

# OPUS2

Scottish Covid-19 Inquiry

Day 75

December 16, 2024

Opus 2 - Official Court Reporters

Phone: 020 4518 8448

Email: [transcripts@opus2.com](mailto:transcripts@opus2.com)

Website: <https://www.opus2.com>

1 Monday, 16 December 2024  
 2 (10.00 am)  
 3 MS VAN DER WESTHUIZEN: Good morning, my Lord.  
 4 THE CHAIR: Good morning, Ms van der Westhuizen. Now,  
 5 I understand you have a panel for us today.  
 6 MISS FRANCES HUME (called)  
 7 MR CHRISTOPHER CLANNACHAN (called)  
 8 MS VAN DER WESTHUIZEN: I do, my Lord, I have a panel of  
 9 two, representatives of two organisations, that are  
 10 members of the Human Rights Consortium Scotland. We  
 11 have Miss Frances Hume from Interfaith Scotland, and  
 12 Mr Clannachan, Christopher Clannachan, from the Equality  
 13 Network. My Lord, we were due to be a panel of three  
 14 today. Unfortunately one of the panellists couldn't  
 15 make it. We do have an hour and a half, but we may --  
 16 it's there if we need it, but we may finish slightly  
 17 earlier.  
 18 THE CHAIR: Good.  
 19 MS VAN DER WESTHUIZEN: I would also mention, my Lord, that  
 20 we're joined today by pupils and staff in the public  
 21 gallery from Craigmount High School, so I extend my  
 22 welcome to them today.  
 23 THE CHAIR: Indeed, thank you. Well, good morning,  
 24 Miss Hume and Mr Clannachan, and, indeed, the pupils of  
 25 Craigmount High School. I'm very happy to see you all

1

1 here. Right, when you're ready, Miss Hume and Mr  
 2 Clannachan, Ms van der Westhuizen will have some  
 3 questions for you. When you're ready, please.  
 4 Questions by MS VAN DER WESTHUIZEN  
 5 MS VAN DER WESTHUIZEN: Thank you, my Lord. Before we start  
 6 could I please remind you both that the proceedings are  
 7 being transcribed, so if you could remember to speak  
 8 slowly and clearly, just so we can get everything down,  
 9 and I will try and remember to do the same.  
 10 Could I start by asking you each in turn to confirm  
 11 your full name, and the name of the organisation that  
 12 you represent, and your roles now and during the  
 13 pandemic. Perhaps we can start with Miss Hume, followed  
 14 by Mr Clannachan.  
 15 FRANCES HUME: Thank you. So my name is Frances Hume. I'm  
 16 the national development officer at Interfaith Scotland,  
 17 and I was the same post during the pandemic as well.  
 18 Q. Thank you. Mr Clannachan?  
 19 CHRISTOPHER CLANNACHAN: Good morning, my name is  
 20 Christopher Clannachan, my pronouns are he/him, and I am  
 21 the policy and campaigns officer at the Equality  
 22 Network. The Equality Network is a national charity for  
 23 LGBTI equality and human rights, based in Scotland.  
 24 Q. Thank you very much. You both previously attended a  
 25 roundtable meeting with other members of the Human

2

1 Rights Consortium Scotland, and the Inquiry team, and a  
 2 report of that roundtable meeting has been approved. My  
 3 Lord, for reference, that can be found under  
 4 SCI-WT0521-0000001.  
 5 So the intention today is for his Lordship to hear  
 6 about some of the key issues and impacts experienced by  
 7 your organisations by their members and/or by the  
 8 organisations that they supported during the pandemic  
 9 and by the wider communities that were supported, and  
 10 this will be under a number of broad themes.  
 11 Before I outline those themes, could I please ask  
 12 you each to provide a brief overview of the  
 13 organisations that you represent, including the usual or  
 14 non-pandemic role that they fulfil, the type of work  
 15 they ordinarily carry out, and the organisations and/or  
 16 communities that they normally support or represent.  
 17 Again, if we could start perhaps with Miss Hume  
 18 followed by Mr Clannachan?  
 19 FRANCES HUME: Thank you. Interfaith Scotland is a  
 20 membership organisation of 50 member bodies from  
 21 different religions, religious denominations and belief  
 22 communities. It facilitates constructive dialogue and  
 23 engagement between these different communities through  
 24 educational activities, interfaith dialogue, civic  
 25 engagement and promotion of religious equality.

3

1 Our regular remit is multifaceted. I run a schools  
 2 programme where we bring in people from different  
 3 religions to speak to pupils in order to combat some of  
 4 the negative stereotypes of different religions and  
 5 cultures and promote inclusion.  
 6 I also support the 20 local interfaith groups  
 7 throughout Scotland. Some of these are grassroots  
 8 community bodies, others are supported by local  
 9 authorities, and a couple are paid interfaith groups in  
 10 Glasgow and Edinburgh.  
 11 We also have a youth advisory board that reports to  
 12 the Scottish Government on matters of civic importance  
 13 and responding to consultations. I support women of  
 14 faith groups as well throughout Scotland. We have a  
 15 religious leaders forum that meets biannually, and this  
 16 forum brings together all the different religions of  
 17 Scotland to make a difference within the community,  
 18 whether it's working on antipoverty initiatives or  
 19 environmental concerns amongst others.  
 20 We have a religion and belief equality trainer who  
 21 works with statutory and nonstatutory agencies,  
 22 providing advice on supporting the needs of people of  
 23 different religions and beliefs in Scotland. We work in  
 24 partnership with a number of organisations, for example,  
 25 Police Scotland, NHS, and BBC Scotland, and we have also

4

1 worked on hate crime initiatives .

2 And one of our largest annual events is Scottish  
3 Interfaith Week, which — approximately 80  
4 organisations, faith communities, schools and local  
5 interfaith groups put on events to promote inclusion and  
6 celebrate our religious and cultural diversity .

7 Q. Thank you very much. And Mr Clannachan?

8 CHRISTOPHER CLANNACHAN: Yes, thank you. As I mentioned,  
9 the Equality Network is a national charity in Scotland,  
10 working for LGBTI, equality and human rights. Our work  
11 is founded on the engagement with and empowerment of  
12 diverse groups of LGBTI people across the country, and  
13 as an organisation, since 1997, we have played a key  
14 role in achieving lasting change for LGBTI people in  
15 Scotland, including the repeal of section 28, the  
16 passing of same-sex marriage, legislation to address  
17 hate crime, and the introduction of the NHS Scotland  
18 gender re-assignment protocol.

19 To achieve our impact, we take an intersectional  
20 human rights based approach, and we put community voices  
21 at the centre of all our work and everything that we do.  
22 We do our work and achieve our impact in partnership  
23 with LGBTI community members, organisations, as well as  
24 working with the Scottish Government and other public  
25 agencies and human rights defenders here in Scotland.

5

1 Internally, the Equality Network is split into  
2 several teams, myself and part of the policy team, but  
3 we also have a team working on disability,  
4 neurodiversity and inclusion. We have a training team,  
5 and we also have a community engagement and development  
6 team.

7 Our work is primarily funded from the Scottish  
8 Government via the Equality and Human Rights Fund, which  
9 is administered by Inspiring Scotland, and during the  
10 pandemic, we were actually funded by three smaller  
11 grants which were essentially assumed into the Equality  
12 and Human Rights Fund in 2021.

13 The name of those funds were the Equality Network  
14 Intermediary project, the Scottish Trans Alliance  
15 Intermediary project and the Intersex Equality project.  
16 But as I mentioned, this was essential formed into the  
17 Equality and Human Rights Fund in 2021.

18 In relation to COVID-19, we have done and we  
19 continue to do a large amount of work in relation to the  
20 pandemic and the disproportionate impacts that were  
21 experienced on LGBTI people in Scotland. We no longer  
22 treat COVID work as a separate work stream, but actually  
23 that is mainstreamed across all of our work that we do  
24 now, whether that be our human rights work, our work in  
25 healthcare or our research work.

6

1 And we recently participated in this Inquiry's Let's  
2 Be Heard project, providing LGBTI experiences in a  
3 report to the Let's Be Heard project, which I would be  
4 happy to share after the session if useful.

5 Q. Thank you very much. So time permitting, and I think we  
6 will have enough time, we propose to discuss issues and  
7 impacts under the following broad themes.

8 Firstly, organisational adaptations and role during  
9 the pandemic.

10 Secondly, impacts on individuals, relating  
11 specifically to food and other essentials.

12 Impacts on individuals in relation to mental health,  
13 wellbeing and social impacts.

14 Impacts on individuals in relation to pandemic  
15 information.

16 Financial support.

17 Sixthly, impacts on organisations in relation to  
18 staffing and operational matters.

19 Seventhly, potential lessons to be learned.

20 In relation to organisational adaptations and role  
21 during the pandemic which is the first theme, we can  
22 perhaps start with Miss Hume, again, followed by  
23 Mr Clannachan.

24 We've heard a bit about your organisations and how  
25 they normally operate. Under this theme, I would invite

7

1 you to describe for his Lordship how your organisations  
2 adapted their service delivery during the pandemic and  
3 how the role changed. It would be helpful if you could,  
4 for example, include information about changes to the  
5 ways of working, including working from home and moving  
6 to digital working; how you maintained community  
7 engagement and collaboration; partnership working; and  
8 any challenges associated with those changes and  
9 adaptations.

10 If you need prompts again, there was quite a lot in  
11 there, I will prompt you, but please, Miss Hume, if we  
12 could start with you.

13 FRANCES HUME: Thank you. We have a seven—staff team, of  
14 which six are working part time. All of the staff were  
15 working from home throughout the pandemic. Two staff  
16 members were provided with laptops because they didn't  
17 have a laptop at home.

18 We had all our dialogue events online. We actually  
19 had quite a few more dialogue events than usual, in  
20 terms of supporting people who might have been isolated.  
21 It also meant that people could join from all over  
22 Scotland and the world, whether they're from very small  
23 communities that — all could come together.

24 We had one scheme called Interfaith Buddies, where  
25 people were teamed with somebody from a different

8

1 religion and would have more quality time to find out  
2 about each other. We discovered the Scottish Government  
3 actually took that up with their staff team as well,  
4 which was lovely to hear.

5 We really had a lot of online systems which were  
6 created during the pandemic, so, for example, using  
7 Google Drive to share files with one another, the use of  
8 Zoom for staff meetings; we had much more regular staff  
9 meetings, meeting every week, again, to support each  
10 other emotionally and practically as well. We had our  
11 online calendar, and — this was a way of — because a  
12 lot of what we do is community based, it's very  
13 important to be able to have that dialogue, both as a  
14 staff team and with our local communities to reduce  
15 isolation and for creativity of ideas as well.

16 I also took part in what was a weekly meeting with  
17 the Scottish Government and faith and belief bodies, so  
18 that was to discuss the latest COVID — sorry, COVID  
19 regulations for places of worship, and we cascaded that  
20 information weekly to all our faith community bodies and  
21 local interfaith groups.

22 And I also joined the BEMIS, ethnic minorities,  
23 meetings, again, which was a regular meeting, and that  
24 way I found out more about the impact of COVID on ethnic  
25 minority communities as well, so I had that dual

9

1 approach as well.

2 Q. Thank you very much. Mr Clannachan?

3 CHRISTOPHER CLANNACHAN: Thank you. I will firstly speak to  
4 the working arrangements in our organisation, before  
5 touching on how our workload changed, but in terms of  
6 the arrangements for staff, we, like many other  
7 organisations, switched to flexible working during the  
8 pandemic.

9 Fortunately for us, we had moved most staff members  
10 over to using laptops the year before, and we had also  
11 switched our main server over to a cloud-based server,  
12 which meant that when the lockdown happened and the  
13 restrictions were put in place, staff members were able  
14 to change quite easily to working from home because of  
15 the introduction of laptops the year before.

16 However, there were a few things that we had to  
17 change as an organisation to enable working from home to  
18 take place. One of those was we had to buy an  
19 additional laptop, as our accounts was managed on a  
20 desktop in the office. We had to set up a new  
21 answerphone machine to access that digitally from home,  
22 and although staff had their own laptops, we also had to  
23 buy external monitors, desks and suitable chairs for  
24 some staff members to make working from home as  
25 comfortable as possible.

10

1 In terms of the workload itself, as I mentioned, we  
2 at the Equality Network are split into various teams,  
3 and the bulk of our work, the majority of our work that  
4 we do is the policy work. So actually that was able to  
5 continue relatively the same as it was, albeit at a  
6 little bit of a slower pace. Fortunately, our work was  
7 able to go on, and a lot of our work is meeting with  
8 MSPs and discussing policy and legislation. So instead  
9 of doing that in the Scottish Parliament building, we  
10 were doing that on Zoom instead, which was — fortunate  
11 that that could continue.

12 In terms of the things that we were working on at  
13 the time as well, things like our reproductive health  
14 work, our online survey work, that was able to continue  
15 as well.

16 But one thing that we were working on at the time  
17 was the Hate Crime and Public Order (Scotland) Bill, now  
18 the Hate Crime and Public Order (Scotland) Act, and  
19 instead of giving evidence in person to the Equalities,  
20 Human Rights and Civil Justice Committee, we gave  
21 evidence online for that as it instead. And I spoke to  
22 colleagues at the time who were working, and they said  
23 that that work was still continuing at normal albeit a  
24 little bit slower.

25 The main area of work that I would say that probably

11

1 changed for us was our community engagement and  
2 development work. So as well as engaging with  
3 individual members of the LGBTI community in Scotland,  
4 our community engagement officer also develops LGBTI  
5 groups in Scotland; and pre-pandemic, that involved  
6 travelling around Scotland, visiting groups in person,  
7 supporting them, building their capacity.

8 And so when the restrictions were put in place and  
9 lockdown happened, we had to spend quite a bit of time  
10 at the beginning to figure out how we would still be  
11 able to support different LGBTI groups across the  
12 country in the same way. And as no surprise, most of  
13 that was taking place online, on platforms like Zoom,  
14 Microsoft Teams and so forth.

15 We did actually receive additional funding to  
16 support this community engagement work and the  
17 adaptation to working online, and I will be happy to  
18 provide more information on that later on when we  
19 discuss financial assistance and funding.

20 Thank you.

21 Q. Thank you very much. The next topic I have relates to  
22 impacts on individuals, in particular in relation to  
23 food and other essentials.

24 If I could ask Mr Clannachan to start off on this  
25 one, followed by Miss Hume, and if you could include,

12

1 for example, issues related to the need for support in  
 2 relation to food and other essentials, and the reasons  
 3 why — or some of the reasons why there might have been  
 4 an increase in need for that support. Physical  
 5 restrictions on access to food and other essentials;  
 6 digital inclusion issues, possibly particular issues for  
 7 those in the shielding group if applicable to those you  
 8 support; cultural and religious considerations in the  
 9 provision of food support; disproportionate impacts on  
 10 any particular groups of people; the types of support  
 11 provided by your organisation or by the organisations  
 12 they supported; or any other relevant key issues under  
 13 this topic. So Mr, Clannachan?

14 CHRISTOPHER CLANNACHAN: Thank you. The people that we have  
 15 engaged with so far, in terms of LGBTI community members  
 16 in both our research and through our community  
 17 engagement, has found that LGBTI people, or a large  
 18 proportion of LGBTI people that we spoke to, had  
 19 difficulty accessing essential items. That includes  
 20 things like food and other essential services.

21 And there's a few drivers for this, but I think some  
 22 of the main reasons that we have seen during COVID was,  
 23 first of all, poverty, and second of, all just general  
 24 financial instability.

25 In terms of poverty, LGBTI people are more likely to

13

1 live in poverty in Scotland, and in fact 27% of lesbian,  
 2 gay and bisexual people live in poverty, compared to 20%  
 3 of their heterosexual counterparts. And that's figures  
 4 that was brought out in 2023 by the Equality and Human  
 5 Rights Commission in Scotland. But that situation,  
 6 I would say that the pandemic exacerbated this for a lot  
 7 of LGBTI people, and that only made it harder to access  
 8 additional items and the essential services that they  
 9 needed.

10 We also conducted, as I mentioned, our Let's Be  
 11 Heard report, and in that report participants told us  
 12 that they faced increased financial instability, ,  
 13 increased pressure on their financial situations, which  
 14 had an impact on them accessing food and essential items  
 15 like grocery shopping.

16 One participant told us that they had difficulty  
 17 covering basic expenses, including rent and utilities,  
 18 which sometimes meant choosing between essentials like  
 19 food, heating and housing. Unfortunately, that same  
 20 participant told us that that was something that they  
 21 would never forget and that that was something that had  
 22 left a mental scar on them.

23 In terms of accessing support, the LGBTI people that  
 24 we spoke to had said that — or that the experience was  
 25 mixed. Some people were able to access support and some

14

1 people did not access financial support for essential  
 2 items.

3 Of the people that we spoke to who did access  
 4 financial support, they told us that this was very  
 5 helpful, but actually the process of getting that  
 6 financial support was very difficult and complex.

7 One of our participants told us that due to the high  
 8 demand, the application process was lengthy and complex  
 9 and very difficult to understand.

10 Another thing that came through in our engagement  
 11 with the community was a particular difficulty for  
 12 pregnant women at the time who were relying on food  
 13 banks. They told us that the food banks were very  
 14 helpful and supportive, but that it was very challenging  
 15 to access them regularly with the restrictions,  
 16 especially during lockdowns, and when they had to keep  
 17 up their required diet to keep their mother and baby  
 18 healthy.

19 We also heard from the same group of people that  
 20 pregnant women were disproportionately impacted by  
 21 digital poverty, which meant that they were unable to  
 22 access certain information about accessing financial  
 23 assistance and essential items which that — digital  
 24 poverty compounded that experience. Thank you.

25 Q. Thank you very much. Miss Hume?

15

1 FRANCES HUME: Thank you. Through our work at Interfaith  
 2 Scotland, we had one major change within my role, which  
 3 was managing a Local Community Resilience Fund, which —  
 4 we had £25,000 for the first set of funding. And I'm  
 5 mentioning that at this stage, because through people  
 6 applying for that fund, we found out in more depth what  
 7 some of the issues were that people were facing.

8 So I'll mention more about the fund later on, but  
 9 just to mention a few of those things now.

10 We had — there were Indian students who were  
 11 struggling with being able to feed themselves, so they  
 12 were looking for food aid. It was also mentioned about  
 13 single, destitute asylum seeker men; asylum seekers and  
 14 others waiting for benefits; those who had lost their  
 15 jobs.

16 So I'll give an example from a project, Bridging the  
 17 Gap. One of their staff members, who lives locally, met  
 18 a woman with six children whose husband had just lost  
 19 his job due to COVID and had not yet received any  
 20 welfare benefits and was struggling to feed her  
 21 children, and so they were able to buy nappies and wipes  
 22 for the family and support them in their shopping.

23 Through attending meetings with BEMIS, for minority  
 24 ethnic communities, we heard about how people were  
 25 adversely affected. This included things like language

16

1 barriers , reading materials; some were less likely to  
2 access vaccines due to suspicion of government from  
3 perhaps the countries that they were from, where they  
4 had escaped from.

5 There's a piece of research which has just come out,  
6 called "Racism, belonging and COVID's legacy of ethnic  
7 inequalities in Scotland", and that highlights the fact  
8 that there was a higher risk of death of someone close  
9 to you; that is 68% for other ethnic groups, 44% for  
10 Indian nationality and 38 for Pakistani nationality ,  
11 compared to 25% of national average. So this can lead  
12 to higher levels of bereavement, financial demands and  
13 caring responsibility .

14 One practical issue in relation to food support is  
15 the provision of food for culturally specific religious  
16 needs as well, and whether that could be provided or  
17 not.

18 Q. Thank you very much. The next theme is impacts on  
19 individuals in relation to mental health and wellbeing  
20 and social impacts.

21 If we could perhaps start with you, Miss Hume, this  
22 time, followed by Mr Clannachan, and if you could touch  
23 on, if applicable, impacts on mental health and  
24 wellbeing; issues around loneliness and isolation ;  
25 digital inclusion issues; access to support services;

17

1 disproportionate impacts on any particular groups of  
2 people in relation to this; and the types of support  
3 provided by your organisation, or by the organisations  
4 that it in turn supported; or any other relevant key  
5 issues relating to mental health and wellbeing and  
6 social impacts.

7 FRANCES HUME: Thank you. Again, I will be referring to the  
8 funding that we were providing, which gave us a greater  
9 insight to what the needs were at that time.

10 Particularly for those who were elderly in religious  
11 congregations, they might not have been able to access  
12 the internet, which would make them disproportionately  
13 affected, for example, if services went online, which  
14 can lead to greater loneliness and isolation . Perhaps  
15 they might not have the mobile phones or iPads or  
16 computers in order to be able to access these. Also, in  
17 terms of information, they might not see online  
18 information as well that could support their mental  
19 health and wellbeing.

20 Q. Miss Hume, could I ask you just to speak a little bit  
21 louder. I suspect they might be struggling to pick you  
22 up.

23 FRANCES HUME: Thank you. Shall I repeat what I was saying?

24 Q. No, I think we probably got that. Was there anything  
25 else in relation to mental health and wellbeing that you

18

1 wanted to add?

2 FRANCES HUME: No.

3 Q. Thank you. Mr Clannachan?

4 CHRISTOPHER CLANNACHAN: Thank you. Almost everyone that we  
5 heard, from the LGBTI community, told us that they had  
6 faced some form of social isolation in one way or  
7 another which had a negative impact on their mental  
8 health and wellbeing.

9 We had community members who told us that during the  
10 pandemic, they had lost friends because they were not  
11 able to meet up in person with them, and they had  
12 difficulty maintaining friendships on different  
13 platforms like WhatsApp, for example, where  
14 communication was different than it would be in person.

15 We also heard from community members that there were  
16 concerns for older people, older members of the LGBTI  
17 community, particularly in rural locations where they  
18 may not have a digital connection or access to friends,  
19 other LGBTI friends who were living in urban areas.

20 One thing that came through strongly for us in  
21 speaking to the participants , and one of the causes of  
22 social isolation , was the potential to have unsupportive  
23 family members, and by unsupportive, I mean family  
24 members who did not accept or support an individual's  
25 sexual orientation , or gender identity , and of course

19

1 this had a very negative impact on individuals who  
2 experienced that.

3 The Scottish Government, in their messaging and  
4 their guidelines , were — or made the assumption that  
5 everybody would have a traditional, stereotypical family  
6 unit. And this is a very heteronormative view, and in  
7 fact for a lot of LGBTI people in Scotland, that's  
8 unfortunately not the case. So that contributed to the  
9 social isolation that they were feeling .

10 We also heard, unfortunately, from other community  
11 members that they faced social isolation and they were  
12 not able to access essential services , because they were  
13 forced to stay at home with someone who was abusing  
14 them, and these survivors of domestic abuse recounted to  
15 us the horrendous situations in which they — and in  
16 which they stayed during the pandemic.

17 We had someone who told us that they were prevented  
18 from accessing services , they were cut off from other  
19 people, they had undergone forced servitude, and they  
20 thought that they would not live through the pandemic.  
21 And I think the mental health and wellbeing impact of  
22 that probably speaks for itself .

23 Another thing that we have seen for LGBTI people  
24 facing social isolation was the loss of in-person LGBT  
25 Pride events that take place across Scotland. These

20

1 events are not just a day out; they are a chance for the  
 2 LGBTI community to really come together to connect, to  
 3 reflect on progress and to demonstrate for ongoing  
 4 equality issues in Scotland, and the community really  
 5 felt the impact of that not being the case during the  
 6 pandemic with the restrictions. Some Prides were  
 7 fortunately able to take place online, albeit in a very  
 8 different setting and a different atmosphere to what  
 9 would normally taken place at an in-person Pride in  
 10 Scotland; and this particularly highlighted a lack of  
 11 visibility for LGBTI people, particularly in rural  
 12 areas.

13 In terms of the digital inclusion aspect of that, we  
 14 heard from individuals who told us that they had a  
 15 positive experience with digital inclusion, which  
 16 contributed to some of the negative experiences of  
 17 social isolation that they were feeling. One thing that  
 18 did impact this was for people who had existing access  
 19 to technology, those individuals were able to stay more  
 20 connected with other community members.

21 We had people tell us that they were able to  
 22 continue university online and able to meet with  
 23 classmates online which contributed to negating some of  
 24 the social isolation and mental health impacts of the  
 25 pandemic.

21

1 One thing that almost all of the people we spoke to  
 2 said that where they were able to access LGBTI safe  
 3 spaces online, LGBTI community groups, those individuals  
 4 had a positive experience of digital inclusion, and that  
 5 really contributed to, as I said, negating some of the  
 6 impacts of social isolation and the negative impacts on  
 7 mental health and wellbeing. We had a community member  
 8 tell us that actually this provided a sense of  
 9 connection and understanding and "reduced the isolation  
 10 that I was feeling".

11 In terms of digital inclusion, and the opposite, as  
 12 a negative experience, as I have mentioned, we have seen  
 13 that a lot of LGBTI pregnant women were facing digital  
 14 poverty, and that had an impact on the connections that  
 15 they were able to make, the information they were able  
 16 to access, and that contributed to the social isolation  
 17 and negative mental health impacts that they were  
 18 facing.

19 I can definitely say more about what the Equality  
 20 Network did in terms of trying to combat some of that  
 21 social isolation and some steps that the Scottish  
 22 Government took as well with funding, but I would be  
 23 happy to elaborate on that later during our financial  
 24 support section.

25 Q. Okay, thank you very much. Before we move on to the

22

1 next topic, could I just ask you both, and you may not  
 2 be able to answer this, but are there or to what extent  
 3 are there ongoing impact, mental health and wellbeing  
 4 impacts and/or social impacts, some of the negative ones  
 5 that you described amongst the communities that you  
 6 support; are those ongoing, or are you not able to  
 7 contribute in relation to that?

8 FRANCES HUME: I wouldn't be able to contribute on that at  
 9 this stage. In terms of our work, everything has  
 10 returned to in-person, so that has been supportive for  
 11 communities in reducing isolation, but we also continue  
 12 to have online engagement as well for those who may  
 13 continue to be isolated.

14 Q. Thank you. And Mr Clannachan?

15 CHRISTOPHER CLANNACHAN: Yes, in terms of the ongoing  
 16 impacts of the pandemic, there is definitely — the  
 17 experience of people that we have spoke to is varied.  
 18 Some people have found a lasting impact on themselves.  
 19 For example, I previously mentioned that one community  
 20 member had told us this had left a mental scar on them  
 21 that wouldn't go away. So we definitely know that there  
 22 are some people still experiencing negative aspects of  
 23 the pandemic.

