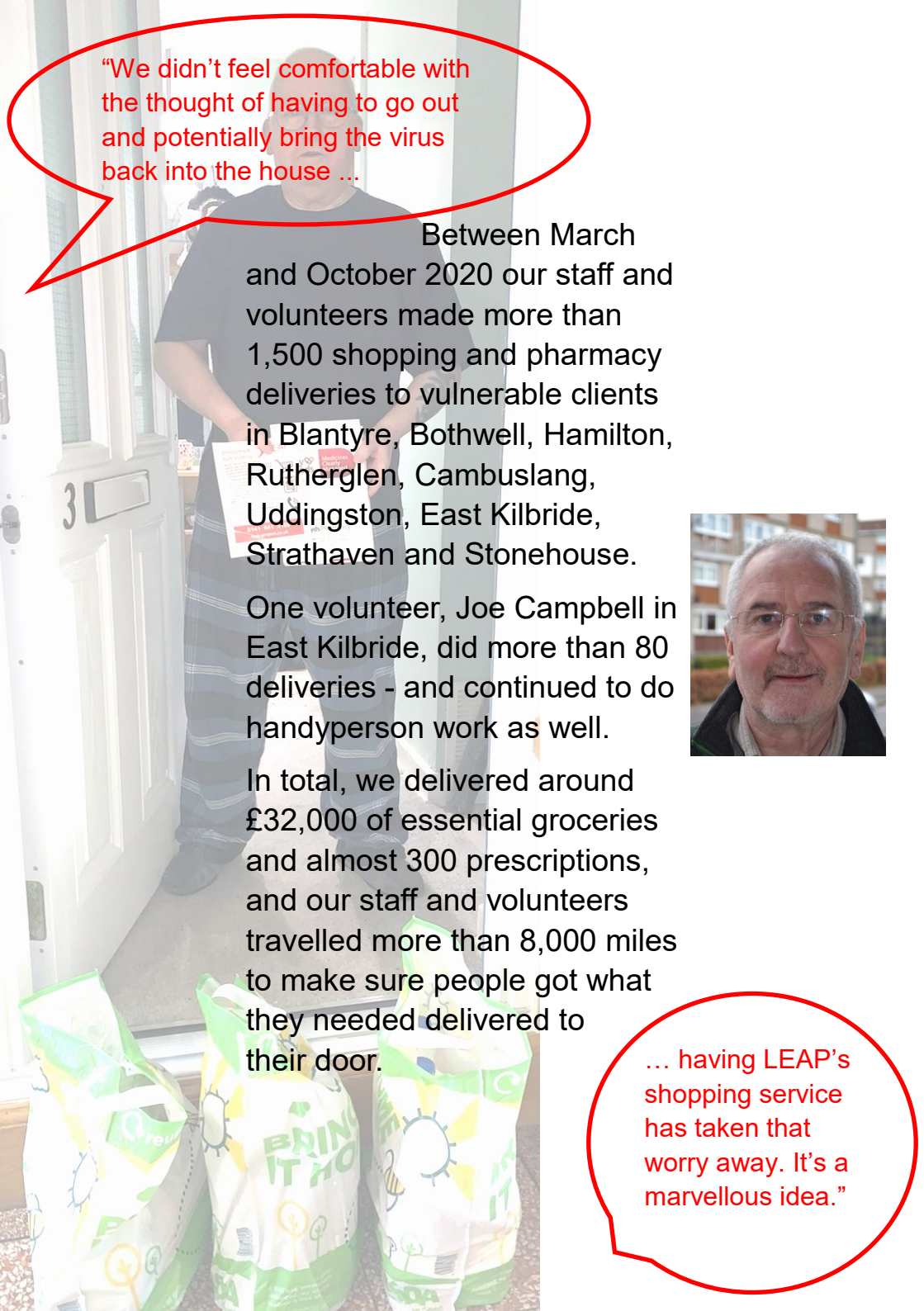
And we made sure our staff were safe by equipping them to work from home and reducing visits to offices and people's homes as much as possible.

Our staff and volunteers deserve every plaudit possible for making all of this happen.

Despite working from home, staff continued to support older people wanting to move to telephone friendship calls







"We didn't feel comfortable with the thought of having to go out and potentially bring the virus back into the house ...

Between March and October 2020 our staff and volunteers made more than 1,500 shopping and pharmacy deliveries to vulnerable clients in Blantyre, Bothwell, Hamilton, Rutherglen, Cambuslang, Uddingston, East Kilbride, Strathaven and Stonehouse.

One volunteer, Joe Campbell in East Kilbride, did more than 80 deliveries - and continued to do handyperson work as well.

In total, we delivered around £32,000 of essential groceries and almost 300 prescriptions, and our staff and volunteers travelled more than 8,000 miles to make sure people got what they needed delivered to their door.



... having LEAP's shopping service has taken that worry away. It's a marvellous idea."





**“At my age (84) it’s hard to get out and meet new people so having Alan call is really uplifting. “**

Our switch to phone befriending - friendship calls - was an instant hit with clients and volunteers.

Volunteers used it to keep in touch with people they had previously visited, but we also received a lot of requests to join the service.

In total we matched more than 170 clients and volunteers, and we still have around 30 people on our waiting list.

One couple matched are Irene and Graham. On their first call Irene taught Graham her pancake recipe, which was quite something as Graham has only two per cent sight.

They managed though, and are still phoning each other.

**“Irene has already made a big difference to my life as she really brightens up my day”**





For a lot of our clients, their only way of staying safe and secure at home is with the help of our handyperson service.

During the pandemic we continued to support those people with a variety of jobs - from putting up curtains for privacy, to replacing furniture for NHS equipment and installing new white goods.