24 I wouldn't be able to generalise, because everybody  
 25 is different, we are not one homogenous group. However,

23

1 what I would say is that we have seen, in terms of the  
 2 events that we are doing, and from an accessibility  
 3 perspective, we are running more things online now, and  
 4 we have heard from people that that increases the  
 5 accessibility of accessing LGBTI spaces, particularly  
 6 for disabled members of the community.

7 So whilst I can't say that — I can't speak for  
 8 everyone in the community, I can definitely say that  
 9 there has been some positive impacts that are ongoing  
 10 now as a result of the pandemic that have changed some  
 11 of the ways that people are engaging on the ground, but  
 12 also some of the ways that we are engaging as an  
 13 organisation.

14 Q. Thank you very much. The next and fourth topic relates  
 15 to impacts on individuals, specifically relating to  
 16 pandemic information. And if we could perhaps start  
 17 with Mr Clannachan this time, followed by Miss Hume, and  
 18 if you could cover where applicable, for example,  
 19 digital inclusion and access to information, and this is  
 20 pandemic information; timing of that information;  
 21 clarity and complexity of information; any particular  
 22 language issues; disproportionate impacts on any  
 23 particular groups of people in relation to pandemic  
 24 information; and the role of your organisation or the  
 25 organisations it supported in disseminating information

24

1 and providing related support; and any other relevant  
2 key issues relating to pandemic information.

3 And when I talk about pandemic information, I'm  
4 talking about sort of information about particular rules  
5 and guidance in relation to that, and more generally  
6 just about the spread of virus and, you know,  
7 information that's available to individuals.  
8 CHRISTOPHER CLANNACHAN: Thank you. I would say that one  
9 thing that came through very strongly for us and the  
10 people that we engaged with was, as I have mentioned,  
11 there was an assumption by the Scottish Government of  
12 very stereotypical heteronormative family units, and we  
13 actually conducted a piece of research called our  
14 Further Out report, which examined and heard from LGBTI  
15 people living in rural areas. And that report told us  
16 that the rules, guidelines and messaging around support  
17 networks felt as though they were built around a  
18 stereotypical, heteronormative family. Participants  
19 told us that they felt that as though the government and  
20 media messaging, suggesting that a person might rely on  
21 a neighbour if they were to be housebound due to COVID,  
22 or advising people to stay home with family members, did  
23 not understand the non-heteronormative relationships,  
24 family structures, carer responsibilities and different  
25 kinship groups that LGBTI people might have.

25

1 We also heard from one participant in that report,  
2 who was living in a rural location just outside of  
3 Glasgow, that she was — she felt like banging her head  
4 off of a wall, trying to comprehend how she would cope  
5 without the support networks that the Scottish  
6 Government had assumed. She would like to see more  
7 thought given to LGBTI people who live on their own  
8 about how they might manage this.

9 So I think in terms of the information that was  
10 available for the pandemic, that was given in one format  
11 and one way, and I think learnings for future would be  
12 not to do that, not just for the LGBTI community, but  
13 that would also benefit the general population more  
14 broadly, from people who are maybe estranged from family  
15 members, who have been able to escape domestic abuse  
16 settings, and I think that's something we could really  
17 take forward.

18 In terms of pandemic information more generally, and  
19 adding an intersectional lens to this, we heard from  
20 disabled members of the community, or members of the  
21 community who were living with a disabled family member  
22 at the time, who told us that there was a real lack of  
23 information for people with disabilities, and actually  
24 contacting the social care department was very  
25 difficult, it caused a big disruption and resulted in

26

1 much more stress on the family as a whole and made their  
2 quality of life even harder to look after the family  
3 member.

4 So I think it's clear to us that there were various  
5 barriers for LGBTI people when accessing pandemic  
6 information, and of course people who were experiencing  
7 digital poverty would have again been disproportionately  
8 impacted by that.

9 Thank you.

10 Q. Thank you. Miss Hume?

11 FRANCES HUME: Thank you. I have already spoken in terms of  
12 language issues for people who needed translation of  
13 various online and paper resources, as Christopher has  
14 mentioned, in terms of the digital exclusion,  
15 particularly for the elderly in terms of not receiving  
16 online information.

17 I mentioned already that we attended the meeting for  
18 religious and belief groups every week with the Scottish  
19 Government. I have to say, I was pretty impressed in  
20 terms of the information that was shared every single  
21 week, because in a continuously changing environment,  
22 information on places of worship and whether they could  
23 be open and how many people could attend was constantly  
24 changing from. So from that point of view we heard very  
25 quickly about these changes. Some faith communities —

27

1 maybe not quickly enough, if they heard mid-week, and  
2 then they had to cancel a service or something like  
3 that. But that was quite difficult to achieve when  
4 things were changing on a daily basis.

5 In terms of our role as an organisation, as soon as  
6 we received any updates, we would disseminate this via  
7 email and e-newsletter to all our major faith  
8 communities. As I mentioned, there are 50 bodies, both  
9 of religious groups and local interfaith groups, who  
10 would disseminate at a local area to the different faith  
11 communities that were engaged with those groups. So we  
12 thought that was a really important way to continue to  
13 keep people in the loop.

14 We also have an annual public lecture, which was  
15 given by Jason Leitch, who was our keynote speaker at  
16 that, and again, he was able to share the continued  
17 medical issues and ways of staying safe during the  
18 pandemic.

19 Q. Thank you very much. Unless there's anything to add on  
20 that topic, the next topic is financial support, and  
21 I would invite you both to describe for his Lordship the  
22 key issues and impacts relating to financial support to  
23 include, for example, funding available to your  
24 organisations to deliver welfare assistance and support;  
25 the distribution of funds to other organisations; the

28



1 accessibility of funds; the time taken to receive funds  
 2 and any issues around that; the communication and  
 3 advertisement of funds by Scottish Government and  
 4 funders, if either of you can speak about the  
 5 Connecting Scotland programme; financial support for  
 6 business administration and operations of organisations  
 7 ie your own organisations and those you support;  
 8 extension of core funding; and any other relevant key  
 9 issues .  
 10 If we can perhaps start with Miss Hume, followed by  
 11 Mr Clannachan on this one?  
 12 FRANCES HUME: Thank you very much. I mentioned that we  
 13 received £25,000 in funding for both faith communities  
 14 and local interfaith groups, of which £500 was available  
 15 per group, and they did not need to register as a  
 16 charity to be able to apply for funding, which was very  
 17 helpful, for local community groups that didn't have a  
 18 constitution . This was very quickly delivered, in terms  
 19 of the funding was open between April and June, and it  
 20 was my role to administer this fund, which was the first  
 21 time doing anything in this regard, so that was a  
 22 learning process and obviously took extra work for our  
 23 financial manager as well, but we were able to deliver  
 24 that.  
 25 The first round of funding, we had 69 applications

29

1 and were able to fund 67 of that. So we had — this  
 2 included Hindu communities, Muslim, Jewish, variety of  
 3 different Christian denominations, Buddhist, Sikh and  
 4 Bahá'i communities, and local interfaith groups in  
 5 Edinburgh, Glasgow, Fife, Aberdeen, Skye and East  
 6 Renfrewshire, all were able to distribute welfare and  
 7 assistance .  
 8 So I'm going to mention a few of these and give some  
 9 examples as well. So in order to overcome social  
 10 isolation, particularly churches, Buddhist places of  
 11 worship, mosques and Jewish communities organised online  
 12 services, either live streamed or Zoom, whether it's  
 13 Christian worship or meditation, and that — supported  
 14 those who were able to access this.  
 15 For those who were not able to access online  
 16 services, these were printed and posted, and DVDs were  
 17 sometimes made of services and posted or delivered by  
 18 volunteers, and youth groups and community groups  
 19 continued to meet online as well.  
 20 So another example, from Glasgow Jewish  
 21 Representative Council and the Scottish Council of  
 22 Jewish Communities, they held large events, so again, we  
 23 were able to fund — Zoom — a higher Zoom for people to  
 24 attend, so 650 people registered for a klezmer concert,  
 25 300 people came to a prayer service for people suffering

30

1 from the pandemic.  
 2 Local interfaith groups were very much able to  
 3 support locals — local communities through food aid,  
 4 and also top-up for people's mobile phones, so they  
 5 could stay in contact with family and friends,  
 6 particularly those separated from those during the  
 7 pandemic. They were also involved in projects, sewing  
 8 masks for people. East Renfrewshire Faith Forum had  
 9 volunteers sewing masks; Edinburgh Women's Interfaith  
 10 Group provided 100 masks for Edinburgh sick children's  
 11 hospital; Varapunya Meditation Centre provided 400 face  
 12 masks from overseas.  
 13 A lot of practical aid as well, and I'm just taking  
 14 a few examples: so the Al-Khair Foundation, which is a  
 15 Muslim charity, provided food packages for the homeless,  
 16 those shielding, those waiting for benefits, those who  
 17 had lost their jobs, and European families who were told  
 18 they were not entitled to benefits .  
 19 I mentioned earlier the Indian students and the  
 20 Hindu temples in Scotland provided rice, wheat and  
 21 lentils for them. Seva Scotland, which is a Sikh  
 22 organisation, distributed an amazing 100,000 food  
 23 packages, and to mention that as well that they were  
 24 culturally and religiously appropriate, and provided  
 25 things, for example, during festivals, of Easter eggs,

31

1 so that people would feel personally supported and  
 2 included.  
 3 Another Roman Catholic church charity provided  
 4 essentials, so, for example, toiletries, laundry  
 5 supplies, purchased cooking pots to make hot food for 70  
 6 people every week.  
 7 Another Catholic church assisted the homeless living  
 8 in hotels where all food had to be brought in ready  
 9 made, and also helping with prescriptions and delivery  
 10 of medications as well.  
 11 Another Sikh charity, Sikh Sanjog, also provided  
 12 culturally specific food and kept their telephone lines  
 13 open, receiving 300 calls which could support people  
 14 with food provision, benefit support, family support,  
 15 domestic violence, employment, immigration, housing,  
 16 relationship and mental health advice amongst other  
 17 things.  
 18 As I already mentioned, Bridging the Gap project  
 19 supporting destitute asylum seekers as well.  
 20 The second fund that we received was for the second  
 21 lockdown, which took place in the autumn of 2020, so  
 22 this fund was provided in October. Again, it was  
 23 £25,000 up to £500 per group, whether it's place of  
 24 worship or local interfaith group, and that was to  
 25 support places of worship to reopen safely and support

32

1 people as well who were too vulnerable to come back to  
2 their place of worship, including things such as mobile  
3 devices and telephone calls and mail—outs.

4 So again, we had a lot of applications. We had 58  
5 applications and 56 were funded. And again, throughout  
6 all the different faiths, Hindu, Muslim, Jewish,  
7 Christian, Buddhist and Sikh.

8 And the report that we had back was that this really  
9 helped with people's emotional and mental health. For  
10 example, Varapunya Meditation Centre in Aberdeen had  
11 daily live broadcasts of talks, chanting and meditation,  
12 and the feedback was it helped people overcome anxiety,  
13 isolation, PTSD and — through having almost died in  
14 hospital, supported them to come back to emotional  
15 health as well.

16 And in terms of places of worship, many places of  
17 worship were able to reopen safely, being supplied with  
18 PPE, face masks, face shields, sanitiser and track and  
19 trace facilities, and also showing and guiding people  
20 where to go, so they could stay metres apart and that  
21 sort of thing as well.

22 And leaflets were continued to be distributed, and  
23 funding for things like Christmas cards and services of  
24 places of worship, so that those who were still isolated  
25 could continue to feel included in their place of

33

1 worship.

2 Q. Thank you. Before we come on to you, Mr Clannachan, I  
3 just want to ask, you mentioned, for example, during the  
4 first lockdown, I think funding being provided for, for  
5 example, face masks and food packaging, and in the  
6 second lockdown you mentioned various — including, for  
7 example, daily talks.

8 We have heard a fair bit about third sectors  
9 organisations — pivoting and doing things that they  
10 wouldn't ordinarily do. To what extent were they  
11 applying for funding to fill gaps that they saw, versus  
12 the Scottish Government approaching them and asking them  
13 to fulfil roles that they wouldn't ordinarily fulfil,  
14 having seen the gaps themselves? It may be difficult to  
15 answer?

16 FRANCES HUME: Yes, I'm going to answer your question, but  
17 I'm not sure if it's exactly what you're specifically  
18 looking for, but what happened is we liaised with the  
19 Scottish Government at the start, looking at what the  
20 potential issues might be for these different faith  
21 communities, and then we had an approach where we had a  
22 list of things that we thought could support them, so  
23 these included setting up the professional Zoom accounts  
24 for faith communities to continue to lead their worship,  
25 providing food for those isolated, phoning lonely people

34

1 in the community, printing the leaflets for those to  
2 feel included, and working in partnership with others to  
3 support individuals and communities to alleviate  
4 physical and emotional stress.

5 So between liaising with Scottish Government and  
6 Interfaith Scotland, when we sent out the funding  
7 applications, those were the examples that were given,  
8 but people could also respond and explain within their  
9 faith communities what they might need as well, and that  
10 would have been included and considered within their  
11 funding application.

12 Q. That's helpful, thank you. Mr Clannachan?

13 CHRISTOPHER CLANNACHAN: Thank you. In terms of financial  
14 support, I will split this into two, in terms of the  
15 funding that we received to distribute to other  
16 organisations, and then also I'm happy to speak on our  
17 core funding during that time.

18 To begin with the funding for other organisations,  
19 we accessed three different funds. The first of those,  
20 which was very early on in the pandemic, was a  
21 resilience fund from the Scottish Government to help  
22 third sector organisations struggling with COVID—19 and  
23 were impacted — who were impacted financially.

24 We applied for a grant of about £5,000 which we got  
25 within three weeks, and that enabled us to provide free

35

1 Zoom licences to LGBTI groups across the country, and we  
2 were able to supply approximately 30 licences, and this  
3 was able to help LGBTI people to get online to connect  
4 and reduce social isolation.

5 One thing that we also did at the Equality Network  
6 was run Zoom training sessions to train other groups how  
7 to use Zoom and to manage their meetings online.

8 The second fund that we accessed from the Scottish  
9 Government, which was significantly larger, was the  
10 Supporting Communities Fund, which was set up for  
11 investment in local responses to the pandemic, and we  
12 were one of 373 organisations that received money from  
13 that fund.

14 We actually applied with other LGBTI organisations  
15 in the sector in Scotland for a joint bid of £87,700,  
16 which we got at the beginning of July 2020, and that  
17 money was to be used by the end of 2020 as well.

18 And we disbursed a lot of that money to different  
19 LGBTI groups to organise online meetings, specific  
20 COVID—related work, but the main breakdown of what that  
21 money was spent on on our end from the LGBTI  
22 organisations was an LGBTI microsite, an information  
23 site.

24 We spent a significant amount on cultural activities  
25 and LGBTI Prides to ensure that groups could set up

36

1 Pride online and people could still attend that, and  
 2 have the capacity as well actually to run a Pride  
 3 online, which is vastly different from the in-person  
 4 parades and marches that we would normally have.  
 5 We distributed a large amount to different LGBTI  
 6 groups, LGBTI individuals, LGBTI sports groups, LGBTI  
 7 asylum projects, LGBTI youth, and there were some admin  
 8 costs as well for the organisations who were  
 9 distributing those funds.  
 10 It was actually felt by the organisation that the  
 11 Scottish Government had acted quite well and quite  
 12 quickly with that, and actually the funding application  
 13 was a lot quicker than it normally is, and it wasn't as  
 14 long as it normally is either. I think the application  
 15 page was about four pages, which we didn't have to —  
 16 which we didn't have to evidence with lots and lots of  
 17 research that we normally would in a funding  
 18 application, just given the nature of the pandemic and  
 19 the timing of the emergency.  
 20 So it was felt that that was actually a very  
 21 positive thing that the government did that enabled  
 22 local action quite quickly.  
 23 Another fund that we accessed in 2021 was the  
 24 Communities Recovery Fund, and this was to support  
 25 communities and people as we moved into recovery as a

37

1 country. And we applied to that fund on our own and  
 2 received £44,000, which we then disbursed to other LGBTI  
 3 groups across the country to support their recovery and  
 4 transition into recovery period.  
 5 In terms of our core funding, as I mentioned at the  
 6 beginning, our core funding comes from the Equality and  
 7 Human Rights Fund which was established in 2021, and  
 8 prior to that was three separate smaller grants, and  
 9 actually our funding was due to run out at the end of  
 10 September 2020.  
 11 However, right at the beginning of the pandemic, in  
 12 March 2020, the Scottish Government told the recipients  
 13 of the equality grants that anyone receiving that —  
 14 those funds would be extended by another 12 months at  
 15 the same rate. So our core funding was actually  
 16 extended.  
 17 And this meant that at the beginning of April 2020,  
 18 we knew that we would be funded to September 2021, and  
 19 that meant that our CEO at the time could then tell  
 20 staff that their job was secure until the end of  
 21 September 2021, which during a time of mass uncertainty,  
 22 national uncertainty, this was a very positive step that  
 23 the government did and enabled us to relay that  
 24 information to staff.  
 25 Then, of course, there was the Equality and Human

38

1 Rights Fund in February 2021, and organisations were  
 2 invited to submit applications to that which we did, and  
 3 we have been funded by the Equality and Human Rights  
 4 Fund ever since.

5 One thing that I would say as well about our core  
 6 funding was that I mentioned at the beginning we had to  
 7 provide monitors, desks and chairs etc. There wasn't  
 8 additional money made available for this, but because we  
 9 were underspending on our grant, we had money available  
 10 to equip staff with that, so that money came from our  
 11 core funding, but I'm not aware of additional funds that  
 12 were available to support staff to work at home in that  
 13 way. Thank you.

14 Q. Thank you very much. Moving on to the next theme and  
 15 speaking of staff, the next theme is impacts on  
 16 organisations, in particular in relation to staffing and  
 17 operational matters, including, for example, increased  
 18 workloads; impacts on work/life balance; welfare and  
 19 wellbeing, including isolation support for key workers;  
 20 any ongoing impacts; and any other relevant key issues  
 21 relating to impacts on your organisations. And perhaps  
 22 we can start — well, we will give you a break,  
 23 Mr Clannachan, start with Miss Hume and then followed by  
 24 you?

25 FRANCES HUME: Thank you very much. In terms of workload, I

39

1 could say this became more complex. In terms of my own  
 2 role, I hadn't managed a fund before for external groups  
 3 and organisations, and that was 123 projects supported  
 4 in total throughout, from April 2020 up until  
 5 December 2020.

6 So this was a learning curve for myself, but I think  
 7 I managed to rise to the challenge, and of course  
 8 there's an anxiety around in terms of food aid, making  
 9 sure that you were able to get that financial support  
 10 out as soon as humanly possible, and we were lucky that  
 11 almost all those who applied did get the aid. It just  
 12 seemed to marry up beautifully in terms of how many  
 13 people applied and how many people received aid.

14 In terms of working together on Zoom, that was  
 15 extremely positive for us as a staff team, because it  
 16 meant we could continue to meet together, plan events  
 17 with one another, and keep all our core work continued  
 18 throughout that process. As I mentioned before, all our  
 19 dialogues were online, and we also had extra events as  
 20 well; although we didn't have increased hours, we  
 21 managed that within our staff time.

22 One big difference is my remit is all across  
 23 Scotland, so you can imagine if I'm having events in  
 24 Aberdeen or Inverness, for example, working in Glasgow,  
 25 you would have that huge travel time backwards and

40

1 forwards for meeting. So the fact that we were able to  
2 have all those meetings on Zoom actually created more  
3 available time to have events because it wasn't taken up  
4 with travel.

5 This is something that's continued. While we do  
6 have in-person events, sometimes our planning meetings  
7 will be online to avoid excess staff travel time, so  
8 there's more time and energy to do other things as well.

9 During the pandemic, our — we were very much  
10 supported by our board and director, so for example, we  
11 were — posted out care packages on a regular basis.

12 One anecdotal thing to mention is we had our  
13 Christmas dinner from home. We were actually sent a  
14 three course dinner to our houses, and we had an online  
15 meeting, an event where we all had our dinner together,  
16 and we had games, which is something I normally organise  
17 anyway, so really the staff felt really, really  
18 supported.

19 For myself, the isolation was — particularly as a  
20 single person living alone, and one thing that I have  
21 actually found a little bit disappointing is that we  
22 have a hybrid system now which seems to work for the  
23 majority of staff members, but for myself, I feel that  
24 more in-person staff engagements support — would be  
25 more supportive for my own mental health. And in terms

41

1 of meeting in person, I think that really supports the  
2 creativity and collaboration of ideas, as we have an  
3 open plan office, so when we're all in together, I find  
4 it's a more creative process. But we do have two days  
5 where we all try to come in a week as a staff team, so  
6 we can continue with that, and as I mentioned in terms  
7 of online meetings, it does mean that there's not so  
8 much travel time.

9 So we've found there has been pros and cons, and in  
10 some ways it's great that we have been able to continue  
11 with online events as well as in-person ones, which we  
12 found with our Interfaith Week, we have 80 events and it  
13 means that people can travel or not travel, according to  
14 what their needs are, and it also works for us as well.

15 So, for example, during Interfaith Week, I had an  
16 event for teachers. We have just published a new  
17 resource on supporting the needs of people of different  
18 religions and beliefs, so we had 30 teachers sign up  
19 from all over Scotland. So that's something that I  
20 would not personally have been able to get to myself.

21 Thank you.

22 Q. Thank you very much. Mr Clannachan?

23 CHRISTOPHER CLANNACHAN: Thank you. In terms of the impact  
24 of flexible working on staff members, a minority of  
25 staff said that they were finding it difficult to work

42

1 at home during the pandemic but it was felt by the  
2 majority of staff at the time that most people enjoyed  
3 working from home, so there was variable experiences  
4 within the organisation.

5 For the minority who were finding it difficult to  
6 work at home under the restrictions in lockdown, the  
7 organisation collectively did a few things to try and  
8 mitigate that. Of course, all of our team meetings were  
9 now taking place online, but we also had additional  
10 meetings called a water cooler meeting, where we would  
11 meet to just have a friendly chat and friendly catch-up  
12 and try and reduce some of the isolation that some staff  
13 members were feeling from working at home.

14 One thing that was really positive that's continued  
15 today, actually, is LGBTI organisations in Scotland  
16 during the pandemic decided to create a shared channel  
17 to stay in touch during the pandemic to be friendly.  
18 And now that's something that has continued on, now that  
19 the restrictions have been lifted, and we use that for  
20 sharing updates, information sharing, collaboration.  
21 And it's really positive. It's something that I really  
22 like, and it's something I noticed when I came to the —  
23 work at the Equality Network was that genuine connection  
24 between other organisations that was born during the  
25 keeping up to date with each other during the pandemic.

43

1 In terms of staff turnover, our staff turnover  
2 wasn't very different from what it would normally be.  
3 We didn't see a massive increase or a massive decrease;  
4 it was just pretty standard for us.

5 In terms of the workload, it predominantly stayed  
6 the same. As I mentioned, a lot of our policy work was  
7 taking place, but — albeit at a slower pace, but where  
8 we did see the workload changing was in relation to our  
9 community engagement and community development. There  
10 was — although the individual was not travelling around  
11 Scotland to support groups, they were then doing that  
12 online, which meant that they were saving significant  
13 travel time from travelling across the country. But  
14 this was offset by having the additional workload of  
15 distributing Scottish Government funding to different  
16 communities, and so the workload probably balanced  
17 itself out, but it definitely did change during the  
18 pandemic.

19 Our finance officer as well, I would say that their  
20 workload increased during the pandemic because they were  
21 keeping additional records of all the fund money that we  
22 had received, and then the fund money that was  
23 distributed as well, so that was an increased job for  
24 them.

25 Thank you.

44

1 Q. Thank you. Before we turn to our final theme, which is  
2 potential lessons to be learned, I would just like to  
3 give you the opportunity — we obviously have the  
4 roundtable report which will be taken into account, but  
5 just to give you both the opportunity to just highlight  
6 if there are any other key issues or impacts, either on  
7 your organisations or on the organisations you support  
8 or the wider communities that we haven't touched on  
9 today that you want to just highlight or flag to his  
10 Lordship; failing which we can move on to lessons  
11 learned, but I will give you each that opportunity now.

12 Perhaps we can start with Miss Hume and then  
13 Mr Clannachan.  
14 FRANCES HUME: As has just been mentioned, another result  
15 for us is continued membership of the religion and  
16 belief representatives group, which was started during  
17 the pandemic. So while it was on a weekly basis, now we  
18 meet every two to three months; that's been a very  
19 positive outcome. We actually had — organised a  
20 conference as a group which took place in October, and  
21 it's a way of continuing that relationship between the  
22 Scottish Government and religion and belief communities  
23 that are represented on that group, particularly in  
24 terms of consultations and issues that come up for faith  
25 communities; and the same with the meetings for minority

45

1 ethnic groups organised by BEMIS. Again, it's a great  
2 opportunity to continue that relationship, and also for  
3 ourselves to act as a conduit for disseminating  
4 information through our emails and e-newsletter, which  
5 we continue to do on a four-to-six-weekly basis to all  
6 our communities. So that's created a stronger channel  
7 of communication, I would say.

8 Q. Thank you. And Mr Clannachan, anything else that you  
9 would like to add in relation to impacts?

10 CHRISTOPHER CLANNACHAN: Thank you. Yes, there's two things  
11 that I would like to add. The first of those is in  
12 relation to healthcare. When we conducted our Let's Be  
13 Heard engagement and Let's Be Heard report for the  
14 Inquiry, we found that participants detailed how during  
15 the pandemic, there was a lack of access to healthcare  
16 broadly, but a lack of access specifically to  
17 LGBTI-inclusive healthcare, which impacted their  
18 experience of the pandemic.

19 And it was highlighted that some people felt there  
20 was a disregard for LGBTI identities more broadly in a  
21 healthcare setting, but we also heard, as I have touched  
22 on, from pregnant women who was LGBTI, who faced digital  
23 poverty, and their pregnancy was impacted during COVID  
24 by a lack of access to healthcare and other useful  
25 information during pregnancy.

46

1 Another thing that came through for us was the  
2 Equality Network conducted a report called the Further  
3 Out report that I think I have mentioned today, which  
4 touches upon rural experiences of LGBTI people. During  
5 the pandemic, we found that those experiences, some  
6 experiences came forward that people were facing  
7 negative attitudes in more rural locations in relation  
8 to their sexual orientation or gender identity that they  
9 maybe wouldn't have pre-pandemic, or if there was more  
10 in-person things taking place with free travel across  
11 the country, as opposed to being restricted to one local  
12 authority or one rural area.

13 Thanks.

14 Q. Thank you very much. So then if we can move on to the  
15 final theme. Based on the experiences of your  
16 organisations during the pandemic, I would invite you  
17 now to provide suggestions to his Lordship for what the  
18 Scottish Government could do to mitigate the ongoing  
19 impacts of the strategic response to the pandemic, or  
20 could do differently to improve matters in the event of  
21 another pandemic or similar emergency.

22 Perhaps we can start with Mr Clannachan, followed by  
23 Miss Hume?

24 CHRISTOPHER CLANNACHAN: Thank you. I think just to make a  
25 general point before discussing some improvements for

47

1 LGBTI people, is that whilst we really welcome the  
2 COVID-19 Inquiry, and whilst we really welcome  
3 consultation with the LGBTI community, and that's  
4 something that we always advocate for, and COVID is no  
5 different to that, but we have seen LGBTI provide  
6 experiences, evidence, time and time again, and the  
7 Inquiry is no different to that.

8 And what we would really like to see from the  
9 Scottish Government is the next step which is the action  
10 part of that. We've put into the Inquiry, we've  
11 conducted the Let's Be Heard project, we've provided  
12 information to the Scottish Government on numerous  
13 occasions, and I think, although we're not in a national  
14 emergency at the moment, if there ever was one again in  
15 the future, hopefully not, but if there was, taking  
16 action upon that; and we would understand or we would  
17 know from this engagement, the disproportionate impacts  
18 on communities, but because we have also engaged with  
19 communities, we would know how to mitigate that and make  
20 that better.

21 So I would really like to see this process and other  
22 aspects of the Inquiry, that information not just be  
23 stored in a file or put in a shelf, but actually be put  
24 to some really good use by the government.

25 Just to touch on LGBTI people more specifically, one

48

1 of the things that I think the Scottish Government could  
2 do better in the future is the variety of relaying  
3 pandemic information in terms of rules and guidance and  
4 the support structures that the Scottish Government may  
5 have assumed.

6 As I have mentioned, a lot of community members told  
7 us that there was an assumption of family or supportive  
8 neighbours, which for a lot of LGBTI people, it might  
9 not only be the reality, but that might actually put  
10 them in danger if they are living with unsupportive  
11 family or neighbours.

12 So that's not always a possibility for LGBTI people.  
13 And I think from us, we would like to see more  
14 consideration given to that in the future, not just to  
15 the benefit of LGBTI people, but other people in the  
16 general population as well who are maybe estranged from  
17 family or are survivors of domestic abuse or hate crime.

18 I guess a positive thing that we would say, and  
19 something I think that the Scottish Government did quite  
20 well, was at the initial stages of the pandemic, when I  
21 spoke through some of the financial information and  
22 support that was offered to organisations, it was felt  
23 by us that the Scottish Government did that quite well,  
24 quite fast, the application process wasn't as long as it  
25 normally needed to be, and actually that's what was

49

1 really needed at the time of the emergency, to start to  
2 support local action to combat these challenges that  
3 communities were facing, and I think that that's  
4 definitely something that the Scottish Government should  
5 do in future with the same speed and efficiency to  
6 support local-led solutions. Thank you.

7 MS VAN DER WESTHUIZEN: Thank you very much. Miss Hume?

8 FRANCES HUME: Yes, I would say similarly, as I have  
9 mentioned before, the speed of response of the Scottish  
10 Government meant that communities could be supported on  
11 a very quick basis, and as I mentioned that they didn't  
12 need to be a registered charity to apply for funding.  
13 So some of our local interfaith groups weren't  
14 registered as charities, and they could support on a  
15 very community-led basis for their communities locally.

16 I think that's important to support the grassroots  
17 organisations through trusted national organisations  
18 such as ourselves. As I mentioned, we have 50 religious  
19 denominations, so that is a huge amount of different  
20 religious communities which we have an ongoing and quite  
21 close relationship with, so that helped with the speed  
22 of things.

23 The only thing I would say is, and I'm not sure what  
24 the answer is on this, but we don't represent every  
25 single faith community, denomination, so, for example,

50

1 we don't have membership from some of the evangelical  
2 churches, such as the Baptist church, and so I don't  
3 know if they would have heard through other areas.

4 So there's advantages of using a national  
5 organisation to get information out quickly, but also  
6 does that mean that some groups might be included  
7 because there's isn't a directory of all religious  
8 groups and places of worship in Scotland at this present  
9 time.

10 So it has positive and perhaps negative results as  
11 well. But I would say for the future, continue to work  
12 through these national organisations that have that  
13 immediate link in with the grassroots, but also to look  
14 more widely at where the gaps might be as well and  
15 contact those communities directly.

16 MS VAN DER WESTHUIZEN: Thank you both very much.

17 My Lord, I don't have any further questions unless  
18 your Lordship does?

19 THE CHAIR: No. No, thank you. All that remains for me to  
20 do is thank both participants for their attendance here  
21 today, and we will return at, let me get this right,  
22 11.45.

23 MS VAN DER WESTHUIZEN: 11.45, my Lord, yes.

24 THE CHAIR: Thank you very much. That's all.  
25 (11.14 am)

51

1 (A short break)

2 (11.45 am)

3 MS VAN DER WESTHUIZEN: Hello, my Lord.

4 THE CHAIR: Yes, good morning again, Ms van der Westhuizen.

5 A single person witness this morning again.

6 MS VAN DER WESTHUIZEN: A single person witness, my Lord.

7 MS BRONAGH ANDREW (called)

8 MS VAN DER WESTHUIZEN: The next witness is Ms Bronagh  
9 Andrew, who is the operations manager for the  
10 Trafficking Awareness Raising Alliance, or TARA, as I  
11 will be referring to it through the evidence, and Routes  
12 Out.

13 THE CHAIR: Very good. Good morning Ms Andrew. Right  
14 you're going to be asked some questions, so when you're  
15 ready, please, Ms van der Westhuizen.

16 Questions by MS VAN DER WESTHUIZEN

17 MS VAN DER WESTHUIZEN: Thank you, my Lord.

18 Ms Andrew, just to remind you again that the  
19 proceedings are being recorded and transcribed, so if I  
20 could ask you to speak slowly and clearly and I'll try  
21 to do the same. Can I please ask you to start by  
22 confirming your name?

23 A. My name is Bronagh Andrew.

24 Q. Thank you. You have provided two witness statements to  
25 the Inquiry, one in respect of Routes Out and one in

52

1 respect of TARA; is that correct?  
 2 A. That's correct.  
 3 Q. My Lord, for reference, the Routes Out one can be found  
 4 at reference SCI-WT0337-000001, and the witness  
 5 statement in relation to TARA can be found using  
 6 reference SCI-WT0337-000002.  
 7 And, Ms Andrew, TARA and Routes Out have also  
 8 provided a joint response to a Rule 8 request by the  
 9 Inquiry; is that correct?  
 10 A. That's correct.  
 11 Q. And my Lord, the reference for that is  
 12 SCI-TARAx-000003.  
 13 Ms Andrew, as you're aware, in the time available,  
 14 we won't be able to cover all of the impacts and issues  
 15 discussed in your witness statement and the Rule 8  
 16 response, but the aim is to really hear about some of  
 17 the key ones. The matters that we don't have time to  
 18 cover today will nevertheless be taken into account by  
 19 the Inquiry.  
 20 If we could perhaps start by discussing your role.  
 21 In your witness statement, you are described as  
 22 currently being the operations manager for TARA and for  
 23 Routes Out. Is that one role or two?  
 24 A. It's a single role that has oversight and responsibility  
 25 for two services. We would describe the two services as

53

1 sister services.  
 2 Q. Thank you, and for how long have you held that role?  
 3 A. I have held that role since — both with TARA for a long  
 4 time, over ten years, and for Routes Out, since 2021.  
 5 Q. So during the pandemic —  
 6 A. Yes.  
 7 Q. — you took over that role for that. I will be asking  
 8 you in a moment to provide an overview of the work that  
 9 TARA and Routes Out does. But in general terms, what  
 10 does your role as operations manager for each — or for  
 11 those entail?  
 12 A. So my role is to hold oversight of day-to-day services  
 13 and provide guidance and support to two service  
 14 managers. In addition to that role, I also have the  
 15 policy lead for the issue and I support the team to  
 16 respond to various consultations, policy developments,  
 17 legal consultations, that kind of thing.  
 18 Q. Thank you. We'll come on shortly to discuss the roles  
 19 of TARA and Routes Out during the pandemic. But I would  
 20 first like to ask you just about the key services that  
 21 they each normally provide, in other words, in  
 22 non-pandemic times.  
 23 If we could perhaps start with TARA, and if you  
 24 could please give his Lordship an overview of TARA,  
 25 including the groups or individuals it supports, and

54

1 some of the key services that it normally provides ie in  
 2 non-pandemic times.  
 3 A. Okay. So the TARA service has been in operation and  
 4 providing support specifically to women trafficked to  
 5 Scotland to meet the demands of the commercial sex  
 6 industry. We have been providing that service since  
 7 2005, and originally we were funded by the Scottish  
 8 Government to support women within Glasgow, but in 2008,  
 9 Scottish Government extended our funding to support  
 10 women identified across Scotland, and they also funded  
 11 our colleagues in Migrant Help to provide support to all  
 12 other adult potential victims of trafficking.  
 13 TARA operates a 24/7 response where we can provide  
 14 emergency access to accommodation and support for very  
 15 vulnerable women, and we will work with women providing  
 16 that emergency response, safe and secure accommodation,  
 17 support — financial support with day-to-day living.  
 18 We'll ensure that women get access to legal advice,  
 19 they'll see a doctor. In some instances we'll support  
 20 women to report to Police Scotland, if that's what they  
 21 wish to do, and then we'll work with women on a  
 22 one-to-one basis to establish a — what we call a  
 23 recovery plan, but really to work out what their goals  
 24 and ambitions are, and we'll support them to work  
 25 towards that, improving their feelings of safety, of

55

1 independence, personal responsibility.  
 2 We'll work with women for 12 to 18 months on  
 3 average, but we'll support women for as long as we  
 4 assess that there's a need for our service to support  
 5 them to move forward and recover from their experience  
 6 of being trafficked, which is a significant human rights  
 7 abuse.  
 8 Thank you.  
 9 Q. Thank you.  
 10 A. That's a very brief summary of the work that the team  
 11 do.  
 12 Q. Thank you very much. Well, we'll come on in due course  
 13 to discuss the work during the pandemic, and you can  
 14 also elaborate on some of the work that continued or  
 15 expanded at that time.  
 16 If we could perhaps then get an overview of Routes  
 17 Out, including the groups or individuals that it  
 18 supports, and some of the key services that it normally  
 19 provides, please?  
 20 A. So Routes Out provides specialist support to women  
 21 selling or exchanging sex in Glasgow. Glasgow as a city  
 22 for a very long time now has provided a specialist  
 23 response to women in particular caught up in systems of  
 24 prostitution. So since 1989, the city has had some kind  
 25 of dedicated service for those women in one form or

56

1 another. That has evolved and grown into the Routes Out  
2 service .

3 So Routes Out will work with women 16 and over who  
4 are selling or exchanging sex within Glasgow. That  
5 support takes two forms. There is an evening outreach  
6 service , where four nights a week, a dedicated team of  
7 staff will go out and proactively provide an outreach  
8 service to women selling sex on streets in the city .

9 That includes access to things like needle  
10 exchanges, condoms, harm reduction, but they'll also act  
11 as a bridge for those women into Routes Out case  
12 management service, who will provide holistic support to  
13 women in the city. It includes help supporting them to  
14 access homeless services, addiction services . They'll  
15 provide women with lots of support around their  
16 interface with social services within the city, and of  
17 course if women wish to do so, that team will work with  
18 those women to support them to exit prostitution.

19 About three-quarters of the women they support have  
20 experience of selling sex on-street, but roughly 25% of  
21 the women that Routes Out are currently working with  
22 have sold sex in off-street venues. So by off-street  
23 venues, primarily we mean private residences, flats or  
24 AirBNBs within the city.

25 Q. And your witness statements and the Rule 8 response

57

1 refer to the fact that the women supported by TARA and  
2 Routes Out are very vulnerable, and often have multiple  
3 intersecting disadvantages and protected  
4 characteristics , and I think the statements in Rule 8  
5 refer to what you describe, I think, is the most common  
6 15 or thereabouts.

7 Could you please give his Lordship an idea of some  
8 of most common -- what some of the most common ones are,  
9 please, both in relation to the women TARA supports and  
10 Routes Out?

11 A. So for both those groups of women, we consider them to  
12 be amongst some of the most vulnerable and marginalised  
13 women within -- residing in Scotland. Both those  
14 cohorts of women present to services with a huge range  
15 of intersecting needs, but commonly, those women are  
16 presenting to services because they are destitute or  
17 living in poverty. For many women, there is a need  
18 around homelessness services. Lots of women have issues  
19 with their mental health and trauma.

20 Routes Out in particular, many women that Routes Out  
21 are engaging with have significant substance misuse  
22 challenges, and for women that TARA support, many of  
23 those women come from outside the UK and have additional  
24 vulnerabilities around, for example, their immigration  
25 status, their ability to navigate UK and Scottish

58

1 society, language challenges; and for many women there  
2 can be a residual -- for both groups, there can be  
3 residual challenges around them engaging with services,  
4 due to previous experiences, either here within Scotland  
5 and Glasgow, or wider within their countries of origin .

6 Q. Thank you. And I think you also mention other  
7 vulnerabilities , for example. Some of them are  
8 survivors of child abuse and/or other forms of violence  
9 against women and girls, including forced marriage and  
10 other forms of cultural abuse.

11 You speak about care-experienced -- women with  
12 offending histories . You have mentioned financial  
13 issues. You also mention women with complex health  
14 issues including mental health and/or disabilities .

15 What percentage or approximately -- of the women  
16 have those, health and/or mental health disabilities ?

17 A. I would say that the overwhelming majority of women  
18 accessing both TARA and Routes Out services are living  
19 with and surviving some form of trauma. TARA and Routes  
20 Out both are able to refer women to specialist  
21 psychological support. For potential victims of  
22 trafficking , there is a legal right in Scotland to  
23 access psychological assessment and treatment required  
24 in that as a reflection of the significant trauma that  
25 women are living with for both cohorts.

59

1 That trauma is multiple, and as you said, Laura, it  
2 comes from previous experiences and vulnerabilities of  
3 being survivors of other forms of male violence,  
4 including childhood exploitation , domestic abuse, other  
5 interpersonal forms of violence and FGM, forced  
6 marriage. For the women that TARA support, quite often  
7 they have been vulnerable to being trafficked , and they  
8 have been very vulnerable to being approached by  
9 traffickers , because they are fleeing other forms of  
10 gender-based violence.

11 So a lot of women that TARA support, their  
12 traffickers took advantage of their situation where they  
13 were trying to escape other forms of male violence  
14 against women.

15 For the women that Routes Out support, many have  
16 experienced -- are care-experienced, have been looked  
17 after and accommodated as children, and often that  
18 vulnerability is then again further exploited by  
19 individuals around them. And for both cohorts, those  
20 vulnerabilities , I would argue, are further exploited by  
21 the men who are paying to have sex with them.

22 Q. Thank you. And you also support -- or some of the other  
23 vulnerabilities you mention are that you support trans  
24 women, women separated from their children due to  
25 migration or child protection issues, pregnant women and

60



1 digitally excluded women.  
 2 We'll come on to talk about some of the impacts and  
 3 disproportionate impacts shortly, but approximately what  
 4 percentage of women supported by TARA and/or Routes Out  
 5 have one or more of these disadvantages or protected  
 6 characteristics ?  
 7 A. An educated guess, I would say, again, the overwhelming  
 8 majority of women would have a characteristic — both  
 9 groups of women for different reasons are quite often  
 10 separated from their children. As I said, most have  
 11 issues around trauma. I would say the majority had  
 12 previous experiences of other forms of male violence  
 13 against women, so I would say the majority of women  
 14 would have one or more of those characteristics.  
 15 Q. Thank you. I understand that TARA and Routes Out are  
 16 part of the Encompass Network. Could you please briefly  
 17 explain to his Lordship what that is?  
 18 A. So the Encompass Network is a network of services across  
 19 Scotland who are providing specialist support to women  
 20 selling or exchanging sex in the country. I think there  
 21 were originally nine members of that network, I think  
 22 it's now five, but there are colleagues within that  
 23 network who are providing services, dedicated services,  
 24 to women in Aberdeen, Dundee, and Edinburgh, and  
 25 Glasgow. And Perth and Kinross as well, I cannot forget

61

1 Perth.  
 2 Q. Thank you. Just in terms of — you've touched on the  
 3 link with Glasgow City Council. Are TARA and Routes  
 4 Out, both services provided for by Glasgow City Council,  
 5 is that the link?  
 6 A. So both services, both TARA and Routes Out are located  
 7 within Glasgow City Council and always have been for a  
 8 number of years. Routes Out supports only women selling  
 9 or exchanging sex in the Glasgow city area, but TARA are  
 10 funded to support women identified across Scotland but  
 11 we're located within Glasgow City Council.  
 12 Q. Thank you. I would now like to ask you some questions  
 13 about the role of TARA and Routes Out during the  
 14 pandemic itself. Can we — firstly in relation to  
 15 communication and engagement, how did TARA and Routes  
 16 Out staff normally communicate with the women they  
 17 support?  
 18 A. So pre-pandemic levels, the support would predominantly  
 19 be face to face. That would be initiated with telephone  
 20 contact with the woman to check if she wanted to meet  
 21 with services, had availability to make arrangements,  
 22 but on the whole, support would be provided on a  
 23 one-to-one, face-to-face basis.  
 24 Of course, Routes Out provide their outreach  
 25 service, so that would be approaching women on streets

62

1 to check in with them, see how they were doing, find out  
 2 if they needed access to any supplies or support, but in  
 3 the main, it would be on an agreed one-to-one basis in  
 4 person.  
 5 Q. And how did that change, that engagement and  
 6 communication, or the method of communication and  
 7 engagement change if at all during the pandemic?  
 8 A. So that changed to being, for Routes Out particularly,  
 9 case management work, so that's the one-to-one support  
 10 work. That predominantly went online, or via the  
 11 telephone.  
 12 For TARA, it was a bit more complex than that, in  
 13 that many of the women, particularly those women  
 14 referred to us in situations — so destitution, where  
 15 they did not have accommodation, our support had to  
 16 continue on a face-to-face basis. Many of the women  
 17 that TARA supported didn't even have access to a basic  
 18 mobile phone, never mind digital access. So we  
 19 continued to kind of work with women and work with other  
 20 services to get women seen by us in person.  
 21 For TARA, women who were already in — receiving our  
 22 support and who had outreach services, so who weren't in  
 23 our accommodation, but were still receiving support from  
 24 us, that moved again to telephone support, and I'm sure  
 25 we'll come on to talk about some of the challenges

63

1 around moving that to kind of — that digital access and  
 2 that online or virtual one-to-one support. That was  
 3 challenging, and I would say that was challenging for  
 4 both services, especially in the early stages of the  
 5 pandemic.  
 6 Q. Did TARA or Routes Out need to make any other  
 7 adaptations to their service delivery during the  
 8 pandemic to be able to continue to provide the normal  
 9 services?  
 10 A. So TARA in particular, many of the women that we  
 11 support, English is not their first language, and  
 12 especially in those early assessment meetings, we would  
 13 always have used an interpreter. Pre-pandemic, that  
 14 interpreter was always face to face. They also were  
 15 able to provide us with some kind of cultural mediation  
 16 as well with that, but the — kind of the pandemic meant  
 17 that we were more and more reliant on telephone  
 18 interpreting, and that brings its own challenges as  
 19 well.  
 20 Routes Out, there could be challenges for women who  
 21 maybe didn't have a mobile phone, and Routes Out became  
 22 very creative in ways. They would leave messages for  
 23 women at their pharmacies to call their worker, where  
 24 they knew women were going in to pick up a substitute  
 25 prescription. So lots of creativity was put into play

64

1 during those early days to make sure women were still  
2 able to access our support on an as-needed basis.

3 Q. Thank you. Just to touch on key worker status, were  
4 TARA or Routes Out staff designated as key workers by  
5 Glasgow City Council, given the nature of the work you  
6 were undertaking?

7 A. Both teams were. We were — I understand it to be  
8 category 2 key workers. That happened very quickly for  
9 both services, so I think from memory, it's in my  
10 statement for accuracy, I think by 23 March, both  
11 services had been told we were key workers, and within a  
12 week we were both provided — both services were  
13 provided with documentation to evidence that.

14 So we were able to get key worker status very  
15 quickly. Given the nature of the work that we do and  
16 the vulnerability of the women, and TARA in particular,  
17 we needed to be able to be out and about to meet women's  
18 needs.

19 Q. Do you know whether the staff and volunteers of other  
20 similar organisations, either within the  
21 Encompass Network or otherwise, were similarly able to  
22 get key worker status in other local authorities or  
23 within Glasgow City Council?

24 A. My understanding is that was more challenging for our  
25 colleagues, particularly those in the third sector. By

65

1 virtue of being part of a local authority, we were  
2 very — we were, I suppose, in a privileged position  
3 where we were able to access that type of support much  
4 more quickly than others. So our chief executive — the  
5 routes up to the chief executive at that time were  
6 fairly simple, were made very quickly, and our  
7 documentation came through, as I say, within a week,  
8 really, of lockdown being introduced.

9 Q. Do you have any insight, and it might be something you  
10 can't answer, but any insight into some of the  
11 challenges that your colleagues providing similar  
12 services perhaps experienced by not having key worker  
13 status?

14 A. I wouldn't feel — I'm not sure I can answer that.  
15 I can talk about — the key worker status meant our team  
16 were able to go out, to see women, attend the office.  
17 That was done. They were confident in being able to do  
18 that. I think without that key worker status, I think  
19 that would be quite difficult to do and to do keeping —  
20 and to keep your services and staff team on the right  
21 side of the policy and approach.

22 So I think without that documentation being provided  
23 quite quickly, I think being able to provide an ongoing  
24 response would have been challenging, based on our  
25 experience of having it.

66

1 Q. Thank you. There's mention in your statement in  
2 relation to TARA at paragraph 59, of the fact that at  
3 times, the TARA service felt that the key worker status  
4 was exploited by other organisations and stakeholders.  
5 Could you please provide some examples of why you say  
6 this for his Lordship?

7 A. So I think in the early stages, particularly with kind  
8 of lockdown, a lot of services and kind of other  
9 organisations that we would link in with in the third  
10 sector, through to kind of legal advisers, closed their  
11 offices and everyone went remote.

12 Remote working wasn't always achievable for Routes  
13 Out or TARA for our service users because of poverty,  
14 because of a lack of access. I mean, the women that  
15 TARA worked with would present in the clothes they were  
16 standing up in. They wouldn't have a smartphone, never  
17 mind the means to pay for data to have virtual meetings.  
18 So quite often we were the point of contact for other  
19 services.

20 In the early stages, solicitors would ask us to get  
21 women's wet signature for legal aid applications until  
22 other measures were put in place. We quite often would  
23 get phonecalls from other colleagues saying: oh, I need  
24 to speak to so and so, she doesn't have a phone, can you  
25 go out and give her a phone.

67

1 So because people were aware that both services were  
2 still physically providing a service, that felt in the  
3 early stages that it was being taken advantage of, and  
4 certainly within TARA, we had — in 2020 we had staff  
5 expressing, you know, not resentment, but a bit of: it's  
6 okay for them, they're home and they're safe, we're out  
7 meeting with women and at risk of catching COVID.

8 So that — certainly in the early stages, the team  
9 felt a bit taken advantage of by other services. We  
10 also had other organisation phoning us saying: oh, we  
11 have got somebody, we think she might have been  
12 trafficked, but she's standing outside our office, we're  
13 not very sure what the indicators are, can you deal with  
14 that?

15 So we would then have to be providing contact with  
16 women, arranging to get them safely to our  
17 accommodation, all of which, particularly in the early  
18 stages of the pandemic, was really challenging.

19 Q. Thank you. We'll come on shortly to discuss some of the  
20 key issues and impacts experienced by the women  
21 supported by TARA and Routes Out, but if you could  
22 please, first, for his Lordship, give an overview of the  
23 types of COVID-19-specific support that TARA and Routes  
24 Out provided; in other words, services that you wouldn't  
25 normally provide in non-pandemic times?

68

1 A. So for both services, a big role of the kind of support  
 2 workers was to explain a lot of the --- kind of the  
 3 guidance that was coming out, and to explain to women  
 4 what --- what it meant, what restrictions meant, what  
 5 lockdown meant, how to protect yourself from COVID. We  
 6 were kind of providing a lot of that advice and  
 7 guidance.

8 For the women that TARA supported, in the early  
 9 stages, that was tremendously challenging. There was a  
 10 lot of information out there, but it was all in English,  
 11 and it didn't really take account of women who could not  
 12 speak or read English and their needs, didn't really  
 13 take account of people who --- where literacy was a  
 14 challenge either.

15 So for both services, we were having to very quickly  
 16 keep up with changing guidance and policy approaches,  
 17 and interpret those, and make sure that women were able  
 18 to understand what lockdown meant, what they could and  
 19 they couldn't do.

20 I think for TARA, that was especially challenging  
 21 for the first few months, until --- and we were doing  
 22 things like basically Googling for images to try to  
 23 communicate to women what they could or they couldn't  
 24 do. Doctors of the World translated guidance, but that  
 25 came in towards the summer of 2020.

69

1 So at those early stages, and that big --- we were  
 2 all frightened, and it was even more frightening when  
 3 you knew something was going on, and you didn't really  
 4 know, and there were maybe members of your community  
 5 telling you what you could or you couldn't do, but those  
 6 members had misunderstood, or --- you know, there was a  
 7 lot of fear around it.

8 TARA as well, many of the women that we support, you  
 9 know, their previous experiences of governments in some  
 10 of their own countries would be quite authoritarian, so  
 11 there was a real anxiety around not doing the right  
 12 thing, and we had one woman who --- she had just given  
 13 birth and she was leaving her house once a week to go to  
 14 the supermarket and back with her newborn. And it took  
 15 us a lot of work to reassure her that she was allowed  
 16 out for exercise, she was allowed out more than that,  
 17 and that was important for the health of her and her wee  
 18 one as well. So that was an example for TARA.

19 Other items like wearing face masks, they too --- we  
 20 were providing women with face masks. Again, the women  
 21 that TARA support have very little financial means, and  
 22 women were coming in, saying masks were for sale in  
 23 their local shop for a pound; that was outwith their  
 24 means, or they were reweaving masks, so we were  
 25 providing masks for women.

70

1 And a similar thing with the women that Routes Out  
 2 workers were continuing to support. A lot of  
 3 interpreting guidance and trying to explain to women  
 4 what they could and they couldn't do to keep them ---  
 5 keep them right and keep them within the bounds of the  
 6 law and the guidance at the time.