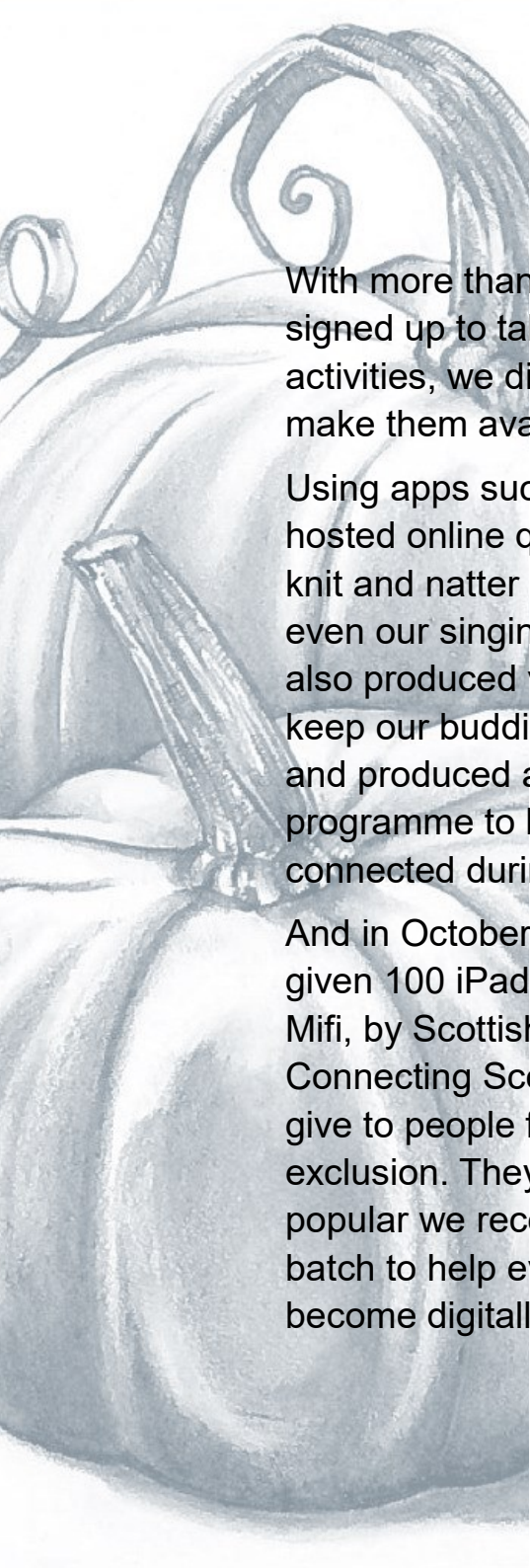
Everyone was trained to stop the spread of COVID-19 and worked safely in pairs where the job demanded it.

In total we carried out almost 700 jobs for more than 470 clients, as well as working with trusted tradespeople to make sure every emergency was answered.





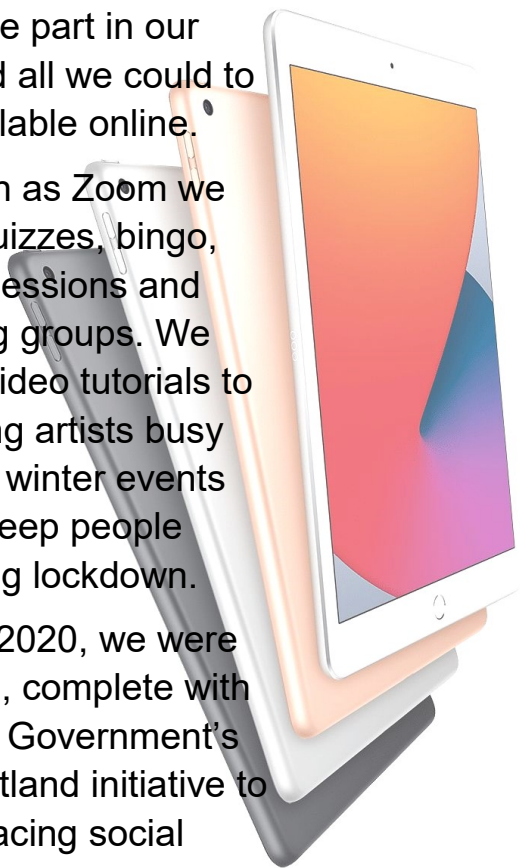




With more than 1,000 people signed up to take part in our activities, we did all we could to make them available online.

Using apps such as Zoom we hosted online quizzes, bingo, knit and natter sessions and even our singing groups. We also produced video tutorials to keep our budding artists busy and produced a winter events programme to keep people connected during lockdown.

And in October 2020, we were given 100 iPads, complete with Mifi, by Scottish Government's Connecting Scotland initiative to give to people facing social exclusion. They were so popular we received a second batch to help even more people become digitally included.









Our clothing bank continued to safely support clients referred to us from local partners such as foodbanks.

In the past year we had little chance to open our swap shop clothing boutiques but that didn't stop us from re-fitting our shops to offer our customers more stock when we do reopen.

We did doorstep collections, opened our new premises in Cambuslang for drive-through donations and moved whatever activities we could online.

Our volunteers made face masks, scrubs and scrubs bags for the NHS and when we did get to open our shops, they were delighted to come back, going through PPE and health and safety training, proving how much they do to keep our climate change activities on track and helping to raise more than £1,500 in our annual clothes and craft winter sale.

Despite  
restrictions, R:evolve  
Recycle still saved more than  
six tonnes of clothes going to landfill.



LEAP continues to enhance the lives of older people in our community through the latest pandemic restrictions.

To find out more about what LEAP does, or to volunteer with us, get in touch by phone or email. Our dedicated and professional team will be happy to help.

LEAP

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