7 Q. Thank you. I'll turn now to come on to discuss impacts  
 8 on these women, on the service users. I think I would  
 9 like --- I'll come on in due course, you have already  
 10 touched on the communication issues, and I'll come on in  
 11 due course to ask you some more about that. But if I  
 12 could ask you, please, to start by describing to his  
 13 Lordship some of the key issues and impacts experienced  
 14 by the women supported by TARA during the pandemic, and  
 15 the types of support provided, including in relation to,  
 16 for example, financial, access to food, digital  
 17 inclusion issues, mental health and wellbeing etc.

18 And as I said, we can come on again to discuss in  
 19 more detail any particular communication issues. You  
 20 mentioned earlier challenges for Routes Out and TARA in  
 21 relation to the shift to moving to digital. Insofar as  
 22 that applies to this discussion of the impacts, perhaps  
 23 you can tease these those out as well as you describe  
 24 the impacts, please?

25 A. Okay. So, one of the examples that I can give for TARA,

71

1 and to lesser extent Routes Out, but certainly for the  
 2 women that TARA work with is they didn't have bank  
 3 accounts or access to bank accounts. So while you or I,  
 4 we were able to do online shops, for example, that  
 5 couldn't happen for those women without access to a bank  
 6 account. You know, TARA, we were able to provide women  
 7 with some cash, but they certainly weren't able to kind  
 8 of --- or women claiming asylum, they would get their  
 9 money based on an Aspen card. My understanding is that  
 10 card didn't work for kind of online shops.

11 So what --- so some of those steps that we were ---  
 12 was at our hands wasn't able to be used by the women  
 13 that TARA supported.

14 The move online to health services, for example, it  
 15 all going online, that was really challenging for women  
 16 who didn't have the IT equipment, who couldn't afford  
 17 data on their phones. Women are not living in  
 18 accommodation where they have wi-fi, so it's all on  
 19 mobile data, which became incredibly expensive. Very  
 20 difficult for women as well to kind of communicate over  
 21 the phone with services, with health services too, so  
 22 there were a lot of assumptions made, and people didn't  
 23 think about the barriers to those assumptions.

24 For the women that TARA worked with as well, and  
 25 Routes Out, there's a whole range of safety

72

1 considerations about online safety that is not as simple  
 2 as giving somebody a phone and saying: there's some data  
 3 on that, off you go. For lots of women, there's no  
 4 digital literacy, and ongoing online safety as well was  
 5 another gap that we very quickly identified for women.  
 6 But that wholesale move to: it's all okay, we'll do  
 7 everything on Teams or on Zooms, and we'll meet  
 8 virtually, and it will be fine; that wasn't the case for  
 9 a lot of women.

10 Q. Access to food, you have spoken obviously about poverty  
 11 and difficulty accessing funds, and the Aspen card not  
 12 working. Were there any particular issues in relation  
 13 to food for the women supported by TARA, and any  
 14 particular groups of women that were particularly  
 15 disadvantaged in relation to food? And I'm thinking,  
 16 for example, women housed in hotel accommodation?

17 A. So we worked very closely with our colleague at  
 18 Refuweegee at the time to arrange food parcels to women  
 19 that TARA were supporting. Routes Out were also able to  
 20 access food parcels for their cohort of women through  
 21 other means. So we were able to undertake that.

22 Refuweegee in particular were pretty good at making  
 23 sure that the food was kind of culturally appropriate.  
 24 The issue about women being accommodated in hotels, that  
 25 was a challenge and continues to be a challenge.

73

1 So women who had an ongoing claim for asylum or made  
 2 a claim for asylum during that time were moved into  
 3 hotel accommodation which were catered, and meals were  
 4 being provided at that — breakfast, lunch and dinner  
 5 was available and catered, which meant that for women in  
 6 asylum hotels, they were provided with an additional £8  
 7 per week as living expenses, for want of a better  
 8 description.

9 For many of those women going into hotels, the food  
 10 was unfamiliar. They had no control over when they  
 11 would eat, when they wouldn't eat. There were lots of  
 12 issues, particularly in the early stages, with the  
 13 quality of food being provided, and it caused us some  
 14 concern that it wasn't the most nutritious of meals.  
 15 Chips with every meal, for example, that's not the best  
 16 place. That was actively listened to by colleagues in  
 17 Mears, and some steps were taken, but again in the early  
 18 stages, there were women in hotels where, do you know,  
 19 they were in their hotel room with a kettle and that was  
 20 it, and they were not able to cater for their own food  
 21 preferences if you like, and that was challenging, to  
 22 meet their needs, and we worked very closely with  
 23 Refuweegee around that too.

24 Q. In relation to, again, the women that TARA supports, any  
 25 particular mental health and/or wellbeing or social

74

1 issues that they encountered?

2 A. So the women that we worked with, there was a huge — we  
 3 had a huge concern about social isolation for those  
 4 women. A lot of women, particularly when they were kind  
 5 of newly identified in the early stages of the pandemic  
 6 were on their own. They didn't have a bubble, they  
 7 didn't have friends or family living locally, and quite  
 8 often — so they would be very, very isolated.

9 Women who were not in our accommodation and were in  
 10 asylum accommodation in the community, so flats in the  
 11 community, quite often they didn't even have a  
 12 television or a radio in that flat.

13 So for some of the women that TARA worked with, they  
 14 were in accommodation where they were sitting in silence  
 15 on their own, day in, day out, not even a TV with  
 16 background noise. So we used some sort of our privately  
 17 donated funds to purchase televisions in order to try to  
 18 alleviate some of that going forward, but that real lack  
 19 of just human contact, I suppose.

20 We undertook a commitment that everyone that we were  
 21 supporting in 2020/2021 would have — we didn't close  
 22 many cases, and everyone, we would phone at least once a  
 23 week, and for many women our phonecall was the only call  
 24 they had during that time, and that was really, really  
 25 challenging. We did organise — kind of try to get

75

1 women together in parks where we could socially distance  
 2 when that was available, and we linked in, but that also  
 3 meant women were very vulnerable to — kind of  
 4 predators, I suppose, or other people with — who didn't  
 5 have their best interests at heart within their  
 6 community too.

7 So there was lots of risks about socially isolating  
 8 women in that way, and for some of the women that TARA  
 9 worked with, that mirrored their experiences of being  
 10 trafficked.

11 Q. Thank you. Then turning to the women supported by  
 12 Routes Out, are you able to sort of draw out any  
 13 particular key impacts and issues and how they differed  
 14 perhaps from the women that TARA supported?

15 A. There was kind of similar issues around kind of  
 16 isolation and also kind of actors within their networks  
 17 who maybe didn't have their best interests at heart, but  
 18 Routes Out were able to very quickly make sure that  
 19 women were getting linked in with services and rights  
 20 and entitlements.

21 Routes Out talk — in the statement, we tried to  
 22 reflect some of the positives that came out from many of  
 23 the women that Routes Out were supporting. So those  
 24 women were fast-tracked into support — fast-tracked  
 25 into benefits that meant for many of those women, they

76

1 no longer had to sell sex. They were able to get by on  
2 the supports that were being provided at that time, and  
3 the very — the speed of access to those supports made a  
4 difference for some of those women.

5 Q. And just in terms of being able to come out and really,  
6 you know, the successfully being able to come out of  
7 that, in relation to financial pressures, could you  
8 please explain what was observed at the time in relation  
9 to incidents of solicitation, and about the demand for  
10 paid sex and exploitation during the pandemic,  
11 particularly in relation to the types of women that  
12 Routes Out supports?

13 A. So Routes Out, as we said earlier, they provided an  
14 outreach service in the evenings. At the time of the  
15 pandemic, their evening outreach was four nights a week,  
16 8.30 pm to 1.00 am, and that — they continued to  
17 provide a drop-in door service during that time, so any  
18 woman could still come to the premises, and there would  
19 be a socially-distanced appropriate response provided by  
20 staff.

21 The proactive on-foot outreach stopped until August,  
22 I think, that year, whenever risk assessments and PPE  
23 were available to mitigate against some of the risks.  
24 What the Routes Out did see was a drop in the women  
25 presenting, because the city centre became so very

77

1 quiet, women were very, very visible, and that  
2 certainly, you know, led to very few women being seen  
3 during that time.

4 What Routes Out did find was — we began to look at  
5 or observe some of the adult services websites that were  
6 available, we began to look at that, just to see if  
7 there had been a shift from women on-street, or if there  
8 was any impact on those numbers, and we didn't; we found  
9 the numbers remained stable, and there's maybe time to  
10 go into some of the other nuances we observed.

11 But what we did see for Routes Out during those  
12 weekly observations was — and shocked us, I have been  
13 doing this work for over two decades now, and I was  
14 pretty shocked, was that on the likes of Craigslist, on  
15 the kind of the small ads, if you like, men were  
16 proactively advertising for women, so there were men  
17 saying: if you're short of money because of furlough, I  
18 will pay so much for this sexual service. Men — sex  
19 for rent, men saying: if you're struggling, you can come  
20 and live with me rent free.

21 And we can provide — I think there's some quotes  
22 within the statements, but that really shocked us, that  
23 men were openly advertising for sex online, and paid  
24 sex, and taking advantage of women's vulnerability and  
25 exploitation. And that was done with impunity, really,

78

1 very, very little risk to those men.

2 Online services that seemed to go and continue with  
3 no real consideration about the close contact nature of  
4 paying for sex, and the risks that those men were  
5 bringing to women, but also returning back, what we know  
6 about the men who pay for sex is they're from all sorts  
7 of backgrounds, the majority have family at home, and  
8 they were risking not only the health of the women we  
9 work with, and their own health, but the health of their  
10 family in terms of COVID and restrictions at the time.  
11 So that was a shock to me.

12 Q. You spoke about some of the support provided by Routes  
13 Out to women, the Glasgow women that you support, and  
14 enabling them to access service and a drop off in  
15 solicitation; was that the experience of women in  
16 similar situations across Scotland, or did that differ  
17 across the country? Obviously, Routes Out is embedded  
18 in Glasgow City Council; do you have any insight into  
19 what — the experiences of women across the country?

20 A. I don't. My sense is — I don't have any evidence for  
21 that, I'm afraid. My sense is it was — similar  
22 patterns were seen. What I can tell you is TARA  
23 continued to get referrals for women from across  
24 Scotland, so women who were trafficked to Scotland to  
25 meet the demand, we continued to get referrals from

79

1 women who were just being identified and just escaping  
2 situations of sexual exploitation, so it was —  
3 continued to occur across the country.

4 Q. And just in terms of women being able to or have  
5 services provided for them, was that something that was  
6 universal, or was that different across different local  
7 authorities?

8 A. In terms of specialist services?

9 Q. Yes, accessibility to services?

10 A. So my understanding is Routes Out is the only specialist  
11 service that is funded by the local authority to meet  
12 the needs of that particular cohort. Other cities have  
13 specialist services. I don't think they're funded by  
14 the local authority. I think they're funded by  
15 different routes, and they're certainly not on the same  
16 scale as Routes Out in terms of staffing allocated to  
17 that.

18 So I think they were in — Glasgow again was in a  
19 privileged position; because of our history and work  
20 with this cohort, we were able to continue and provide a  
21 robust response. I know from my time at the — meetings  
22 with and colleagues from the Encompass Network, they  
23 were able to access the funds from — that were provided  
24 to Encompass specifically for women selling or  
25 exchanging sex across Scotland, so I know they were

80

1 accessing those funds, I know they were continuing to  
 2 provide a service, I think --- probably slightly more  
 3 challenging context than Routes Out were.  
 4 Q. Thank you. And just in terms of mental health and  
 5 wellbeing and social impacts on the women in Glasgow  
 6 that you were supporting, were there any particular  
 7 aspects of that that you would want to flag or draw  
 8 attention to?  
 9 A. I think Routes Out --- it was kind of --- it was similar.  
 10 Do you know, those women about --- again, it was about  
 11 isolation and it was about --- it was about fear of what  
 12 it meant, and a lot of the work that we were doing was  
 13 trying to reassure women's fears around COVID and what  
 14 they were reading and what they were seeing on  
 15 television and not fully understanding.  
 16 So I think both those services, it was about that,  
 17 but it was also about trying to encourage general  
 18 health, you know, and not just locking yourself away in  
 19 your house, you know. There were guidance about, you  
 20 know, getting out in fresh air, that was there for a  
 21 reason, and, you know, just again, it was about what's  
 22 meant by a bubble, what can you, what can't you do, and  
 23 it was really just trying to encourage women to think  
 24 about what they were doing.  
 25 Q. And just in terms of particularly vulnerable sub-groups

81

1 of women, were there any particularly vulnerable groups,  
 2 for example, pregnant women and new mothers, or women  
 3 with children and any particular challenges that they  
 4 experienced?  
 5 A. So, yes, again, TARA are --- unfortunately, a frequent  
 6 presentation or referral point for us is women who are  
 7 in the very late stages of pregnancy. The pregnancy has  
 8 been as a result of sexual exploitation, but they've had  
 9 no previous antenatal care, so quite often they are  
 10 referred to us or identified in the very late stages of  
 11 pregnancy. So for those women, it was really  
 12 challenging, trying to make sure they were getting  
 13 access to the supports that they needed.  
 14 It must have been --- we worked very closely with  
 15 Amma, which are a birth companion service specifically  
 16 for migrant women, but that was really challenging for  
 17 those women about --- being out of that situation of  
 18 exploitation, being in the very late stages of pregnancy  
 19 that probably came about because of your exploitation,  
 20 to then having to access unfamiliar services and give  
 21 birth on your own. I think that was really very, very  
 22 challenging for that cohort, so for the women that TARA  
 23 supported, but also other pregnant women.  
 24 Q. We've touched on already, Ms Andrew, the issues or ---  
 25 sorry, before we move on, were there any other key

82

1 issues or impacts in relation to the women Routes Out  
 2 supports, either in Glasgow or across Scotland, that you  
 3 would want to flag at this stage? We obviously have  
 4 your two statements and Rule 8 response?  
 5 A. No.  
 6 Q. We've touched on already, then --- moving on to pandemic  
 7 information, communication and guidance challenges,  
 8 you've already touched on some of the challenges for the  
 9 women that TARA in particular supports, and some of the  
 10 work that TARA and Routes Out were doing in terms of  
 11 relaying or translating guidance. Do TARA and --- how do  
 12 TARA and Routes Out stay informed about evolving public  
 13 health guidance and regulations?  
 14 A. So that's a big question. So for us, so --- because we  
 15 were part of the city council, we would get information  
 16 in that route. We also --- as workers and staff, we were  
 17 living the pandemic alongside the women, so we were  
 18 picking up guidance as well in our own lives too that  
 19 was coming in and informed what our understanding was.  
 20 It was challenging though, although we had very ---  
 21 we were lucky that we had a very helpful health and  
 22 safety colleague who went above and beyond, particularly  
 23 for TARA, in terms of helping us access in the early  
 24 stages PPE, it was really difficult to kind of  
 25 understand the guidance and how quickly it was changing,

83

1 and, you know, we're in lockdown, we're out of lockdown,  
 2 we're not, and just trying to kind of keep on top of  
 3 that.  
 4 As the operations manager, particularly for TARA in  
 5 the early stages, I was responsible for trying to pull  
 6 together our risk assessment and our standard operating  
 7 procedures going forward, and that was done --- I do not  
 8 have a background in PPE or contagious diseases, so that  
 9 was really difficult for me in trying to kind of get the  
 10 balance between the needs of the service and the women  
 11 that we were supporting, and the needs of our staff team  
 12 as well, in trying to make sure everyone was safe during  
 13 that time, and that we were following the most  
 14 up-to-date guidance, was really difficult.  
 15 TARA provide accommodation that's unsupported  
 16 accommodation. It's scatter flats. So it's like flats  
 17 in the community, but they're not staffed, and they're  
 18 unsupported. So trying to find public health guidance  
 19 that fitted our service, we were not a residential  
 20 service, but neither were we a solely outreach service  
 21 either, so that was really challenging.  
 22 We transport women, we have to go and collect women  
 23 and bring them back to us. So the guidance around how  
 24 we physically did that was really difficult to kind of  
 25 get your heads around, and ensure we weren't asking

84

1 staff to risk themselves, and we were meeting all of  
 2 that.  
 3 So that was really challenging, the speed of change  
 4 was difficult, and keeping on top of and making sure  
 5 your risk assessment was robust, up to date, reflected  
 6 changes. Those changes then went into operating  
 7 procedures. I think I had 13 or 14 different versions  
 8 of a standard operating procedure for TARA, and Routes  
 9 Out had similar, you know: what can we do, what can't we  
 10 do, how do we manage, how do we keep everyone safe in  
 11 this; and really make sure we were taking account of the  
 12 wellbeing of our staff as well was a process.  
 13 Q. Thank you. You obviously did a lot of work in  
 14 translating guidance for the women you support. Does ---  
 15 but for that service that Routes Out and TARA provided,  
 16 how accessible was the pandemic information for the  
 17 women that TARA and Routes Out support, and were there  
 18 any particular issues, you've touched on some already,  
 19 cultural, language issues etc, what --- if you wouldn't  
 20 mind just reiterating what those issues were?  
 21 A. I think, particularly in the early stages, the women  
 22 that both services supported were really removed from  
 23 the rest of --- what we were all able to hear. So they  
 24 wouldn't be watching the news, they wouldn't be picking  
 25 up, they would be listening, and there would be kind of

85

1 rumour mills going, and, you know, they didn't have the  
 2 same access to the information that the rest of us had,  
 3 particularly in the beginning.  
 4 And as I say, in particular for the women in TARA,  
 5 all the guidance about handwashing, for example, that,  
 6 you know, I mean happy birthday, you know, and this  
 7 thing, and that's how long you wash your hands for,  
 8 those women, that was absolutely outwith kind of their  
 9 frame of reference of where they had been, and, do you  
 10 know, like a lot of things, the whole information going  
 11 out, that it was all written in English and did not take  
 12 account of --- wasn't easily translated either.  
 13 So that's the other thing, you know, our jargon and  
 14 the language that we use isn't readily translated. In  
 15 the early stages of doing this work, the word  
 16 "trafficking" as it pertained to human beings, there  
 17 was --- quite often in other languages, there was no  
 18 equivalent of it. So that was something that I don't  
 19 think was really considered either, about keeping things  
 20 as simple as possible for the purposes of translation.  
 21 Q. Thank you. You have a fair bit in your statement, so we  
 22 won't have time to touch on it, about financial support,  
 23 so that will all be taken into account. But just in  
 24 terms of impacts on operations, we have touched on some  
 25 of that already, but just in terms of impacts

86

1 specifically on TARA and Routes Out staff, or any other  
 2 matters that you would wish to highlight in relation to  
 3 staff and issues for staff, I would invite you to do  
 4 that now, please?  
 5 A. Yes, I think we were the same along with a lot of other  
 6 kind of frontline colleagues was --- there was just ---  
 7 you know, there were times, I think, that it was easy to  
 8 forget that we were asking people to go out and  
 9 undertake face-to-face work that they were doing and  
 10 were committed to doing, and we forgot --- sometimes we  
 11 didn't think about the impact on them, staff, and we  
 12 were as frightened as everyone else was.  
 13 I was going into the office, I had somebody at home  
 14 who was shielding, do you know, all of these things,  
 15 that all had an impact on frontline staff, I don't think  
 16 was understood in the early stages, you know, there were  
 17 anecdotal kind of accounts of staff going out --- with  
 18 kind of their mask on and then somebody from perhaps  
 19 police being out with their N95 fitted mask, and we had  
 20 wee paper masks.  
 21 All those kind of things didn't necessarily filter  
 22 through in the early stages, and it was very frightening  
 23 for staff, particularly at the beginning. For TARA, one  
 24 of the examples we have is that we provide women --- for  
 25 the first 90 days of support, they get access, we

87

1 provide them with a financial allowance, and that was  
 2 provided in cash. We had staff going out to women's  
 3 houses once a week in the car, pushing an envelope  
 4 through a window to women, and, you know, women who were  
 5 really pleased to see staff, and just the impact of that  
 6 barrier between them, that's not been easily understood.  
 7 Our services, they worked at a pace and continued to  
 8 work at a pace. They were all out providing frontline  
 9 services in kind of quite a high risk environment, and  
 10 that meant we were --- we were getting asked for  
 11 information from a whole lot of different kind of people  
 12 as well. So we were all working at a pace that kind of  
 13 continued, and, you know, kind of that physical impact  
 14 on staff, I don't think is well understood or being  
 15 understood until now.  
 16 But, you know, I think for both Routes Out and TARA,  
 17 those frontline staff undertook an already complex role  
 18 in increasingly difficult circumstances, and did it  
 19 very --- were extremely committed to continuing to  
 20 support those women.  
 21 Q. Thank you. Are there any ongoing pandemic-related  
 22 concerns or issues that you would wish to highlight to  
 23 his Lordship?  
 24 A. I think for both services, there still is a reliance on  
 25 kind of virtual meetings and virtual digital inclusion,

88

1 you know, it's -- that -- what am I trying to say? So  
 2 during the pandemic, it really came to our attention,  
 3 the digital exclusion that the women both services  
 4 supported experienced, and one of the things from the  
 5 pandemic is there is still a reliance on virtual  
 6 engagements with women, and that works for some but not  
 7 for all, and that doesn't take account of poverty and  
 8 people's ability to pay for data to continue with that.  
 9 Things have eased off a wee bit, but I think that  
 10 kind of that whole -- we've still got a group of people  
 11 left behind when it comes to the changes to all of our  
 12 lives around the internet and access to that creates for  
 13 us, and there are still people struggling to follow  
 14 along with that change as we move forward.  
 15 Q. Before I invite you to give comments on any potential  
 16 lessons to be learned, are there any other impacts or  
 17 issues, either ongoing or pre-existing, that you would  
 18 like to flag up at this stage?  
 19 A. I don't think so. I tried to make sure everything was  
 20 kind of captured in our witness statements and the  
 21 Rule 8 notification, so nothing has come to mind, I'm  
 22 afraid. I'm sorry.  
 23 Q. As I said, we will take all of that into account. Then,  
 24 if I can invite you, if you have any suggestions based  
 25 on the experience of Routes Out and TARA during the

89

1 pandemic for what the Scottish Government could do to  
 2 mitigate ongoing impacts of the strategic response to  
 3 the pandemic, or could potentially do differently in the  
 4 future to improve matters in the event of another  
 5 pandemic or similar emergency; what are the key learning  
 6 points for the Scottish Government?  
 7 A. I think for me, it's about communication and making sure  
 8 communication is available to everyone, you know, that  
 9 information is easily accessible and understood by  
 10 everyone who's residing in Scotland at that time. That  
 11 includes information, public information being routinely  
 12 made available in other languages, whenever we're  
 13 writing it, considering, do you know, the impact of  
 14 translating it to make sure it's accurate; and I  
 15 think -- and I don't have the answers for this, we still  
 16 struggle with it ourselves, but I think it's about how  
 17 we communicate to those people who are most marginalised  
 18 and most hidden from Scottish society, how we make sure  
 19 that information is easily -- is available to them, and  
 20 that that supports their -- again, on an accessible  
 21 basis for those individuals when they need it.  
 22 But I think for me, the big thing about the pandemic  
 23 was: how do we make sure people who don't speak English  
 24 and who don't understand Scottish society and  
 25 bureaucracy, how they are able to access that

90

1 information to keep themselves and their loved ones  
 2 safe.  
 3 MS VAN DER WESTHUIZEN: Thank you very much. Ms Andrew,  
 4 I don't have any further questions. My Lord, I don't  
 5 have any further questions for Ms Andrew. Unless your  
 6 Lordship has any, that concludes the evidence.  
 7 THE CHAIR: No, thank you. All that remains for me to do is  
 8 to, Ms Andrew, thank you for your very helpful evidence.  
 9 I'm very grateful for your attendance here today. We  
 10 will sit again at -- let me get this right -- 1.45.  
 11 Thank you.  
 12 (12.42 pm)  
 13 (Luncheon adjournment)  
 14 (1.45 pm)  
 15 MR STEPHEN: Good afternoon, my Lord.  
 16 THE CHAIR: Good afternoon, Mr Stephen. We have a panel  
 17 this afternoon, I understand.  
 18 MISS JAYNE BURNETT (called)  
 19 MR ROBIN MILLER (called)  
 20 MRS JO SINCLAIR (called)  
 21 MRS SUSAN SMITH (called)  
 22 MR STEPHEN: We do, my Lord. This afternoon, we have a  
 23 panel of four people representing member organisations  
 24 of befriending networks. Those four people are Miss  
 25 Jayne Burnett of Visiting Friends, Mr Robin Miller of

91

1 Cowal Elderly Befrienders, Mrs Jo Sinclair of Caraidean  
 2 Uibhist and Mrs Susan Smith of Highland Hospice  
 3 appearing remotely.  
 4 THE CHAIR: Very good. Good afternoon to you all. Now,  
 5 Mr Stephen will have questions for each of you  
 6 individually or collectively, so I'll pass over to him.  
 7 When you're ready, Mr Stephen.  
 8 MR STEPHEN: Obligated, my Lord, and just for completeness, I  
 9 should say that we also have pupils and teachers from  
 10 Leith Academy joining us in the public gallery today  
 11 also.  
 12 THE CHAIR: Very good. I give a welcome to the pupils from  
 13 Leith Academy and I hope you enjoy the experience  
 14 Mr Stephen.  
 15 Questions by MR STEPHEN  
 16 MR STEPHEN: Thank you, my Lord. Just a gentle reminder at  
 17 the outset that these hearings are being transcribed and  
 18 stenographers are noting down everything that you say  
 19 and I say, so please do try and speak slowly and clearly  
 20 and not talk over one other, and I'm sure that you  
 21 won't. Thank you very much.  
 22 Can I start firstly, please, by asking each of you  
 23 to confirm your full name, your role, both now and  
 24 during the pandemic if that was different, and to give a  
 25 short description of your organisation where you're

92



1 based and the work that it does.

2 If I could start firstly, please, with Miss Burnett  
3 and we'll work to Mr Miller, Mrs Sinclair and then we'll  
4 come to Mrs Smith on the screen. If we could start with  
5 you, please, Miss Burnett.

6 JAYNE BURNETT: Good afternoon, my name is Jayne Burnett.

7 I'm the manager of Visiting Friends befriending service  
8 in Helensburgh. We provide befriending services to  
9 adults in Helensburgh and Lomond, and these are  
10 volunteers that we manage to provide a weekly visit to  
11 some of the most vulnerable people in our area. Thank  
12 you. Thank you.

13 Q. Thank you. Mr Miller?

14 ROBIN MILLER: My name is Robin Miller. I'm the project  
15 coordinator of Cowal Elderly Befrienders. We provide  
16 services based on two types of befriending, which is the  
17 traditional at home befriending and also we encourage  
18 people to come out in especially adapted minibuses to  
19 make friends with each other and stay involved in the  
20 communities.

21 Q. Thank you.

22 JO SINCLAIR: I'm Jo Sinclair, and I'm the project manager  
23 for Caraidhean Uibhist, which covers the five island  
24 communities in the southern part of the Western Isles of  
25 Eriskay, South Uist, Benbecula, North Uist and Berneray.

93

1 We do the one-to-one befriending events, and also we  
2 look after and support people living with dementia, and  
3 we also actually provide HR and governance support for  
4 alcohol and drug dependency as well.

5 MR STEPHEN: Thank you. And Mrs Smith.

6 SUSAN SMITH: Good afternoon. I'm Susan Smith and I work in  
7 the Highland Hospice as the community partnership  
8 manager, and we deliver, in addition to the clinical and  
9 personal care services in hospice, befriending support,  
10 which is about social engagement. We deliver that  
11 directly within Ross-shire and Inverness area, and we  
12 work with 13 partners throughout the Highlands to  
13 deliver befriending in the local communities.

14 The majority of the services are a general  
15 befriending service for anybody over the age of 18  
16 upwards, and it consists of one-to-one befriending as  
17 well as telephone support and additional support as  
18 well.

19 Q. Thank you very much. Now, you all previously attended a  
20 roundtable meeting on 8 May 2024, and a written report  
21 of that roundtable meeting was produced and approved by  
22 each of your organisations. For the record, the Inquiry  
23 reference for that roundtable report is  
24 SCI-WT0671-000001.

25 Now, we have limited time today, but everything that

94

1 is contained in that report, and indeed any other  
2 documentation that you've provided to the Inquiry, will  
3 be taken into account, even if we don't cover it in your  
4 oral evidence today. But hopefully we'll still touch on  
5 the main issues that you wish to address.

6 Time permitting, the intention today is to discuss  
7 matters, I think, under four broad themes or headings.

8 Firstly, I would like to start with a brief overview  
9 of befriending networks, and then what befriending is,  
10 for those that perhaps are unfamiliar with that concept.

11 Secondly, the key issues and impacts experienced by  
12 those individuals and groups supported by your  
13 organisations during the pandemic.

14 Thirdly, the key issues and impacts experienced by  
15 your own organisations and staff during the pandemic.

16 Then fourthly and finally, any potential lessons  
17 that you feel should be learned. That could be things  
18 that perhaps you think were done well, but also things  
19 that you think the Scottish Government could reasonably  
20 do differently in the event of another pandemic or  
21 similar event.

22 So that's the plan for today. I start firstly,  
23 then, with the overview of what befriending networks is,  
24 and then what befriending is for those that are  
25 unfamiliar with it. If I could start with you,

95

1 Miss Burnett, just to briefly describe what  
2 Befriending Networks as an organisation is, what it  
3 does?

4 JAYNE BURNETT: Yes, thank you. I'm a trustee of  
5 Befriending Networks, in my role as a member of that  
6 network. So Befriending Networks supports and  
7 connecting befriending services across the globe, and it  
8 provides training events, resources and quality awards  
9 as well as representation for our sector at government  
10 level.

11 We have — befrienders contributed more than 1  
12 million hours of time to the befriending sector in 2023,  
13 and that was from a report that we did in that year.

14 Befriending is a relationship supported by an  
15 organisation to enable meaningful connections. The  
16 befriending relationship has boundaries, and it begins  
17 with an organisation matching individuals together, and  
18 then providing ongoing support to both the befriender  
19 and service user.

20 The befriending relationship is monitored by the  
21 organisation and is supported at all stages, including  
22 managing the ending of that relationship. Befriending  
23 can be very diverse in its delivery but it shares a  
24 common goal of enabling meaningful connections. The  
25 connection can be between people with shared or

96

1 different life experiences. So some organisations are  
2 specifically for those with, say, Parkinson's disease;  
3 others will be for a general group like the elderly .

4 This connection — befriending is a planned social  
5 interaction , and it can take place in a one-to-one  
6 setting or a small group setting and can be delivered in  
7 person or at a distance, for example, over the  
8 telephone, letter writing or even gaming. So it's very  
9 diverse in nature.

10 Thank you.

11 Q. Thank you. And could I just ask you to unpack slightly  
12 the relationship between Befriending Networks itself and  
13 the member organisations, some of which are on this  
14 panel today, please?

15 JAYNE BURNETT: Yes, of course. Each of the members of  
16 Befriending Networks pays a small fee, depending on the  
17 size of their organisation. They join the network and  
18 as part of the network, they can connect to each other  
19 digitally and in face during the year, and they can take  
20 part in training and their quality awards, and the value  
21 of having a network — what do you call it, a directory,  
22 where we can look out for each other and find similar  
23 organisations to ourselves.

24 So that's — each of us here today is actually a  
25 member of Befriending Networks and really enjoys the

97

1 benefits of having that connectedness, because we all  
2 work in very — we can be very remote, and we don't see  
3 each other, so it's a burgeoning kind of area. So we  
4 get benefit from that.

5 Q. I'll ask one more question and then perhaps I'll let the  
6 rest of the panel contribute anything they wish. Are  
7 there any particular reason or reasons as to why people  
8 seek the support of a befriending network?

9 JAYNE BURNETT: Absolutely. Because we don't have another  
10 kind of professional organisation as such, so  
11 Befriending Networks in particular gives us quality and  
12 standards and training so that we can achieve good  
13 practice. So what we're aiming to do is to make sure  
14 that we are working to the very highest standard, and by  
15 being members, that's what we hope to achieve.

16 Does that answer your question, sorry?

17 Q. Yes. I'm also interested in why people might wish to  
18 seek the support of a befriending organisation or  
19 network as well?

20 JAYNE BURNETT: Because for many, many reasons, they know  
21 that — do you mean a client?

22 Q. Yes?

23 JAYNE BURNETT: Why a client might come to a befriending  
24 organisation; well, there are many reasons by which  
25 people become socially isolated, or they can feel

98

1 lonely. Loneliness is obviously a very subjective  
2 thing. Social isolation is very much more quantifiable,  
3 in terms of the numbers of connections and opportunities  
4 to connect that people can make, and also it's a measure  
5 of how good the quality of those connections.

6 For many reasons, people can become disconnected  
7 from society and their loved ones. We're talking about  
8 things like — bereavement is a huge one, being a carer  
9 is another, having mobility issues or another health  
10 issue can make us feel lonely or isolated, and that's  
11 across the age range.

12 So loneliness can affect us from — if you think of  
13 it more as a — it can be something that helps us to  
14 remind us that we need to go out and connect more with  
15 other people, but it can also be a debilitating state  
16 where people are unable to do that. The problems of  
17 chronic loneliness are well documented, from physical  
18 harm to mental harm, and that's what befriending seeks  
19 to address through that physical and emotional  
20 connection with people.

21 Q. Thank you. And we'll come on to the pandemic in due  
22 course, but would it be fair to say, then, that people  
23 would have been seeking or using the support of these  
24 organisations prior to the pandemic?

25 JAYNE BURNETT: Most definitely, and I think without

99

1 exception, unless the organisation was set up that way,  
2 we would all be working with quite large waiting lists  
3 as well. So — because most of us are — most of the  
4 organisations rely on volunteers, there's only a very  
5 few that have paid befriending, and it's a different  
6 kind of concept, all of us would be working with a  
7 waiting list, and some of those waiting lists can be  
8 very, very long. You might have 20, 30, 40 people on  
9 your waiting list, waiting for a volunteer to match them  
10 with, so, yes.

11 Q. Thank you. Mr Miller, anything you would wish to add on  
12 befriending more generally before we move on?

13 ROBIN MILLER: I don't know — speaking probably for all of  
14 us, just to add to what Jayne said, that rural isolation  
15 is a big part of what probably all of us do, because we  
16 work in, you know, fairly remote and rural areas,  
17 particularly yourself. Yes, but that's — that's a  
18 crucial thing.

19 Q. Thank you. Mrs Sinclair?

20 JO SINCLAIR: I think what we probably find with ourselves  
21 in the islands is that because of the scattered nature  
22 of our communities, there's a lot of loneliness and  
23 isolation, and by and through the befriending, which is  
24 a very simple and basic model, you can stop the onset of  
25 dementia, because if somebody is not speaking or being

100

1 with somebody, or interacting with others, then actually  
2 their general mental and physical needs become more.

3 So we've got a situation here whereby if --- for the  
4 small value of the befriending agencies and the cost of  
5 running a befriending agency, actually impacts hugely on  
6 statutory services, because actually through the  
7 volunteers, we're making sure that certain illnesses or  
8 certain things don't come on that would do otherwise, is  
9 probably the other thing that I would add.

10 JAYNE BURNETT: Sorry, can I just add to that that  
11 befrienders definitely do act as an early warning system  
12 often, when statutory services are not involved. So for  
13 example, if someone is being seen weekly by the  
14 befriender, they can notice changes in their health  
15 or --- mental health, physical or mental health, yes. I  
16 would concur.

17 Q. Thank you, and Mrs Smith, anything you wish to add on  
18 befriending more generally?

19 SUSAN SMITH: Working in palliative care, we recognise the  
20 actual importance and the vitalness of providing good  
21 social connections as well, that it's as equally  
22 important to people as their clinical and their personal  
23 care help. So we see it as an integral part of people's  
24 overall life, and it actually promotes good quality of  
25 life if they're suffering from more degenerative

101

1 illnesses, rather than --- sometimes people think of  
2 befriending as a nice add-on, and it's not. It's an  
3 actual essential and lifeline to so many people before  
4 COVID as well as after COVID.

5 Q. Thank you very much. Against that background, then,  
6 I would like to move on to talk about the key issues and  
7 impacts that were faced by those that you supported  
8 during the pandemic. And that may include, for example,  
9 social or community isolation, and we have heard  
10 references to that already; access to food or food  
11 support; access to essentials, such as prescriptions;  
12 digital inclusion; access to pandemic information; any  
13 disproportionate or unequal impact that you may wish to  
14 highlight, particular groups, for example; and also any  
15 other key issues or impacts that you feel are important  
16 to your organisation.

17 If I could start with Mrs Sinclair for this one, and  
18 then we'll work our way down the line; we'll then go to  
19 Mrs Smith and back to Miss Burnett, and then finally to  
20 Mr Miller. Please feel free to build on anything that  
21 anybody else on the panel mentions, but anything else  
22 that's also key to your own organisation. So if I could  
23 start with you, please, Mrs Sinclair?

24 JO SINCLAIR: Certainly. I'm coming from the point of view,  
25 as I say, from an island perspective, and the rurality

102

1 of the island and the scattered communities, and I  
2 think --- well, we had situations with us on the islands  
3 that became apparent because of the way that the media  
4 are, that they were --- they --- think things in the  
5 central belt work differently, and cultures, I don't  
6 think, were recognised during the opening --- during the  
7 pandemic, and so things weren't --- that would maybe have  
8 worked in the central belt or in the mainland didn't  
9 necessarily work within the island environment. We  
10 had --- we had --- sorry, can you just lead me on  
11 something, and I'll go with it, if you see what I mean.

12 Q. Yes, of course, it's your evidence to give, really, but  
13 for social or community inclusion or access to food  
14 support, for example?

15 JO SINCLAIR: Certainly there were situations whereby we had  
16 very much a war effort mentality going on with the folk  
17 on the islands, and they --- after a period of time we  
18 would discover that they hadn't actually been out to the  
19 shops, their fridges were run down, their cupboards were  
20 empty, just because of what they had seen in the media  
21 and heard, and on top of that, they had been told to  
22 make sure --- or to wash things before and leave them to  
23 one side.

24 So even if something did come through the door, if a  
25 letter was posted, they wouldn't be opening it for a

103

1 week in case there were germs on, that sort of thing.  
2 So it wasn't even the fact that they were needing a food  
3 bank, because actually they had the ability to actually  
4 go and get food, but actually they just felt there were  
5 other people more deserving or in need of it, so this  
6 was the situation that we found, very much that people  
7 were --- just wouldn't, and then they were actually too  
8 scared to actually go through the door in case that  
9 thing got us.

10 So, yes, there was a lot of work, and it was very  
11 challenging to address situations like that, and those  
12 were people who weren't living with dementia or with a  
13 secondary illness, or have a drug and alcohol issue, so  
14 yes, there was a lot going on there.

15 Q. You mentioned those with dementia. Could I ask you to  
16 elaborate to what extent there was an impact on those  
17 with dementia in the community that you serve?

18 JO SINCLAIR: Those with dementia, I mean we actually ---  
19 prior to the pandemic, we used to actually have four or  
20 five individuals that would meet up on a regular basis  
21 as a group event, rather than actually a one-to-one  
22 befriending, and they just didn't understand what was  
23 going on. The whole thing with dementia is no memory,  
24 so they didn't really didn't understand the concept.

25 Now, we went on to the telephone, doing telephone

104

1 befriending for all of our service users, but they  
2 wouldn't even necessarily know who was on the end of the  
3 phone, so you would send them a picture so that you  
4 could say: keep the picture next to the phone, so when  
5 you call, you can see who we are. But without —  
6 I would say that they all gave up, they all gave up.  
7 You know, we did lose them all and their deaths weren't  
8 actually from COVID directly, but they didn't actually  
9 keep on going because they didn't understand.

10 Q. You mention there telephone befriending. What would  
11 have — and this could be for the community at large,  
12 not just those with dementia, but what was the access  
13 available to — digital inclusion, I suppose, digital  
14 support?

15 JO SINCLAIR: That was very difficult, the digital rather  
16 than the telephoning. The telephoning worked for a few  
17 weeks, but then nobody actually had anything to say to  
18 each other, so it actually again became very challenging  
19 for the befriender, because actually — and because —  
20 the service users weren't necessarily interacting in the  
21 same way, they didn't actually have the ability or want  
22 to talk. They were, as I say, not wanting to socialise  
23 any longer and becoming more and more into themselves.

24 But from a digital point of view, when the pandemic  
25 hit, we were actually issued with 30 computers to hand

105

1 out to folk so that they could interact online and that  
2 sort of thing. Well, one thing is that — I could say  
3 at that point, it has changed now, but there was  
4 probably about 50% digital poverty up with us, so  
5 therefore these folk didn't actually have internet in  
6 their house, let alone know how to use a computer, and  
7 there was nobody in a position to be able to show them  
8 how to utilise these things.

9 So all these computers were sent out with the best  
10 will in the world, and absolutely not utilised at all.

11 Q. Can I ask what that would then mean in practice in terms  
12 of being able to access pandemic information, and by  
13 that, I mean perhaps the restrictions or rules that were  
14 in place at that time?

15 JO SINCLAIR: Right. For the individuals themselves, it  
16 actually meant that all they knew was from the  
17 television or radio or family members communicated with  
18 them over the telephone. For ourselves up on the  
19 islands, it was very difficult and very confusing  
20 sometimes, trying to get hold of the most up-to-date  
21 information, and how it related to, and how we were  
22 meant to — you would actually speak to one person, and  
23 they had actually taken it in one way, and you would  
24 speak to somebody else and they had actually taken it  
25 another way. So again, there was so much confusion

106

1 about guidelines and what was allowed and what wasn't  
2 allowed.

3 Q. Thank you. Could I come then to Mrs Smith, please?

4 SUSAN SMITH: Hello. Because I work in a hospice, some  
5 issues were easier for us, but were difficult for many  
6 of our partners, in that our partner organisations were  
7 much smaller, and when the blanket, you know, to go into  
8 COVID, go into isolation, you know, and that had first  
9 come, a lot of organisations left all their notes behind  
10 and they were all on paper. So they didn't therefore  
11 have information on each of their clients that they even  
12 had.

13 They found it hard then to do communications with  
14 their volunteers and keep in touch with people, whereas  
15 it wasn't as difficult for us at the hospice, having,  
16 you know, centralised — and I was able to move over to  
17 an electronic system quite easily.

18 So communications between health and social care,  
19 and managing to still keep in touch with the most  
20 vulnerable people in the communities, and actually  
21 managing to know who was struggling and when to put  
22 support of that in place.

23 So I would say that one of the issues was not  
24 recognising the importance of social interaction and  
25 social support, and managing to have a cohesiveness

107

1 between health and social care and personal care.

2 I think in the hospice, we had good links with our  
3 clinical and healthcare, and we put in an extra service  
4 during COVID that enabled us to get referrals or  
5 requests right from the healthcare parts of the service,  
6 to then enable that they were getting the social care  
7 support that they required.

8 But we did still find that there were many people  
9 who, with the information that they were getting, were  
10 hearing that they weren't to disturb or to get in touch  
11 with healthcare professionals, and so they were really  
12 struggling at home and not accessing or receiving the  
13 care and support that they actually required for their  
14 ongoing health conditions; and many of the health  
15 conditions, due to that, deteriorated which was quite  
16 sad.

17 Q. You mentioned there struggling at home. Could you  
18 elaborate at all on what those struggles were that they  
19 were facing?

20 SUSAN SMITH: Some of the struggles — our client group  
21 changed dramatically at COVID time. You know, we've  
22 always had people from all ranges of illnesses and all  
23 age groups, but because all of the health groups  
24 stopped, particularly in relation to people with  
25 dementia who were used to relying on going to groups and

108

1 interacting in that way, they all stopped, and nothing  
2 else seemed to be put in their place.

3 So carers who were giving respite, who needed this  
4 respite to actually maintain the quality of their life  
5 and the quality of the person they were supporting,  
6 missed that respite, and nothing else seemed to be put  
7 in its place, and nobody was seeing these people to  
8 ensure that vulnerable adults were still safe within  
9 their own homes.

10 So it was items mostly around dementia and support  
11 for people like that, not actually identifying who was  
12 now vulnerable.

13 Q. Thank you very much. Can I come then to you now,  
14 Miss Burnett?

15 JAYNE BURNETT: Surely. As in — our experience of the  
16 pandemic when it first happened was that we started to  
17 work from home, but we were trying to maintain 40  
18 matches of varying sort of levels of support through  
19 distance befriending via telephone, and that was okay  
20 for some matches, but not for others, because some had  
21 dementia and you couldn't talk for half an hour to  
22 somebody with dementia.

23 Then it actually was that — you've got to remember  
24 that the profile of a volunteer generally is that some  
25 of them might have been old and shielding also, so they

109

1 were also scared and vulnerable.

2 So we had to make sure that our volunteers were okay  
3 at the same time, and I suppose the thing that we did  
4 that was maybe different or similar to many  
5 organisations was that we recognised very quickly that  
6 there was a huge surge of community involvement, with  
7 neighbours helping other people, but there was also  
8 potential for vulnerable people to be taken advantage of  
9 by cold calling and offering to help.

10 So we felt that as an established community charity,  
11 we could work to help individuals under our charity  
12 banner and with our standards of good practice, we could  
13 safely coordinate and manage volunteers. So we liaised  
14 with Argyll and Bute Council and their Caring for People  
15 Helpline, and took referrals from them for food  
16 deliveries and befriending.

17 We recruited and managed a team of 45 new temporary  
18 volunteers, who provided help with shopping, so we would  
19 match individuals together, a bit like a befriending  
20 match. We would then match somebody for shopping. So  
21 we would support them, we would make sure that they had  
22 some references, and we couldn't PVG them or disclose  
23 them very quickly. We weren't going to do things like  
24 that because we just didn't have time, but we would take  
25 references and do as much as we could.

110

1 We liaised with shops and pharmacies to identify  
2 anybody needing help, and it might be worth noting that  
3 we couldn't liaise with the GPs, we couldn't liaise with  
4 the surgeries, we couldn't liaise with social work,  
5 because they were just not available. There was no  
6 comment. The third sector didn't exist as far as they  
7 were concerned, despite the fact that we were out there  
8 on the ground.

9 And I think one of the things that we did recognise  
10 was that when we were going out helping people to shop,  
11 as the third sector, we had no legitimacy almost. We  
12 didn't have the banner of being with the NHS or an  
13 emergency service. We were just people out there, and  
14 we were worried as well that we might get stopped by the  
15 police and asked why we were out and about. But  
16 actually, we were the ones providing those most crucial  
17 helplines.

18 We also provided the council with other — we  
19 managed little volunteer groups to do food deliveries,  
20 and we successfully developed novel ways to help clients  
21 access money, because they couldn't go out to the bank,  
22 and yet they were being asked to provide money for  
23 shopping.

24 So we saw a lot of mission creep, as I think a lot  
25 of my colleagues here today will have felt, in that the

111

1 people requiring help, especially those with dementia,  
2 was huge. We had one chap who every day, routine is so  
3 important in dementia care, and a person living with  
4 dementia needs routine, and this chap went out every day  
5 for his lunch, and suddenly he wasn't able to. And he  
6 died shortly afterwards. People's health declined  
7 seriously as a result of not being able to pursue the  
8 things that kept them alive and vital during that time.

9 Lockdown was particularly hard on our clients.  
10 Paradoxically, some of them who had been very vulnerable  
11 for a long time almost coped better with those who were  
12 now in that position. It didn't mean that they weren't  
13 lonely anymore, but they were more used to it. And,  
14 yes, it was pretty awful for most of them because they  
15 just didn't know when it was going to end, and they were  
16 scared, totally scared.

17 And I think what was really sad was that the focus  
18 was on contacting your GP when you became very unwell.  
19 There was no focus on giving people their agency and  
20 allowing them to take care of their own health, and  
21 saying: actually, if you do these simple things you can  
22 be sure that you will be minimising your risk of  
23 catching COVID.

24 And so — yes, what else would I like to say, yes.  
25 I think the support and advice for the third sector,

112

1 I think, was -- that's when we went to  
2 Befriending Networks, because they were distilling  
3 advice down from the government as best they could for  
4 our sector, but again, I think that idea of not having  
5 legitimacy was very difficult for a lot of us, because  
6 nobody seemed to know where we fit, because nobody was  
7 banging their palms for the third sector, and we didn't  
8 want that. We just wanted to know that we could get  
9 hold of PPE, which we couldn't. We had to buy it off  
10 Amazon and wait for it to arrive.

11 So that was my experience.

12 Q. Thank you. We'll come back to the impact on your  
13 organisations and staff. You mentioned there, I think,  
14 shopping and access to food; was the role that you were  
15 describing there that your organisation was undertaking  
16 in relation to food, was that something that would have  
17 been done pre-pandemic, or was it something new as a  
18 result of the pandemic?

19 JAYNE BURNETT: It was new as a result of it, yes. We don't  
20 particularly -- some organisations that provide  
21 befriending also provide shopping, but unless we were  
22 taking somebody out specifically to do their shopping as  
23 part of the befriending relationship, it's not something  
24 we offered.

25 Q. What would your view be on the coordination of food

113

1 provision at that time?  
2 JAYNE BURNETT: I think in Argyll and Bute in particular --  
3 was very good. I can't complain. People were getting  
4 almost too much at some stages that didn't need it, but  
5 I think in terms of coordination, Argyll and Bute  
6 Council was particularly good. Despite having real  
7 areas of rurality, they were very good at bringing us  
8 all together to coordinate a response, and they  
9 recognised thoroughly the impact and input of the third  
10 sector, which was really heartening, and they supported  
11 us really well, I think.

12 In particular, they were able to allow us to access  
13 a fund which meant we could work more quickly to do the  
14 things that we needed to do, so I had a good experience  
15 of that.

16 Q. Thank you very much. Mr Miller?

17 ROBIN MILLER: Similarly to Jayne, I think, working in  
18 Argyll and Bute, when the pandemic hit to start with, we  
19 looked at what our resources were, which maybe unlike  
20 some other befriending organisations, we work with a  
21 mixture of staff and volunteers. So we had four  
22 wheelchair-accessible minibuses, staff and volunteers.

23 So it was straightforward enough for us to move a  
24 lot of our clients on to telephone befriending for a  
25 period. So we had some of the staff and volunteers, who

114

1 maybe had their own health issues, or their partners had  
2 a health issue, so they would work from home and do more  
3 of the telephone befriending. We also mailed out  
4 newsletters and quizzes and things like that, and other  
5 members of the staff team and the volunteers helped out  
6 with the shopping and prescription delivery.

7 There was a kind of vacuum from about March to  
8 June 2020, where a lot of services were scrambling  
9 together to find out what to do, and I think how best to  
10 serve the community.

11 So similarly to Jayne, we worked with Argyll and  
12 Bute Caring for People Helpline. They referred people  
13 to us who were not already clients, so we said we would  
14 help people of all ages at that point in time, so in a  
15 general week to week, we would be supporting around 200  
16 referred elderly people, and during the March to July  
17 period, there was around about 170 additional referrals  
18 from Argyll and Bute helpline.

19 And the help that we gave them ranged from one-off  
20 shopping deliveries to doing shopping deliveries every  
21 week, to just giving them a phone and having a chat, or  
22 things like that. So it varied considerably, and some  
23 of those people who were referred during that time  
24 stayed with us after that as well, so ... yes.

25 Q. Could I ask you then what you would highlight then as

115

1 the key impact or impacts that those you were supporting  
2 were feeling at that time, any specific things that you  
3 would --

4 ROBIN MILLER: Yes, a lot of people we support, because they  
5 are referred as being lonely -- elderly and lonely and  
6 socially isolated in the first place. So for all of  
7 them, although we take people who are -- we accept  
8 people who are over 65 as a kind of cut-off point, but a  
9 lot of them -- the majority of them in fact are in their  
10 80s and 90s anyway, and they have lots of health issues  
11 in some cases. So they would not be leaving the house  
12 without support in any case. So -- but they would be  
13 seeing people through the likes of us or with their  
14 families or with other third sector organisations or  
15 going to things in village halls and stuff like that.

16 So I think that -- and a lot of older people can't  
17 hear that well on the phone, or if you have dementia,  
18 then you maybe don't understand, you know, certain  
19 things on the TV, the same way that people without a  
20 dementia diagnosis would. So the in-person contact is  
21 crucial for a lot of older people for those kinds  
22 reasons.

23 So to suddenly have that removed was quite  
24 impactful, and I think all of us who are younger, it was  
25 impactful for us being -- you know, staying at home or

116

1 whatever. I didn't stay at home because I was  
 2 delivering shopping, but do you know -- during that  
 3 period, a lot of people were struggling, and the people  
 4 we support are like that all the time, depending on  
 5 third sector services or depending on seeing a visiting  
 6 health professional. But during that period there was a  
 7 major decrease in statutory support as well. You know,  
 8 home carers who -- and I always want to say this who  
 9 worked throughout the pandemic, you know, they were  
 10 masked and gloved and going into people's houses for the  
 11 absolute briefest periods of time to provide essential  
 12 care.  
 13 So there was much less, you know -- they had --  
 14 didn't have time for niceties, you know, they just had  
 15 to get around people. So there was less time for them  
 16 to have conversations and things. So, you know, even  
 17 for the people who required home care support, they were  
 18 getting considerably less social interaction from  
 19 visiting healthcare professionals as well.  
 20 And I think -- yes, in the third sector and the  
 21 likes of our organisations, we were helping to fill some  
 22 of those gaps.  
 23 Q. Thank you very much. I would like to move on then,  
 24 I think, to talk about the key issues and impacts  
 25 experienced by your own organisations and staff during

117

1 the pandemic, I think some of which has been touched on  
 2 already. But this may include, for example, any ways in  
 3 which your services had to adapt, and I think we've  
 4 heard a little bit about telephone befriending, for  
 5 example, is one example of that thus far.  
 6 Any increase in demand for your services versus  
 7 pre-pandemic; any impact upon your staff; any specific  
 8 impacts you wish to highlight in relation to those.  
 9 Any financial impact upon your organisations; that  
 10 might be the spending of financial reserves or the  
 11 funding support that was available for you to deliver  
 12 welfare assistance during that time.  
 13 Any issues experienced in relation to guidance; or  
 14 in relation to key worker status, or indeed anything  
 15 else that you feel pertinent to mention.  
 16 Can I start, please, on this with Mr Miller and then  
 17 Mrs Sinclair, Mrs Smith and then we'll come back to  
 18 Miss Burnett finally. So, Mr Miller, please, if you  
 19 would?  
 20 ROBIN MILLER: At the start of the pandemic, I suppose it  
 21 felt appropriate for our organisation to provide as much  
 22 help for our client group as possible, and also for the  
 23 wider community who were struggling in all sorts of  
 24 different ways. And it felt that we should use our  
 25 resources to try and make things better for people.

118

1 We are absolutely -- there were lots and lots of  
 2 organisations changing what they did to try and support  
 3 people as best they could as well, and all sorts of  
 4 services and supports and shops and things were changing  
 5 the way that they worked in order to support people  
 6 around the restrictions.  
 7 And in terms of finances, for my organisation at the  
 8 time, just to explain about third sector finances, we  
 9 get probably a sixth of our funding from the council,  
 10 and the rest of it we have to find, which would be  
 11 external funders and things like that. We don't charge  
 12 for our services, so clients and families and other  
 13 people can choose to donate if they wish to, but we  
 14 don't want to have that as a barrier to people  
 15 participating.  
 16 As it turned out, in the initial pandemic year, we  
 17 were -- a number of our long-term funds were due to  
 18 finish, and -- and they duly did finish in November of  
 19 that year. But because of the uncertain nature of what  
 20 was happening with COVID and the way we had provided  
 21 service in the past, we couldn't fill in funding  
 22 applications requesting money to take large numbers of  
 23 older people into the community and use our minibuses to  
 24 bring groups of people together, because nobody would  
 25 have funded that at that time, which is entirely

119

1 reasonable.  
 2 But as the pandemic went on, and things remained  
 3 uncertain, and, you know, we were steadily increasing  
 4 our services, or those kind of taking people out,  
 5 visiting people at home, types of services as  
 6 restrictions would change, you know, things were still  
 7 very uncertain, and I think there was quite a big  
 8 responsibility on the likes of ourselves in that, you  
 9 know, we were following government guidelines, we were  
 10 following, you know, guidelines that were available to  
 11 us from the likes of Befriending Networks, and things  
 12 like that, but we didn't quite fit into a category.  
 13 So it wasn't like -- you know, if you're a shop, you  
 14 can open, and everybody has to come in one by one and  
 15 stuff like that. The guidelines were kind of a wee bit  
 16 looser for us, but I think because of that, and because  
 17 of the vulnerability of the people we worked with, I  
 18 think we had -- there was extra responsibility on us to  
 19 be careful because yes, probably 95 of the -- 95% of the  
 20 people we would have supported would have been frail  
 21 elderly people who would have been in the shielding  
 22 category, and if they had got COVID, it probably would  
 23 have been a serious health risk for them.  
 24 So, yes, a lot of that became quite stressful on our  
 25 team as well, just having the kind of weight of that

120

1 responsibility , and because there was additional  
2 pressure on us to do more, because there was less  
3 available for people. So to do more and to work around  
4 the restrictions and, you know, visit people outside  
5 their houses, sitting on chairs and all that kind of  
6 stuff when you could do that, all of these things had to  
7 be constantly risk—assessed and changed the rules for  
8 ourselves in response to what was happening nationally,  
9 what was happening from the government guidelines; and  
10 balancing that with the damaging effects of continual  
11 social isolation and loneliness for our older people who  
12 were really struggling with that, and it was having a  
13 negative effect on their health, obviously.

14 So to weigh up the risk of COVID against the risk of  
15 continuous isolation , that was a major part of what we  
16 all did, I think.

17 Q. You mentioned guidelines, and I just wondered if you had  
18 any example or examples of where — I think the evidence  
19 you gave was that you perhaps didn't quite fit in, or it  
20 was a bit looser, I think, was the way that you put it.  
21 Is there an example you would give of where the guidance  
22 could have been clearer or should have been clearer, in  
23 respect of an organisation like yours?

24 ROBIN MILLER: I don't know. I suppose, speaking for us  
25 collectively , we probably all do slightly different

121

1 things, and the guidelines — you know, if they were  
2 provided to each individual organisation, it would be  
3 slightly different .

4 So at one point I think because there was no respite  
5 care for unpaid carers, or people who were looking after  
6 a relative who had dementia and stuff like that, we  
7 felt , I don't know, under pressure to some extent to  
8 maybe take out either the cared—for party to give the  
9 unpaid carer a break, things like that. And you're  
10 trying to work within the guidelines to see if that  
11 would be possible, and what kind of risk procedures you  
12 could follow around that.

13 I can't actually remember off the top of my head at  
14 which point in the pandemic it was, but at one point, we  
15 were taking out one person on a minibus, and the staff  
16 or volunteers were — I don't think the testing was  
17 available at this time, but they would take their  
18 temperature, they would be wearing masks and gloves,  
19 they would be wiping down the van with disinfectant,  
20 they would take the person out for a wee while, and then  
21 they would drop them home. Then the entire procedure  
22 would be in reverse, so you would be disinfecting the  
23 van and maybe take out somebody else.

24 So all of that kind of thing was very time-consuming  
25 as well, because we had 200 of our own clients to

122

1 support, and the referrals from Argyll and Bute helpline  
2 in the early stages. And, you know, whereas we normally  
3 would have been taking eight or — elderly people out  
4 for an afternoon to socially interact with each other  
5 and things like that, you know, when you're taking out  
6 one person, it's — it takes a lot longer to get around  
7 everybody, you know.

8 So, yes, looking back through everything and all the  
9 updates that we did over the initial two years, and  
10 stuff like this, it was constantly changing in response  
11 to what was coming out from the government, and in  
12 response to what was being provided locally and what our  
13 elderly people were asking for as well. So ... yes.

14 Q. You spoke about, I think there, feeling under pressure  
15 and wanting to do what you could. In terms of the  
16 demand on your services, I suppose firstly was that  
17 increased, and secondly was your organisation doing  
18 things perhaps that went beyond what your traditional  
19 remit would be?

20 ROBIN MILLER: I think in the third sector, since austerity,  
21 we have always gone beyond, because we have had to,  
22 because there is no longer the statutory support that  
23 there was, and I think COVID made that worse and it  
24 remains worse to the current day.

25 I think the statutory services themselves are under

123

1 vast amounts of pressure, and maybe as a result of  
2 COVID, there's recruitment issues, there's financial  
3 issues and things like that. So it's not the way it was  
4 ten years ago when I — I was doing this. You know, we  
5 provide social support, but it goes way beyond social  
6 support.

7 Q. And you mention financial issues there. What is your  
8 view on the financial support that was made available to  
9 you to deliver welfare assistance during the pandemic?

10 ROBIN MILLER: There were a number of funds opened up that  
11 were quite user friendly . The simple applications,  
12 simple application forms and quite rapid response in  
13 terms of actually providing funds. Some of our existing  
14 funders who we were due to report on, and say what we  
15 had done with them — for their money following certain  
16 remits, you know, like we would be taking 200 people out  
17 every week between — you know, certain months of year,  
18 obviously during COVID we couldn't do that, so our  
19 existing funders were understanding that we couldn't do  
20 that.

21 The problem for us — the problems for us came after  
22 COVID. There was — because we couldn't apply for the  
23 funds that we would normally have applied for, because  
24 there was no certainty about what was going on, then we  
25 took the decision to provide as much support as we

124



1 possibly could, so we used lots of reserves, in fact,  
2 nearly all of our reserves, and that kind of thing puts  
3 you in a difficult position, because lots of funders do  
4 not accept funding applications from charities who do  
5 not hold three or six months' worth of reserves.

6 Your reserves are there for the reason that — you  
7 know, when things get tight, then you can carry on  
8 providing services. So it felt appropriate to use them,  
9 to provide as much support as possible when it was most  
10 needed.

11 So beyond the first two years of COVID, I think  
12 that's having quite a big effect still on a lot of  
13 charities like ourselves. And, you know, during the  
14 initial COVID period, I think a lot of smaller groups,  
15 like village hall groups and stuff like that, would have  
16 weighed up the risks of trying to reopen, or things like  
17 that, as well as loss of income from people using a  
18 village hall or whatever, and folded as a result of  
19 that, you know. And it's taken longer to rebuild the  
20 pieces. It's not just the two worst COVID years.

21 Q. Thank you. Mrs Sinclair?

22 JO SINCLAIR: Probably — we were very different probably to  
23 what you've heard before, inasmuch that up with us,  
24 the — Caraidean in itself and other voluntary sector  
25 organisations on Uist actually worked quite well in

125

1 partnership together. We were aware of the vulnerable  
2 people within our community because of our community  
3 being fairly small.

4 I might say at this stage that Caraidean has no  
5 integrated joint board. We are all voluntary sector  
6 funded. So that we were in a similar position to Robin,  
7 inasmuch that we did have funding that was coming to an  
8 end. Again, the funders were very reasonable.

9 We also established something up in Uist something  
10 called Resilient Uist, and that was all the voluntary  
11 sector funders and voluntary services, along with other  
12 organisations that came together to ensure that as a  
13 community, we worked together.

14 So the impact on Caraidean itself, we lost 50% of  
15 our staff, and I say we lost; they were shielding  
16 themselves. They weren't necessarily shielding because  
17 they were elderly, but just maybe because they had an  
18 illness or they had a child that was poorly or something  
19 along those lines.

20 So it did actually mean that the staff that stayed  
21 working or weren't furloughed, they had a lot more  
22 pressure put on them to achieve. An awful, awful lot of  
23 what we had been achieving was through volunteers, and  
24 trying to support these volunteers during that period  
25 was very difficult. So I did find that I was telling

126

1 staff to really make their presence felt and to come up  
2 with ideas and interactions. I mean, we were doing  
3 newsletters. We were trying to encourage virtual tea  
4 parties even for people that couldn't — that did have  
5 the ability to get to a computer, those sort of things.

6 And looking back, it was very challenging for  
7 Caraidean from various points of view, but actually, the  
8 community did really come together, and we experienced  
9 an influx of volunteers at the time that actually was  
10 really very much appreciated, but fairly detrimental at  
11 the end, because we lost them all, along with a lot of  
12 others at the end.

13 So we really did have this situation whereby we  
14 peaked and flowed and peaked and flowed.

15 Q. Thank you. Mrs Smith, can we come to you next, please?

16 SUSAN SMITH: Yes. There was quite a lot of devastating  
17 changes within the organisation. I think initially, the  
18 organisation and individuals adapted really well,  
19 knowing it's lockdown, you know, we have to change our  
20 processes. And actually putting the new processes into  
21 place for me wasn't the most challenging thing, but  
22 listening to the individuals' impact in the weeks after,  
23 in the months after and then for the years, when you  
24 were hearing back from either the staff who do the, you  
25 know, the visits to the clients to see what their needs

127

1 are, and also to the volunteers who had been providing  
2 one-to-one support, who were struggling to manage to  
3 maintain the — they weren't to go and provide any  
4 face-to-face support.

5 So initially, we had no face-to-face support, and  
6 then as individual challenges came in, of somebody  
7 phoning up saying: my client has no clue, I'm seeing her  
8 at a window when I'm walking past, she doesn't seem to  
9 be dressed, I need to — she's not having any care needs  
10 for that going in, what do I do?

11 And for us, we were always used to providing  
12 one-to-one support, so it was quite stressful to know  
13 that that was happening, and to relook at what was then  
14 possible.

15 So for some of our volunteers, they came up with  
16 very innovative things. They would leave messages for  
17 people, they would send — start doing notes, they would  
18 start online things if their client was able to do that.  
19 They would look at ways of managing that — that  
20 dissonance that they had in themselves, but it really  
21 did create stress for the volunteers.

22 Some of the volunteers, if they themselves felt that  
23 they should be doing more, and they had to isolate or  
24 they were having problems that they needed to look after  
25 themselves, they then felt very guilty that they were no

128

1 longer providing carer support for their clients , and in  
2 particular because the clients usually had health  
3 conditions that were deteriorating and continued to  
4 deteriorate , and sometimes deteriorated quicker than we  
5 would have envisaged pre-COVID, because they weren't  
6 receiving the same level of face-to-face or personal  
7 care and clinical care support, and we weren't able to  
8 do the social element, which I don't think people always  
9 recognise the importance for your health and wellbeing  
10 and your mental health of having that social connection;  
11 and, yes, you can put up things online or that, but  
12 actually, in reality , how many of us can really live a  
13 full life in that way?

14 So I think for us, the big change for the  
15 organisation was learning to read and to look at the  
16 guidelines, to listen about what the risks were for each  
17 individual case, and work out a plan that would meet  
18 that person's needs to the best that we could meet them,  
19 and to support the volunteer, the staff member in the  
20 instances when they didn't feel that it was enough, and  
21 they were struggling with that for their own health and  
22 wellbeing, and feeling that they weren't doing all that  
23 they should be doing.

24 So they were the kind of challenges that we were  
25 faced as an organisation, as well as an increase, as the

129

1 others said in the number of requests for support that  
2 we were being asked for, which were different from what  
3 we maybe supplied before, and it was much more practical  
4 elements of the shopping and the prescriptions, you  
5 know, things like that. They were — and, you know, the  
6 influx of people wanting to help, but with the right  
7 people wanting to help, and could we get them through  
8 the training and have them matched to the right people,  
9 when we hadn't been doing as much face to face to  
10 actually get a real handle on what the people's social  
11 needs were.

12 Q. Thank you. And you mentioned those additional elements,  
13 I think you said that your organisation was providing;  
14 was that something which was funded or not?

15 SUSAN SMITH: We just subsumed it, I think, into our  
16 general — in the hospice itself, we subsumed it into  
17 our general monies and we did get monies, financial help  
18 back, that was for all of our care, social care and  
19 personal care services .

20 So for the core service that we delivered, that was  
21 how it was done.

22 For all of our partners, some areas find it easier  
23 than others. In fact, some of them found actually  
24 getting funding at that time easier than it had been  
25 before. There seemed to be less hurdles for them to get

130

1 through to actually get their funding. So during actual  
2 COVID time, they found it a bit easier. There was  
3 less — they could do quicker to tell how the money was  
4 being spent, and there was more understanding that it  
5 was going on social needs in a general — whereas after  
6 COVID, as in the other delegates were saying, there was  
7 more — challenges again around funding, around managing  
8 to secure enough funding to either keep the services  
9 that they were doing since COVID, or actually meeting  
10 the gaps — for the monies that they had lost during  
11 COVID from their reserves.

12 Q. Thank you. Could I come then to, I think, you now,  
13 Miss Burnett?

14 JAYNE BURNETT: I think I mentioned earlier about the  
15 specific changes that we made, but our befriending  
16 organisation, to give you an idea of the diversity of  
17 befriending organisations, ours is run by a team of two,  
18 so we were pretty much on call for most of lockdown and  
19 beyond. And that was quite stressful at times, because  
20 I think as my colleagues have mentioned, that the  
21 stories that we were hearing about people were  
22 particularly harrowing at times.

23 And I think one of the things that was very  
24 difficult was that people had different approaches to  
25 the risk. Some sort of our elderly felt that they had a

131

1 year maybe of life left , and they didn't want to be kept  
2 indoors, whereas their befriending might have been very  
3 risk averse and saying — very rule orientated and  
4 wanting to make sure that they adhere to all the rules .

5 And I think as things opened up, for us, it began to  
6 get more confusing, because this idea of who was in your  
7 bubble and who wasn't in your bubble, and if you had  
8 nobody who was in your bubble, if the only people  
9 supporting you were having to support other people as  
10 well, the rules about how you could travel — transport  
11 was so important for all of these people who are  
12 housebound and have mobility issues; how many people  
13 could you get in a taxi; could your befriender go with  
14 you; would they have to sit in the back; would the  
15 window be open.

16 All of these things that just added to this complete  
17 fear-based approach to: what did we do before that?  
18 Yes, I think that's all I wanted to add really at that  
19 stage, just apart from, I suppose, one of the major  
20 things for us, which you may or may not come on to, was  
21 that as people who are used to dealing with our clients'  
22 health and wellbeing, we did know that there was good  
23 evidence that was out there, and major documentation,  
24 saying that people who were lonely and isolated were  
25 more at risk number 1 of respiratory illness itself , I

132

1 have the papers relating to that; and that they are  
2 more — they have less of a response to vaccines if  
3 they're feeling lonely and isolated.

4 And yet what we were doing to our elderly, or to  
5 everybody? We were locking them up and keeping them  
6 away from the things that made them healthy.

7 So that was a big issue for us, because we couldn't  
8 understand a lot of what was being asked of these very  
9 vulnerable people.

10 Thank you.

11 Q. You talked there in your answer about, I think, travel  
12 between different authorities, for example. I wanted to  
13 ask whether your organisation, or indeed any other  
14 organisations you're aware of, benefited from key worker  
15 status, for example? Was that something that staff in  
16 your organisation would have benefited from?

17 JAYNE BURNETT: I think we would have benefited from that  
18 enormously, in that we would have been able to, I think,  
19 travel more easily and we would have had — I don't know  
20 what the key worker benefits were in the end, because we  
21 weren't entitled to them. We just saw other people kind  
22 of just having better access to PPE and that sort of  
23 thing.

24 So to be honest, those other organisations in the  
25 health and social care partnership just didn't really

133

1 integrate with the third sector, or not — that was my  
2 experience, and many of colleagues in that situation, in  
3 other third sector organisations. So we didn't really  
4 know what was going on elsewhere.

5 I think one of the things we could really  
6 benefited — would have benefited from would have been  
7 good distilled local information. So, you know, if you  
8 have national information, it's a lot more useful when  
9 it's kind of moulded for local use, and I think that the  
10 health and social care partnership would have been  
11 really well placed to do that, and we could have been  
12 providing back-up information because most of the time  
13 we spent on the phone, we were talking to clients and  
14 volunteers about what they were and were not allowed to  
15 do and how they should act in certain circumstances,  
16 should she get ill.

17 I think one of the most alarming things for me now  
18 is that I see very many older people who are very  
19 reluctant now to contact their GPs, and going forward,  
20 our GPs kept their barriers up in the surgery for a good  
21 two years after COVID, and maintained that idea that  
22 there was no kind of — it was access — emergency  
23 access only. That relationship, I think, was — has  
24 been lost for a lot of older people with their health  
25 services. Yes. Sorry, I said I had nothing to say, but

134

1 I managed to say something.

2 Q. That's fine. That's why we're here.

3 JAYNE BURNETT: Thank you.

4 Q. Did anyone else in the panel have anything else they  
5 wish to add on key issues or impacts faced by their own  
6 organisations or staff before we move on or ...?

7 No? All right. In that case we'll move on, thank  
8 you very much.

9 So finally, fourth and finally, we're going to move  
10 on then to potential lessons to be learned. As I say,  
11 this is an opportunity for each of you to highlight  
12 anything that you think worked well, and I think we have  
13 heard some examples of that today as to what worked  
14 well, but also what the Scottish Government might do  
15 differently, either to mitigate ongoing impact of the  
16 pandemic, or what could be done differently to improve  
17 matters in the event of another pandemic or similar  
18 event. For this, please, can I start with Mrs Smith.  
19 Thank you.

20 SUSAN SMITH: I think one of the greatest learnings that we  
21 had was about community resilience and about innovating  
22 in individuals, how they can help with the problem  
23 solving, and how, if we enable them to have — looking  
24 at individuals, you know, I know there had to be a  
25 blanketness initially, but once that was there and

135

1 people were starting to look at individuals and their  
2 needs and the risks, I think then having maybe — if you  
3 have to put out guidance, to have it in a general way  
4 that says: this is the overarching; however, helping to  
5 see that in health, maybe the social, the clinical and  
6 the personal care services will come together to make  
7 individual plans for you, and focus on that more, than  
8 having so many blanket solutions and guidance that  
9 worked for normal populations maybe, but not for the  
10 vulnerable adults that needed the one-to-one support.

11 Q. Thank you. Miss Burnett, come to you next.

12 JAYNE BURNETT: I think the lessons and the things that  
13 we'll take away from COVID are that third sector  
14 organisations like ours are very well placed to act  
15 immediately and flexibly to provide an emergency  
16 response, and that communication is just key in all of  
17 it. And I wish we'd had more with our health and social  
18 care partnership, but overall, I think the effects are  
19 obviously lasting, and we're forever changed as an  
20 organisation, both in the kind of clients we're now  
21 seeing and the way in which we look at people's health  
22 and wellbeing.

23 But, yes, I think overall, I think we responded  
24 pretty well, considering everything that we had to  
25 achieve during that time, but it was a challenge, and I

136

1 think the challenge is residual but yes, that's it,  
 2 really .  
 3 Q. When you say you're forever changed, and then you  
 4 mention about people you're now seeing, could I ask you  
 5 to elaborate on that a little bit further, please?  
 6 JAYNE BURNETT: Yes, we were predominantly seeing older  
 7 people getting referred to us, but now we see a much  
 8 younger cohort of individuals, mainly with mental health  
 9 issues, anxiety, depression, and that's just since the  
 10 pandemic. So we do see -- we've had to change the way  
 11 in which we work, and the information that we -- and how  
 12 we train our volunteers and the types of volunteers that  
 13 we now look for to support those individuals.  
 14 Q. And at the beginning of your evidence, I think you  
 15 mentioned waiting lists. Can I ask whether that has  
 16 changed at all as a result of the pandemic?  
 17 JAYNE BURNETT: Our waiting lists initially went up. They  
 18 have now kind of stabilised out. We are seeing a lot  
 19 more -- they have stabilised, and yet we're seeing what  
 20 we would term in befriending as more -- people with more  
 21 complex referral needs. So we're not just seeing  
 22 somebody who can't get out of the house. We are seeing  
 23 somebody who is depressed, cannot get out of the house,  
 24 and whose partner has dementia.  
 25 It's very complex now, and quite often, I think

137

1 we're being seen as a last resort, and there's a lot of  
 2 things happening locally with social prescribing, where  
 3 individuals attached to -- healthcare professionals  
 4 attached to GP surgeries, for example, will prescribe a  
 5 social interaction, and that's all well and good, but  
 6 you can only do that with a strong third sector, and if  
 7 we're kind of under the hammer because we're getting  
 8 lots and lots of referrals, that's quite difficult .  
 9 So, yes, those have changed, and I think that the  
 10 emphasis -- we now know in society that the biggest --  
 11 those suffering the most loneliness are now the 16 to  
 12 24-year-old group of individuals, so that, I think, will  
 13 predict maybe where we have to take befriending in the  
 14 future.  
 15 Q. Thank you.  
 16 JAYNE BURNETT: If not already, thank you.  
 17 Q. Mr Miller?  
 18 ROBIN MILLER: Yes, I agree with Jayne that I think COVID  
 19 kind of showed that the third sector is very quick to  
 20 adapt to changing circumstances and kind of knows the --  
 21 knows the people and the geography and all that kind of  
 22 stuff, the communities, very well, generally speaking.  
 23 As well, we -- in terms of working with partners from  
 24 the statutory sector and -- yes, we worked well with  
 25 Argyll and Bute Council; particularly in the early

138

1 stages, it was quite nice to build on that kind of  
 2 relationship; and yet other aspects of the statutory  
 3 services were -- were struggling in the first place,  
 4 they were struggling before COVID, and that was putting  
 5 more pressure on us already. And then they were under  
 6 more pressure because they were having to deal with, you  
 7 know, the complexities around COVID and hospitals and GP  
 8 surgeries and stuff like that.  
 9 So people needed more help from the likes of  
 10 ourselves, and to a large extent, a lot of that has  
 11 continued, because I don't think statutory services have  
 12 ever got back to what they were before, and they were  
 13 struggling at the time.  
 14 Other lessons to learn, without sounding too  
 15 political, if that's okay, I think there's people  
 16 profiting out of COVID which should not have been  
 17 allowed to happen, and they should give the money back.  
 18 Yes. Because there were a lot of people sacrificing a  
 19 lot to look after people as well as they could with very  
 20 few resources.  
 21 Q. Thank you. Last but not least, Mrs Sinclair.  
 22 JO SINCLAIR: I'd probably start by actually agreeing with  
 23 Susan that basically from where we were sitting, because  
 24 we were so culturally different to other parts of  
 25 Scotland, that actually with regards to guidelines and

139

1 understanding if it had been brought to a more local  
 2 level, we would have been able to have a greater impact.  
 3 I think also something that hasn't necessarily been  
 4 touched on and I would like to put forward is the  
 5 long-term impact on staff. I sat down with my team when  
 6 coming here just to make sure that -- you know, I have  
 7 got my own memories but I want to make sure that I'm  
 8 covering everybody's and that I did have members of  
 9 staff in tears three years later from the experiences  
 10 that they had gone through and the feelings that they  
 11 had had. Something that we've had as a consequence of  
 12 COVID is that we have had to change the model by which  
 13 we worked with. I mean, the befriending model is very  
 14 much a one to one and had been before but we -- because  
 15 of the fact that we did have this influx of volunteers  
 16 and there was this great assistance with telephone  
 17 befriending and people pulling together, post COVID we  
 18 lost not only those folk who had joined us then but also  
 19 a number of the folk previously had lost confidence or  
 20 their circumstances had changed so our volunteer numbers  
 21 plummeted hugely and our referrals were larger and  
 22 larger because of they were suddenly opening up and this  
 23 need whereby people really did need interaction for  
 24 their own health and wellbeing, so we went on to the  
 25 model of group activities much more so but that brings

140

1 its challenges as well because of mobility issues and  
 2 transport and rural areas and that sort of thing so the  
 3 cost of doing that was greater so the funding pot was ---  
 4 it was --- it was more difficult but we --- actually now,  
 5 where we're at now, it's beginning to balance out and we  
 6 are in the position when we get a referral to actually  
 7 where the individuals concerned work out in their plan  
 8 whether they're better with a one to one or whether they  
 9 join at a group activity .  
 10 Q. Thank you very much.  
 11 JAYNE BURNETT: Could I just add to that, Stephen?  
 12 Q. Yes, of course.  
 13 JAYNE BURNETT: Although our referral numbers have evened  
 14 off, I would concur with Jo completely that our  
 15 volunteer numbers have dropped so considerably, and I  
 16 think that is echoed across the UK, that for various  
 17 reasons, whether it's now that people have two jobs, or  
 18 they're just financially not capable of volunteering,  
 19 our volunteer numbers have plummeted, that we've only  
 20 had five new volunteers this year as an organisation,  
 21 which means that we can technically only provide five  
 22 new matches. And that's 50% less than what we would  
 23 normally hope to provide.  
 24 Q. That's something you attribute to the pandemic?  
 25 JAYNE BURNETT: It's definitely post COVID. Whereas you had

1 that big influx in the beginning, those volunteers did  
 2 not remain. They went back to work, they went back to  
 3 their normal lives, and now we're seeing two, three,  
 4 four years later that those volunteer numbers, as the  
 5 cost of living has increased, our volunteer numbers have  
 6 gone down. So our ability to do our job and to actually  
 7 meet that increased need and diverse need is now much  
 8 harder. Sorry, I just wanted to add that.  
 9 MR STEPHEN: Thank you. My Lord, I don't have any further  
 10 questions for the panel, subject to anything you wish to  
 11 add?  
 12 THE CHAIR: No, I have no questions, and I wish nothing to  
 13 add; simply thank the panel members for their attendance  
 14 here today. I am very grateful. So that brings an end  
 15 to proceedings today. We'll adjourn until tomorrow  
 16 morning at 10 o'clock. Thank you.  
 17 (2.59 pm)  
 18 (The hearing was adjourned to 10.00 am on Tuesday, 17  
 19 December 2024)  
 20  
 21  
 22  
 23  
 24  
 25

1 INDEX  
 2 MISS FRANCES HUME (called) .....1  
 3 MR CHRISTOPHER CLANNACHAN (called) .....2  
 4 Questions by MS VAN DER WESTHUIZEN .....2  
 5 MS BRONAGH ANDREW (called) .....52  
 6 Questions by MS VAN DER WESTHUIZEN .....52  
 7 MISS JAYNE BURNETT (called) .....91  
 8 MR ROBIN MILLER (called) .....91  
 9 MRS JO SINCLAIR (called) .....91  
 10 MRS SUSAN SMITH (called) .....91  
 11 Questions by MR STEPHEN .....92  
 12  
 13  
 14  
 15  
 16  
 17  
 18  
 19  
 20  
 21  
 22  
 23  
 24  
 25

**A**

**aberdeen (4)** 30:5 33:10  
40:24 61:24

**ability (6)** 58:25 89:8 104:3  
105:21 127:5 142:6

**able (81)** 9:13 10:13  
11:4,7,14 12:11 14:25  
16:11,21 18:11,16 19:11  
20:12 21:7,19,21,22  
22:2,15,15 23:2,6,8,24  
26:15 28:16 29:16,23  
30:1,6,14,15,23 31:2 33:17  
36:2,3 40:9 41:1 42:10,20  
53:14 59:20 64:8,15  
65:2,14,17,21  
66:3,16,17,23 69:17  
72:4,6,7,12 73:19,21 74:20  
76:12,18 77:1,5,6  
80:4,20,23 85:23 90:25  
106:7,12 107:16 112:5,7  
114:12 128:18 129:7  
133:18 140:2

**above (1)** 83:22

**absolute (1)** 117:11

**absolutely (4)** 86:8 98:9  
106:10 119:1

**abuse (7)** 20:14 26:15 49:17  
56:7 59:8,10 60:4

**abusing (1)** 20:13

**academy (2)** 92:10,13

**accept (3)** 19:24 116:7 125:4

**access (62)** 10:21 13:5  
14:7,25 15:1,3,15,22  
17:2,25 18:11,16 19:18  
20:12 21:18 22:2,16 24:19  
30:14,15 46:15,16,24  
55:14,18 57:9,14 59:23  
63:2,17,18 64:1 65:2 66:3  
67:14 71:16 72:3,5  
73:10,20 77:3 79:14 80:23  
82:13,20 83:23 86:2 87:25  
89:12 90:25 102:10,11,12  
103:13 105:12 106:12  
111:21 113:14 114:12  
133:22 134:22,23

**accessed (3)** 35:19 36:8  
37:23

**accessibility (4)** 24:2,5 29:1  
80:9

**accessible (3)** 85:16 90:9,20

**accessing (11)** 13:19  
14:14,23 15:22 20:18 24:5  
27:5 59:18 73:11 81:1  
108:12

**accommodated (2)** 60:17  
73:24

**accommodation (13)**  
55:14,16 63:15,23 68:17  
72:18 73:16 74:3  
75:9,10,14 84:15,16  
according (1) 42:13

**account (11)** 45:4 53:18  
69:11,13 72:6 85:11  
86:12,23 89:7,23 95:3

**accounts (5)** 10:19 34:23  
72:3,3 87:17

**accuracy (1)** 65:10

**accurate (1)** 90:14

**achievable (1)** 67:12

**achieve (7)** 5:19,22 28:3  
98:12,15 126:22 136:25

**achieving (2)** 5:14 126:23

**across (23)** 5:12 6:23 12:11  
20:25 36:1 38:3 40:22  
44:13 47:10 55:10 61:18  
62:10 79:16,17,19,23  
80:3,6,25 83:2 96:7 99:11  
141:16

**acted (1)** 37:11

**action (4)** 37:22 48:9,16 50:2

**actively (1)** 74:16

**activities (3)** 3:24 36:24  
140:25

**activity (1)** 141:9

**actors (1)** 76:16

**actual (3)** 101:20 102:3  
131:1

**actually (76)** 6:10,22 8:18  
9:3 11:4 12:15 15:5 22:8  
25:13 26:23 36:14  
37:2,10,12,20 38:9,15  
41:2,13,21 43:15 45:19  
48:23 49:9,25 94:3 97:24  
101:1,5,6,24 103:18  
104:3,3,4,7,8,18,19,21  
105:8,8,17,18,19,21,25  
106:5,16,22,23,24 107:20  
108:13 109:4,11,23 111:16  
112:21 122:13 124:13  
125:25 126:20 127:7,9,20  
129:12 130:10,23 131:1,9  
139:22,25 141:4,6 142:6

**adapt (2)** 118:3 138:20

**adaptation (1)** 12:17

**adaptations (4)** 7:8,20 8:9  
64:7

**adapted (3)** 8:2 93:18 127:18

**add (15)** 19:1 28:19 46:9,11  
100:11,14 101:9,10,17  
132:18 135:5 141:11  
142:8,11,13

**added (1)** 132:16

**addiction (1)** 57:14

**adding (1)** 26:19

**addition (2)** 54:14 94:8

**additional (14)** 10:19 12:15  
14:8 39:8,11 43:9 44:14,21  
58:23 74:6 94:17 115:17  
120:1 130:12

**addon (1)** 102:2

**address (4)** 5:16 95:5 99:19  
104:11

**adhere (1)** 132:4

**adjourn (1)** 142:15

**adjoined (1)** 142:18

**adjournment (1)** 91:13

**admin (1)** 37:7

**administer (1)** 29:20

**administered (1)** 6:9

**administration (1)** 29:6

**ads (1)** 78:15

**adult (2)** 55:12 78:5

**adults (3)** 93:9 109:8 136:10

**advantage (5)** 60:12 68:3,9  
78:24 110:8

**advantages (1)** 51:4

**adversely (1)** 16:25

**advertisement (1)** 29:3

**advertising (2)** 78:16,23

**advice (6)** 4:22 32:16 55:18  
69:6 112:25 113:3

**advisers (1)** 67:10

**advising (1)** 25:22

**advisory (1)** 4:11

**advocate (1)** 48:4

**affect (1)** 99:12

**affected (2)** 16:25 18:13

**afford (1)** 72:16

**afraid (2)** 79:21 89:22

**after (15)** 7:4 27:2 60:17  
94:2 102:4 103:17 115:24  
122:5 124:21 127:22,23  
128:24 131:5 134:21  
139:19

**afternoon (8)** 91:15,16,17,22  
92:4 93:6 94:6 123:4

**afterwards (1)** 112:6

**again (36)** 3:17 7:22 8:10  
9:9,23 18:7 27:7 28:16  
30:22 32:22 33:4,5 46:1  
48:6,14 52:4,5,18 60:18  
61:7 63:24 70:20 71:18  
74:17,24 80:18 81:10,21  
82:5 90:20 91:10 105:18  
106:25 113:4 126:8 131:7

**against (6)** 39:9 60:14 61:13  
77:23 102:5 121:14

**age (3)** 94:15 99:11 108:23

**agencies (3)** 4:21 5:25 101:4

**agency (2)** 101:5 112:19

**ages (1)** 115:14

**ago (1)** 124:4

**agree (1)** 138:18

**agreed (1)** 63:3

**agreeing (1)** 139:22

**aid (7)** 16:12 31:3,13  
40:8,11,13 67:21

**aim (1)** 53:16

**aiming (1)** 98:13

**air (1)** 81:20

**airbnbs (1)** 57:24

**alarming (1)** 134:17

**albeit (4)** 11:5,23 21:7 44:7

**alcohol (2)** 94:4 104:13

**alive (1)** 112:8

**alkhair (1)** 31:14

**alleviate (2)** 35:3 75:18

**alliance (2)** 6:14 52:10

**allocated (1)** 80:16

**allow (1)** 114:12

**allowance (1)** 88:1

**allowed (6)** 70:15,16 107:1,2  
134:14 139:17

**allowing (1)** 112:20

**almost (7)** 19:4 22:1 33:13  
40:11 111:11 112:11 114:4

**alone (2)** 41:20 106:6

**along (5)** 87:5 89:14  
126:11,19 127:11

**alongside (1)** 83:17

**already (16)** 27:11,17 32:18  
63:21 71:9 82:24 83:6,8  
85:18 86:25 88:17 102:10  
115:13 118:2 138:16 139:5

**also (79)** 1:19 4:6,11,25  
6:3,5 8:21 9:16,22  
10:10,22 12:4 14:10 15:19  
16:12 18:16 19:15 20:10  
23:11 24:12 26:1,13 28:14  
31:4,7 32:9,11 33:19  
35:8,16 36:5 40:19 42:14  
43:9 46:2,21 48:18 51:5,13  
53:7 54:14 55:10 56:14  
57:10 59:6,13 60:22 64:14  
68:10 73:19 76:2,16 79:5  
81:17 82:23 83:16 92:9,11  
93:17 94:1,3 95:18 98:17  
99:4,15 102:14,22 109:25  
110:1,7 111:18 113:21  
115:3 118:22 126:9 128:1  
135:14 140:3,18

**although (7)** 10:22 40:20  
44:10 48:13 83:20 116:7  
141:13

**always (11)** 48:4 49:12 62:7  
64:13,14 67:12 108:22  
117:8 123:21 128:11 129:8

**amazing (1)** 31:22

**amazon (1)** 113:10

**ambitions (1)** 55:24

**amma (1)** 82:15

**amongst (4)** 4:19 23:5 32:16  
58:12

**amount (4)** 6:19 36:24 37:5  
50:19

**amounts (1)** 124:1

**and/or (8)** 3:7,15 23:4  
59:8,14,16 61:4 74:25

**andrew (12)** 52:7,9,13,18,23  
53:7,13 82:24 91:3,5,8  
143:5

**anecdotal (2)** 41:12 87:17

**annual (2)** 5:2 28:14

**another (23)** 9:7 15:10 19:7  
20:23 30:20 32:3,7,11  
37:23 38:14 40:17 45:14  
47:1,21 57:1 73:5 90:4  
95:20 98:9 99:9 106:25  
135:17

**answer (8)** 23:2 34:15,16  
50:24 66:10,14 98:16  
133:11

**answerphone (1)** 10:21

**answers (1)** 90:15

**antenatal (1)** 82:9

**antipoverty (1)** 4:18

**anxiety (4)** 33:12 40:8 70:11

137:9

**anybody (3)** 94:15 102:21  
111:2

**anymore (1)** 112:13

**anyone (2)** 38:13 135:4

**anything (14)** 18:24 28:19  
29:21 46:8 98:6 100:11  
101:17 102:20,21 105:17  
118:14 135:4,12 142:10

**anyway (2)** 41:17 116:10

**apart (2)** 33:20 132:19

**apparent (1)** 103:3

**appearing (1)** 92:3

**applicable (3)** 13:7 17:23  
24:18

**application (7)** 15:8 35:11  
37:12,14,18 49:24 124:12

**applications (9)** 29:25 33:4,5  
55:7 39:2 67:21 119:22  
124:11 125:4

**applied (6)** 35:24 36:14 38:1  
40:11,13 124:23

**applies (1)** 71:22

**apply (3)** 29:16 50:12 124:22

**applying (2)** 16:6 34:11

**appreciated (1)** 127:10

**approach (5)** 5:20 10:1  
34:21 66:21 132:17

**approached (1)** 60:8

**approaches (2)** 69:16 131:24

**approaching (2)** 34:12 62:25

**appropriate (5)** 31:24 73:23  
77:12 118:21 125:8

**approved (2)** 3:2 94:21

**approximately (4)** 5:3 36:2  
59:15 61:3

**april (3)** 29:19 38:17 40:4

**area (7)** 11:25 28:10 47:12  
62:9 93:11 94:11 98:3

**areas (8)** 19:19 21:12 25:15  
51:3 100:16 114:17 130:22  
141:2

**argue (1)** 60:20

**argyll (8)** 110:14 114:2,5,18  
115:11,18 123:1 138:25

**around (33)** 12:6 17:24  
25:16,17 29:2 40:8 44:10  
57:15 58:18,24 59:3 60:19  
61:11 64:1 70:7,11 74:23  
76:15 81:13 84:23,25  
89:12 109:10 115:15,17  
117:15 119:6 121:3 122:12  
123:6 131:7 139:7

**arrange (1)** 73:18

**arrangements (3)** 10:4,6  
62:21

**arranging (1)** 68:16

**arrive (1)** 113:10

**ask (20)** 3:11 12:24 18:20  
23:1 34:3 52:20,21 54:20  
62:12 67:20 71:11,12  
91:11 98:5 104:15 106:11  
115:25 133:13 137:4,15

**asked (6)** 52:14 88:10  
111:15,22 130:2 133:8

**asking (7)** 2:10 34:12 54:7  
84:25 87:8 92:22 123:13

**asneeded (1)** 65:2

**aspect (1)** 21:13

**aspects (4)** 23:22 48:22 81:7  
139:2

**aspen (2)** 72:9 73:11

**assess (1)** 56:4

**assessment (4)** 59:23 64:12  
84:6 85:5

**assessments (1)** 77:22

**assistance (7)** 12:19 15:23  
28:24 30:7 118:12 124:9  
140:16

**assisted (1)** 32:7

**associated (1)** 8:8

**assumed (3)** 6:11 26:6 49:5

**assumption (3)** 20:4 25:11  
49:7

**assumptions (2)** 72:22,23

**asylum (9)** 16:13,13 32:19

37:7 72:8 74:1,2,6 75:10

**atmosphere (1)** 21:8

**attached (2)** 138:3,4

**attend (4)** 27:23 30:24 37:1  
66:16

**attendance (3)** 51:20 91:9  
142:13

**attended (3)** 2:24 27:17  
94:19

**attending (1)** 16:23

**attention (2)** 81:8 89:2

**attitudes (1)** 47:7

**attribute (1)** 141:24

**august (1)** 77:21

**austerity (1)** 123:20

**authoritarian (1)** 70:10

**authorities (4)** 4:9 65:22  
80:7 133:12

**authority (4)** 47:12 66:1  
80:11,14

**autumn (1)** 32:21

**availability (1)** 62:21

**available (23)** 25:7 26:10  
28:23 29:14 39:8,9,12 41:3  
53:13 74:5 76:2 77:23 78:6  
90:8,12,19 105:13 111:5  
118:11 120:10 121:3  
122:17 124:8

**average (2)** 17:11 56:3

**averse (1)** 132:3

**avoid (1)** 41:7

**awards (2)** 96:8 97:20

**aware (5)** 39:11 53:13 68:1  
126:1 133:14

**awareness (1)** 52:10

**away (4)** 23:21 81:18 133:6  
136:13

**awful (3)** 112:14 126:22,22

**B**

**baby (1)** 15:17

**back (18)** 33:1,8,14 70:14  
79:5 84:23 102:19 113:12  
118:17 123:8 127:6,24

**backbone (1)** 93:25

**benefit (4)** 26:13 32:14  
49:15 98:4

**benefited (5)** 133:14,16,17  
134:6,6

**benefits (7)** 16:14,20  
31:16,18 76:25 98:1  
133:20

**bereavement (2)** 17:12 99:8

**berneray (1)** 93:25

**best (8)** 74:15 76:5,17 106:9  
113:3 115:9 119:3 129:18

**balancing (1)** 121:10

**banging (2)** 26:3 113:7

**bank (5)** 72:2,3 104:3  
111:21

**banks (2)** 15:13,13

**banner (2)** 110:12 111:12

**baptist (1)** 51:2

**barrier (2)** 88:6 119:14

**barriers (4)** 17:1 27:5 72:23  
134:20

**based (9)** 2:23 5:20 9:12  
47:15 66:24 72:9 89:24  
93:1,16

**basic (3)** 14:17 63:17 100:24

**basically (2)** 69:22 139:23

**basis (13)** 28:4 41:11 45:17  
46:5 50:11,15 55:22 62:23  
63:3,16 65:2 90:21 104:20

**bbc (1)** 4:25

**beautifully (1)** 40:12

**became (8)** 40:1 64:21 72:19  
77:25 103:3 105:18 112:18  
120:24

**become (3)** 98:25 99:6 101:2

**becoming (1)** 105:23

**before (25)** 2:5 3:11  
10:4,10,15 22:25 34:2  
40:2,18 45:1 47:25 50:9  
82:25 89:15 100:12 102:3  
103:22 125:23 130:3,25

132:17 135:6 139:4,12  
140:14

**befriender (4)** 96:18 101:14  
105:19 132:13

**befrienders (4)** 92:1 93:15  
96:11 101:11

**befriending (60)** 91:24  
93:7,8,16,17  
94:1,9,13,15,16  
95:9,9,23,24  
96:2,5,6,7,12,14,16,20,22  
97:4,12,16,25  
98:8,11,18,23 99:18  
100:5,12,23 101:4,5,18  
102:2 104:22 105:1,10  
109:19 110:16,19  
113:2,21 114:15 120:24  
115:3 118:4 120:11  
131:15,17 132:2 137:20  
138:13 140:13,17

**begun (3)** 78:4,6 132:5

**begin (1)** 35:18

**beginning (11)** 12:10 36:16  
38:6,11,17 39:6 86:3 87:23  
137:14 141:5 142:1

**begins (1)** 96:16

**behind (2)** 89:11 107:9

**being (51)** 2:7 16:11 21:5  
33:17 34:4 47:11 52:19  
53:22 56:6 60:3,7,8 63:8  
66:1,8,17,22,23 68:3 73:24  
74:4,13 76:9 77:2,5,6 78:2  
80:1,4 82:17,18 87:19  
88:14 90:11 92:17 98:15  
99:8 100:25 101:13 106:12  
111:12,22 112:7 116:5,25  
123:12 126:3 130:2 131:4  
133:8 138:1

**beings (1)** 86:16

**belief (6)** 3:21 4:20 9:17  
27:18 45:16,22

**beliefs (2)** 4:23 42:18

**belonging (1)** 17:6

**belt (2)** 103:5,8

**bemis (3)** 9:22 16:23 46:1

**bennequin (1)** 93:25

**benefit (4)** 26:13 32:14  
49:15 98:4

**benefited (5)** 133:14,16,17  
134:6,6

**benefits (7)** 16:14,20  
31:16,18 76:25 98:1  
133:20

**bereavement (2)** 17:12 99:8

**berneray (1)** 93:25

**best (8)** 74:15 76:5,17 106:9  
113:3 115:9 119:3 129:18

**better (7)** 48:20 49:2 74:7  
112:11 118:25 133:22  
141:8

**between (14)** 3:23 14:18  
29:19 35:5 43:24 45:21  
84:10 88:6 96:25 97:12  
107:18 108:1 124:17  
133:12

**beyond (6)** 83:22 123:18,21  
124:5 125:11 131:19

**biannually (1)** 4:15

**bid (1)** 36:15

**big (12)** 26:25 40:22 69:1  
70:1 83:14 90:22 100:15  
120:7 125:12 129:14 133:7  
142:1

**biggest (1)** 138:10

**bill (1)** 11:17

**birth (3)** 70:13 82:15,21

**birthday (1)** 86:6

**bisexual (1)** 14:2

**bit (18)** 7:24 11:6,24 12:9  
18:20 34:8 41:21 63:12  
68:5,9 86:21 89:9 110:19  
118:4 120:15 121:20 131:2  
137:5

**blanket (2)** 107:7 136:8

**blanketness (1)** 135:25

**board (3)** 4:11 41:10 126:5

**bodies (5)** 3:20 4:8 9:17,20  
28:8

**born (1)** 43:24

**both (41)** 2:6,24 9:13 13:16  
23:1 28:8,21 29:13 45:5  
51:16,20 54:3 58:9,11,13  
59:2,18,20,25 60:19 61:8  
62:4,6,6,6,4  
65:7,9,10,12,12 68:1  
69:1,15 81:16 85:22  
88:16,24 89:3 92:23 96:18  
136:20

**boundaries (1)** 96:16

**bounds (1)** 71:5

**break (3)** 39:22 52:1 122:9

**breakdown (1)** 36:20

**breakfast (1)** 74:4

**bridge (1)** 57:11

**bridging (2)** 16:16 32:18

**brief**

117:12,17 122:5 128:9 129:7,7 130:18,18,19 133:25 134:10 136:6,18 carefor (1) 122:8 carexperienced (2) 59:11 60:16 careful (1) 120:19 carer (4) 25:24 99:8 122:9 129:1 carers (3) 109:3 117:8 122:5 caring (3) 17:13 110:14 115:12 carry (2) 3:15 125:7 cascaded (1) 9:19 cases (2) 75:22 116:11 cash (2) 72:7 88:2 catching (2) 68:7 112:23 catchup (1) 43:11 category (3) 65:8 120:12,22 cater (1) 74:20 catered (2) 74:3,5 catholic (2) 32:3,7 caught (1) 56:23 caused (2) 26:25 74:13 causes (1) 19:21 celebrate (1) 5:6 central (2) 103:5,8 centralised (1) 107:16 centre (4) 5:21 31:11 33:10 77:25 ceo (1) 38:19 certain (7) 15:22 101:7,8 116:18 124:15,17 134:15 certainty (1) 124:24 chair (12) 1:4,18,23 51:19,24 52:4,13 91:7,16 92:4,12 142:12 chairs (3) 10:23 39:7 121:5 challenge (6) 40:7 69:14 73:25,25 136:25 137:1 challenges (17) 8:8 50:2 58:22 59:1,3 63:25 64:18,20 66:11 71:20 82:3 83:7,8 128:6 129:24 131:7 141:1 challenging (22) 15:14 64:3,3 65:24 66:24 68:18 69:9,20 72:15 74:21 75:25 81:3 82:12,16,22 83:20 84:21 85:3 104:11 105:18 127:6,21 chance (1) 21:1 change (14) 5:14 10:14,17 16:2 44:17 63:5,7 85:3 89:14 120:6 127:19 129:14 137:10 140:12 changed (13) 8:3 10:5 12:1 24:10 63:8 106:3 108:21 121:7 136:19 137:3,16 138:9 140:20 changes (9) 8:4,8 27:25 85:6 89:11 101:14 127:17 131:15 changing (10) 27:21,24 28:4 44:8 69:16 83:25 119:2,4 123:10 138:20 channel (2) 43:16 46:6 chanting (1) 33:11 chap (2) 112:2,4 characteristic (1) 61:8 characteristics (3) 58:4 61:6,14 charge (1) 119:11 charities (3) 50:14 125:4,13 charity (9) 2:22 5:9 29:16 31:15 32:3,11 50:12 110:10,11 chat (2) 43:11 115:21 check (2) 62:20 63:1 chief (2) 66:4,5 child (3) 59:8 60:25 126:18 childhood (1) 60:4 children (6) 16:18,21 60:17,24 61:10 82:3 childrens (1) 31:10 chips (1) 74:15	choose (1) 119:13 choosing (1) 14:18 christian (3) 30:3,13 33:7 christmas (2) 33:23 41:13 christopher (16) 1:7,12 2:19,20 5:8 10:3 13:14 19:4 23:15 25:8 27:13 35:13 42:23 46:10 47:24 143:3 chronic (1) 99:17 church (3) 32:3,7 51:2 churches (2) 30:10 51:2 circumstances (4) 88:18 134:15 138:20 140:20 cities (1) 80:12 city (16) 56:21,24 57:8,13,16,24 62:3,4,7,9,11 65:5,23 77:25 79:18 83:15 civic (2) 3:24 4:12 civil (1) 11:20 claiming (1) 72:8 clannachan (38) 1:7,12,12,24 2:2,14,18,19,20 3:18 5:7,8 7:23 10:2,3 12:24 13:13,14 17:22 19:3,4 23:14,15 24:17 25:8 29:11 34:2 35:12,13 39:23 42:22,23 45:13 46:8,10 47:22,24 143:3 clarity (1) 24:21 classmates (1) 21:23 clear (1) 27:4 clearer (2) 121:22,22 clearly (3) 2:8 52:20 92:19 client (6) 98:21,23 108:20 118:22 128:7,18 clients (13) 107:11 111:20 112:9 114:24 115:13 119:12 122:25 127:25 129:1,2 132:21 134:13 136:20 clinical (5) 94:8 101:22 108:3 129:7 136:5 close (4) 17:8 50:21 75:21 79:3 closed (1) 67:10 closely (3) 73:17 74:22 82:14 clothes (1) 67:15 cloudbased (1) 10:11 clue (1) 128:7 cohesiveness (1) 107:25 cohort (5) 73:20 80:12,20 82:22 137:8 cohorts (3) 58:14 59:25 60:19 cold (1) 110:9 collaboration (3) 8:7 42:2 43:20 colleague (2) 73:17 83:22 colleagues (12) 11:22 55:11 61:22 65:25 66:11 67:23 74:16 80:22 87:6 111:25 131:20 134:2 collect (1) 84:22 collectively (3) 43:7 92:6 121:25 concept (3) 4:3 22:20 50:2 comb (42) 8:23 17:5 21:2 33:1,14 34:2 42:5 45:24 54:18 56:12 58:23 61:2 63:25 68:19 71:7,9,10,18 77:5,6,18 78:19 89:21 93:4,18 98:23 99:21 101:8 103:24 107:3,9 109:13 113:12 118:17 120:14 127:1,8,15 131:12 132:20 136:6,11 comes (3) 38:6 60:2 89:11 comfortable (1) 10:25 coming (7) 63:3 70:22 83:19 102:24 129:11 126:7 140:6 comment (1) 111:6 comments (1) 89:15 commercial (1) 55:5	commission (1) 14:5 commitment (1) 75:20 committed (2) 87:10 88:19 committee (1) 11:20 common (4) 58:5,8,8 96:24 commonly (1) 58:15 communicate (4) 62:16 69:23 72:20 90:17 communicated (1) 106:17 communication (12) 19:14 29:2 46:7 62:15 63:6,6 71:10,19 83:7 90:7,8 136:16 communications (2) 107:13,18 communities (46) 3:9,16,22,23 5:4 8:23 9:14,25 16:24 23:5,11 27:25 28:8,11 29:13 30:2,4,11,22 31:3 34:21,24 35:3,9 36:10 37:24,25 44:16 45:8,22,25 46:6 48:18,19 50:3,10,15,20 51:15 93:20,24 94:13 100:22 103:1 107:20 138:22 community (60) 4:8,17 5:20,23 6:5 8:6 9:12,20 12:1,3,4,16 13:15,16 15:11 16:3 19:5,9,15,17 20:10 21:2,4,20 22:3,7 23:19 24:6,8 26:12,20,21 29:17 30:18 35:1 44:9,9 48:3 49:6 50:25 70:4 75:10,11 76:6 84:17 94:7 102:9 103:13 104:17 105:11 110:6,10 115:10 118:23 119:23 126:2,2,13 127:8 135:21 communityled (1) 50:15 companion (1) 82:15 compared (2) 14:2 17:11 complain (1) 114:3 complete (1) 132:16 completely (1) 141:14 completeness (1) 92:8 complex (8) 15:6,8 40:1 59:13 63:12 88:17 137:21,25 complexities (1) 139:7 complexity (1) 24:21 compounded (1) 15:24 comprehend (1) 26:4 computer (2) 106:6 127:5 computers (3) 18:16 105:25 106:9 concept (3) 95:10 100:6 104:24 concern (2) 74:14 75:3 concerned (2) 111:7 141:7 concerns (3) 4:19 19:16 88:22 concert (1) 30:24 concludes (1) 91:6 concur (2) 101:16 141:14 conditions (3) 108:14,15 129:3 condoms (1) 57:10 conducted (5) 14:10 25:13 46:12 47:2 48:11 conduit (1) 46:3 conference (1) 45:20 confidence (1) 140:19 confident (1) 66:17 confirm (2) 2:10 92:23 confirming (1) 52:22 confusing (2) 106:19 132:6 confusion (1) 106:25 congregations (1) 18:11 connect (5) 21:2 36:3 97:18 99:4,14 connected (1) 21:20 connectedness (1) 98:1 connecting (2) 29:5 96:7 connection (7) 19:18 22:9 43:23 96:25 97:4 99:20	129:10 connections (6) 22:14 96:15,24 99:3,5 101:21 cons (1) 42:9 consequence (1) 140:11 consider (1) 58:11 considerably (3) 115:22 117:18 141:15 consideration (2) 49:14 79:3 considerations (2) 13:8 73:1 considered (2) 35:10 86:19 considering (2) 90:13 136:24 consists (1) 94:16 consortium (2) 1:10 3:1 constantly (3) 27:23 121:7 123:10 constitution (1) 29:18 constructive (1) 3:22 consultation (1) 48:3 consultations (4) 4:13 45:24 54:16,17 contact (9) 31:5 51:15 62:20 67:18 68:15 75:19 79:3 116:20 134:19 contacting (2) 26:24 112:18 contagious (1) 84:8 contained (1) 95:1 context (1) 81:3 continual (1) 121:10 continue (2) 6:19 11:5,11,14 21:22 23:11,13 28:12 33:25 34:24 40:16 42:6,10 46:2,5 51:11 63:16 64:8 79:2 80:20 89:8 continued (18) 28:16 30:19 33:22 40:17 41:5 43:14,18 45:15 56:14 63:19 77:16 79:23,25 80:3 88:7,13 129:3 139:11 continues (1) 73:25 continuing (5) 11:23 45:21 71:2 81:1 88:19 continuous (1) 121:15 continuously (1) 27:21 contribute (3) 23:7,8 98:6 contributed (6) 20:8 21:16,23 22:5,16 96:11 control (1) 74:10 conversations (1) 117:16 cooking (1) 32:5 cooler (1) 43:10 coordinate (2) 110:13 114:8 coordination (2) 113:25 114:5 coordinator (1) 93:15 cope (1) 26:4 coped (1) 112:11 core (9) 29:8 35:17 38:5,6,15 39:5,11 40:17 130:20 correct (4) 53:1,2,9,10 cost (3) 101:4 141:3 142:5 costs (1) 37:8 couldn't (20) 1:14 69:19,23 133:7 70:5 71:4 72:5,16 109:21 110:22 111:3,3,4,21 113:9 119:21 124:18,19,22 127:4 133:7 101:11 141:25 council (15) 30:21,21 62:3,4,7,11 65:5,23 79:18 83:15 110:14 111:18 114:6 119:9 138:25 counterparts (1) 14:3 countries (3) 17:3 59:5 70:10 country (11) 5:12 12:12 36:1 38:1,3 44:13 47:11 61:20 79:17,19 80:3 couple (1) 4:9 course (15) 19:25 27:6 38:25 40:7 41:14 43:8 56:12 57:17 62:24 71:9,11 97:15 99:22 103:12 141:12 cover (4) 24:18 53:14,18 95:3 covering (2) 14:17 140:8 covers (1) 93:23 covid (43) 6:22 9:18,18,24	132:22 16:19 25:21 46:23 48:4 68:7 69:5 79:10 81:13 102:4,4 105:8 107:8 108:4,21 112:23 119:20 120:22 121:14 123:23 124:2,18,22 125:11,14,20 131:2,6,9,11 134:21 136:13 138:18 139:4,7,16 140:12,17 141:25 covid19 (3) 6:18 35:22 48:2 covid19specific (1) 68:23 covidrelated (1) 36:20 cows (1) 17:6 cowl (2) 92:1 93:15 craignout (2) 1:21,25 craigslip (1) 78:14 create (2) 43:16 128:21 created (3) 9:6 41:2 46:6 creates (1) 89:12 creative (2) 42:4 64:22 creativity (3) 9:15 42:2 64:25 creep (1) 111:24 crime (5) 5:1,17 11:17,18 49:17 crucial (3) 100:18 111:16 116:21 cruel (6) 5:6 13:8 36:24 59:10 64:15 85:19 culturally (5) 17:15 31:24 32:12 73:23 139:24 cultures (2) 4:5 103:5 cupboards (1) 103:19 current (1) 123:24 currently (2) 53:22 57:21 curve (1) 40:6 cut (1) 20:18 cutoff (1) 116:8			demonstrate (1) 21:3 denomination (1) 50:25 denominations (3) 3:21 30:3 50:19 department (1) 26:24 dependency (1) 94:4 depending (3) 97:16 117:4,5 depressed (1) 137:23 depression (1) 137:9 depth (1) 16:6 der (20) 1:3,4,8,19 2:2,4,5 50:7 51:16,23 52:3,4,6,8,15,16,17 91:3 143:4,6 describe (6) 8:1 28:21 53:25 58:5 71:23 96:1 described (2) 23:5 53:21 describing (2) 71:12 113:15 description (2) 74:8 92:25 deserving (1) 104:5 designated (1) 65:4 desks (2) 10:23 39:7 desktop (1) 10:20 despite (2) 111:7 114:6 desstitute (3) 16:13 32:19 58:16 dessionity (1) 63:14 detail (1) 71:19 detailed (1) 46:14 deteriorate (1) 129:4 deteriorated (2) 108:15 129:4 deteriorating (1) 129:3 detracting (1) 127:10 devastating (1) 127:16 developed (1) 111:20 development (4) 2:16 6:5 12:2 44:9 18:12 27:7 developments (1) 54:16 develops (1) 12:4 devices (1) 33:3 diagnosis (1) 116:20 dialogue (5) 3:22,24 8:18,19 9:13 dialogues (1) 40:19 died (50) 8:16 29:17 37:15,16 40:20 44:3 50:11 63:17 64:21 69:11,12 70:3 72:10 116:22 75:6,7,11,21 76:4,17 78:8 86:1 87:11,21 103:8 104:22,24,24 105:8,9,21 106:5 107:10 110:24 111:6,12 112:12,15 113:7 114:4 117:1,14 120:12 121:19 129:20 132:1 133:25 134:3 142:19 143:19 decided (1) 43:16 decision (1) 124:25 declined (1) 112:6 decrease (2) 44:3 117:7 dedicated (3) 56:25 57:6 61:23 defenders (1) 5:25 definitely (9) 22:19 23:16,21 24:8 44:17 50:4 99:25 101:11 141:25 degenerative (1) 101:25 delegates (1) 131:6 deliver (7) 28:24 29:23 94:8,10,13 118:11 124:9 delivered (4) 29:18 30:17 97:6 130:20 deliveries (4) 110:16 111:19 115:20,20 delivering (1) 117:2 delivery (5) 8:2 32:9 64:7 96:23 115:6 demand (5) 15:8 77:9 79:25 118:6 123:16 demands (2) 17:12 55:5 dementia (19) 94:2 100:25 104:12,15,17,18,23 105:12 108:25 109:10,21,22 112:1,3,4 116:17,20 122:6 137:24	22:4,11,13 24:19 27:7,14 46:22 63:18 64:1 71:16,21 73:4 88:25 89:3 102:12 105:13,13,15,24 106:4 digitally (3) 10:21 61:1 97:19 dinner (4) 41:13,14,15 74:4 directly (3) 51:15 94:11 105:8 director (1) 41:10 directory (2) 51:7 97:21 disabilities (3) 26:23 59:14,16 disability (1) 6:3 disabled (3) 24:6 26:20,21 disadvantaged (1) 73:15 disadvantages (2) 58:3 61:5 disappointing (1) 41:21 disbursed (2) 36:18 38:2 disclose (1) 110:22 disconnected (1) 99:6 discover (1) 103:18 discovered (1) 9:2 discuss (9) 7:6 9:18 12:19 54:10 56:13 68:19 71:7,18 95:6 discussed (1) 53:15 discussing (3) 11:8 47:25 53:20 discussion (1) 71:22 disease (1) 97:2 diseases (1) 84:8 disinfectant (1) 122:19 disinfecting (1) 122:22 disproportionate (7) 6:20 13:9 18:1 24:22 48:17 61:3 102:13 disproportionately (3) 15:20 18:12 27:7 disruptions (1) 46:20 disruption (1) 26:25 disseminate (2) 28:6,10 dissemination (2) 24:25 46:3 disseminates (1) 128:20 distance (3) 76:1 97:7 109:19 distilled (1) 134:7 distilling (1) 113:2 distribute (2) 30:6 35:15 distributed (4) 31:22 33:22 37:5 44:23 distributing (2) 37:9 44:15 distribution (1) 28:25 disturb (1) 108:10 diverse (4) 5:12 96:23 97:9 142:7 diversity (2) 5:6 131:16 doctor (1) 55:19 doctors (1) 69:24 documentation (5) 65:13 66:7,22 95:2 132:23 documented (1) 99:17 does (9) 42:7 51:6,18 54:9,10 85:14 93:1 96:3 98:16 doesnt (3) 67:24 89:7 128:8 doing (29) 11:9,10 24:2 32:15 34:9 44:11 63:1 69:21 70:11 78:13 81:12,24 83:10 86:15 87:9,10 104:25 115:20 123:17 124:4 127:2 128:17,23 129:22,23 130:9 131:9 133:4 141:3 domestic (5) 20:14 26:15 32:15 49:17 60:4 donate (1) 119:13 donated (1) 75:17 done (9) 6:18 66:17 78:25 84:7 95:18 113:17 124:15 130:21 135:16 dont (34) 50:24 51:1,2,17 53:17 79:20 80:13 86:18 87:15 88:14 89:19 90:15,23,24 91:4,4 95:3 98:2,9 100:13 101:8 103:5 113:19 116:18 119:11,14
---	--	--	--	--	--	--	--	--

121:24 122:7,16 129:8 133:19 139:11 142:9	<b>email</b> (1) 28:7 <b>emails</b> (1) 46:4 <b>embedded</b> (1) 79:17 <b>emergency</b> (10) 37:19 47:21 48:14 50:1 55:14,16 90:5 111:13 134:22 136:15 <b>emotional</b> (4) 33:9,14 35:4 99:19 <b>emotionally</b> (1) 9:10 <b>emphasis</b> (1) 138:10 <b>empowerment</b> (1) 32:15 <b>employment</b> (1) 5:11 <b>empty</b> (1) 103:20 <b>enable</b> (4) 10:17 96:15 108:6 135:23 <b>enabled</b> (4) 35:25 37:21 38:23 108:4 <b>enabling</b> (2) 79:14 96:24 <b>encompass</b> (5) 61:16,18, 65:21 80:22,24 <b>encountered</b> (1) 75:1 <b>encourage</b> (4) 81:17,23 93:17 127:3 <b>end</b> (11) 36:17,21 38:9,20 105:2 112:15 126:8 127:11,12 133:20 142:14 <b>ending</b> (1) 96:22 <b>energy</b> (1) 41:8 <b>newsletter</b> (2) 28:7 46:4 <b>engaged</b> (4) 13:15 25:10 28:11 48:18 <b>engagement</b> (18) 3:23,25, 5:11 6:5 8:7 12:1,4,16 13:17 15:10 23:12 44:9 46:13 48:17 62:15 63:5,7 94:10 <b>engagements</b> (2) 41:24 89:6 <b>engaging</b> (5) 12:2 24:11,12 58:21 59:3 <b>english</b> (5) 64:11 69:10,12 86:11 90:23 <b>enjoy</b> (1) 92:13 <b>enjoyed</b> (1) 43:2 <b>enjoys</b> (1) 97:25 <b>enormously</b> (1) 133:18 <b>enough</b> (5) 7:6 28:1 114:23 129:20 131:8 <b>ensure</b> (5) 36:25 55:18 84:25 109:8 126:12 <b>entail</b> (1) 54:11 <b>entire</b> (1) 122:21 <b>entirely</b> (1) 119:25 <b>entitled</b> (2) 31:18 133:21 <b>entitlements</b> (1) 76:20 <b>envelope</b> (1) 88:3 <b>environment</b> (3) 27:21 88:9 103:9 <b>environmental</b> (1) 4:19 <b>envisaged</b> (1) 129:5 <b>equalities</b> (1) 11:19 <b>equality</b> (25) 1:12 2:21,22,23 3:25 4:20 5:9,10 6:1,8,11,13,15,17 11:2 14:4 21:4 22:19 36:5 38:6,13,25 39:3 43:23 47:2 <b>equally</b> (1) 101:21 <b>equip</b> (1) 39:10 <b>equipment</b> (1) 72:16 <b>equivalent</b> (1) 86:18 <b>eriskay</b> (1) 93:25 <b>escape</b> (2) 26:15 60:13 <b>escaped</b> (1) 17:4 <b>escaping</b> (1) 80:1 <b>especially</b> (6) 15:16 64:4,12 69:20 93:18 112:1 <b>essential</b> (10) 6:16 13:19,20 14:8,14 15:1,23 20:3,12 102:3 117:11 <b>essentially</b> (1) 6:11 <b>essentials</b> (7) 7:11 12:23 13:2,5 14:18 32:4 102:11 <b>establish</b> (1) 55:22 <b>established</b> (3) 38:7 110:10 126:9 <b>estranged</b> (2) 26:14 49:16 <b>etc</b> (3) 39:7 71:17 85:19	<b>ethnic</b> (6) 9:22,24 16:24 17:6,9 46:1 <b>european</b> (1) 31:17 <b>evangelical</b> (1) 51:1 <b>even</b> (13) 27:2 63:17 70:2 75:11,15 95:3 97:8 103:24 104:2 105:2 107:11 117:16 127:4 <b>evened</b> (1) 141:13 <b>evening</b> (2) 57:5 77:15 <b>evenings</b> (1) 77:14 <b>event</b> (9) 41:15 42:16 47:20 90:4 95:20,21 104:21 135:17,18 <b>events</b> (17) 5:2,5 8:18,19 20:25 21:1 24:2 30:22 40:16,19,23 41:3,6 42:11,12 94:1 96:8 <b>ever</b> (3) 39:4 48:14 139:12 <b>every</b> (11) 9:9 27:18,20 32:6 45:18 50:24 74:15 112:2,4 115:20 124:17 <b>everybody</b> (5) 20:5 23:24 120:14 123:7 133:5 <b>everybodys</b> (1) 140:8 <b>everyone</b> (10) 19:4 24:8 67:11 75:20,22 84:12 85:10 87:12 90:8,10 73:7 89:19 92:18 94:25 123:8 136:24 <b>evidence</b> (14) 11:19,21 37:16 48:6 52:11 65:13 79:20 91:6,8 95:4 103:12 121:18 132:23 137:14 <b>evolved</b> (1) 57:1 <b>evolving</b> (1) 83:12 <b>exacerbated</b> (1) 14:6 <b>exactly</b> (1) 34:17 <b>examined</b> (1) 25:14 <b>example</b> (45) 4:24 8:4 9:6 13:1 16:16 18:13 19:13 23:19 24:18 28:23 30:20 31:25 32:4 33:10 34:3,5,7 39:17 40:24 41:10 42:15 50:25 58:24 59:7 70:18 71:16 72:4,14 73:16 74:15 82:2 86:5 97:7 101:13 102:8,14 103:14 118:2,5,5 121:18,21 133:12,15 138:4 <b>examples</b> (8) 30:9 31:14 35:7 67:5 71:25 87:24 121:18 135:13 <b>exception</b> (1) 100:1 <b>excess</b> (1) 41:7 <b>exchanges</b> (1) 57:10 <b>exchanging</b> (5) 56:21 57:4 61:20 62:9 80:25 <b>excluded</b> (1) 61:1 <b>exclusion</b> (2) 27:14 89:3 <b>executive</b> (2) 66:4,5 <b>exercise</b> (1) 70:16 <b>exist</b> (1) 111:6 <b>existing</b> (3) 21:18 124:13,19 <b>exit</b> (1) 57:18 <b>expanded</b> (1) 56:15 <b>expenses</b> (2) 14:17 74:7 <b>expensive</b> (1) 72:19 <b>experience</b> (17) 14:24 15:24 21:15 22:4,12 23:17 46:18 56:5 57:20 66:25 79:15 89:25 92:13 109:15 113:11 114:14 134:2 <b>experienced</b> (14) 3:6 6:21 20:2 60:16 66:12 68:20 71:13 82:4 89:4 95:11,14 117:25 118:13 127:8 <b>experiences</b> (16) 7:2 21:16 43:3 47:4,5,6,15 48:6 59:4 60:2 61:12 70:9 76:9 79:19 97:1 140:9 <b>experiencing</b> (2) 23:22 27:6 <b>explain</b> (7) 35:8 61:17 69:2,3 71:3 77:8 119:8 <b>exploitation</b> (7) 60:4 77:10 78:25 80:2 82:8,18,19	<b>exploited</b> (3) 60:18,20 67:4 <b>expressing</b> (1) 68:5 <b>extended</b> (1) 1:21 <b>extended</b> (3) 38:14,16 55:9 <b>extension</b> (1) 29:8 <b>extent</b> (6) 23:2 34:10 72:1 104:16 122:7 139:10 <b>external</b> (3) 10:23 40:2 119:11 <b>extra</b> (4) 29:22 40:19 108:3 120:18 <b>extremely</b> (2) 40:15 88:19	<b>F</b>	<b>face</b> (13) 31:11 33:18,18 34:5 62:19,19 64:14,14 70:19,20 97:19 130:9,9 <b>faced</b> (7) 14:12 19:6 20:11 46:22 102:7 129:25 135:5 <b>facetoface</b> (6) 62:23 63:16 87:9 128:4,5 129:6 <b>facilitates</b> (1) 3:22 <b>facilities</b> (1) 33:19 <b>facing</b> (7) 16:7 20:24 22:13,18 47:6 50:3 108:19 <b>failing</b> (1) 45:10 <b>fair</b> (3) 34:8 86:21 99:22 <b>fairly</b> (4) 66:6 100:16 126:3 127:10 <b>faith</b> (14) 4:14 5:4 9:17,20 27:25 28:7,10 29:13 31:8 34:20,24 35:9 45:24 50:25 <b>faiths</b> (1) 33:6 <b>families</b> (3) 31:17 116:14 119:12 <b>family</b> (21) 16:22 19:23,23 20:5 25:12,18,22,24 26:14,21 27:1,2 31:5 32:14 49:7,11,17 75:7 79:7,10 106:17 <b>far</b> (3) 13:15 111:6 118:5 <b>fast</b> (1) 49:24 <b>fastracked</b> (2) 76:24,24 <b>fear</b> (2) 70:7 81:11 <b>fearbased</b> (1) 132:17 <b>fears</b> (1) 81:13 <b>february</b> (1) 39:1 <b>fee</b> (1) 97:16 <b>feed</b> (2) 16:11,20 <b>feedback</b> (1) 33:12 <b>feel</b> (12) 32:1 33:25 35:2 41:23 66:14 95:17 98:25 99:10 102:15,20 118:15 129:20 <b>feeling</b> (8) 20:9 21:17 22:10 43:13 116:2 123:14 129:22 133:3 <b>feelings</b> (2) 55:25 140:10 <b>felt</b> (24) 21:5 25:17,19 26:3 37:10,20 41:17 43:1 46:19 49:22 67:3 68:2,9 104:4 110:10 111:25 118:21,24 122:7 125:8 127:1 128:22,25 131:25 <b>festivals</b> (1) 31:25 <b>few</b> (12) 8:19 10:16 13:21 16:9 30:8 31:14 43:7 69:21 78:2 100:5 105:16 139:20 <b>fgm</b> (1) 60:5 <b>file</b> (1) 30:5 <b>figure</b> (1) 12:10 <b>figures</b> (1) 14:3 <b>files</b> (1) 48:23 <b>fill</b> (3) 34:11 117:21 119:21 <b>filler</b> (1) 87:21 <b>final</b> (2) 45:1 47:15 <b>finally</b> (5) 95:16 102:19 118:18 135:9,9 <b>finances</b> (1) 44:19 <b>finance</b> (2) 119:7,8 <b>financial</b> (31) 7:16 12:19 13:24 14:12,13 15:1,4,6,22 17:12 22:23 28:20,22 29:5,23 35:13 40:9 49:21 55:17 59:12 70:21 71:16	77:7 86:22 88:1 118:9,10 124:2,7,8 130:17 <b>financially</b> (2) 35:23 141:18 <b>find</b> (12) 9:1 42:3 63:1 78:4 84:18 97:22 100:20 108:8 115:9 119:10 126:25 130:22 <b>finding</b> (2) 42:25 43:5 <b>fine</b> (2) 73:8 135:2 <b>finish</b> (3) 1:16 119:18,18 <b>first</b> (18) 7:21 13:23 16:4 29:20,25 34:4 35:19 46:11 54:20 64:11 68:22 69:21 87:25 107:8 109:16 116:6 125:11 139:3 <b>firstly</b> (8) 7:8 10:3 62:14 92:22 93:2 95:8,22 123:16 <b>fit</b> (3) 113:6 120:12 121:19 <b>fitted</b> (2) 84:19 87:19 <b>five</b> (5) 61:22 93:23 104:20 141:20,21 <b>flag</b> (4) 45:9 81:7 83:3 89:18 <b>flat</b> (1) 75:12 <b>flats</b> (4) 57:23 75:10 84:16,16 <b>fleeing</b> (1) 60:9 <b>flew</b> (2) 10:7 42:24 <b>flexibly</b> (1) 136:15 <b>flooded</b> (2) 127:14,14 <b>focus</b> (3) 112:17,19 136:7 <b>folded</b> (1) 125:18 <b>folk</b> (5) 103:16 106:1,5 140:18,19 <b>follow</b> (2) 89:13 122:12 <b>followed</b> (9) 2:13 3:18 7:22 12:25 17:22 24:17 29:10 39:23 47:22 <b>following</b> (5) 7:7 84:13 120:9,10 124:15 <b>food</b> (43) 7:11 12:23 13:2,5,9,20 14:14,19 15:12,13 16:12 17:14,15 31:3,15,22 32:5,8,12,14 34:5,25 40:8 71:16 <b>for</b> (2) 70:7 81:11 73:10,13,15,18,20,23 74:9,13,20 102:10,10 103:13 104:2,4 110:15 111:19 113:14,16,25 <b>forced</b> (4) 20:13,19 59:9 60:5 <b>forever</b> (2) 136:19 137:3 <b>forget</b> (3) 14:21 61:25 87:8 <b>forgot</b> (1) 87:10 <b>form</b> (3) 19:6 56:25 59:19 <b>format</b> (1) 26:10 <b>formed</b> (1) 6:16 <b>forms</b> (9) 57:5 59:8,10 60:3,5,9,13 61:12 124:12 <b>forth</b> (1) 12:14 <b>fortunate</b> (1) 11:10 <b>fortunately</b> (3) 10:9 11:6 21:7 <b>forum</b> (3) 4:15,16 31:8 <b>forward</b> (8) 26:17 47:6 56:5 75:18 84:7 89:14 134:19 140:4 <b>forwards</b> (1) 41:1 <b>found</b> (17) 3:3 9:24 13:17 16:6 23:18 41:21 42:9,12 46:14 47:5 53:3,5 78:8 104:6 107:13 130:23 131:2 <b>foundation</b> (1) 31:14 <b>founded</b> (1) 5:11 <b>four</b> (9) 37:15 57:6 77:15 91:23,24 95:7 104:19 114:21 142:4 <b>fourth</b> (2) 24:14 135:9 <b>fourthly</b> (1) 95:16 <b>fourtoxicweekly</b> (1) 46:5 <b>frail</b> (1) 120:20 <b>frame</b> (1) 86:9 <b>frances</b> (18) 1:6,11 2:15,15 3:19 8:13 16:1 18:7,23 19:2 23:8 27:11 29:12 34:16 39:25 45:14 50:8 143:2 <b>free</b> (4) 35:25 47:10 78:20	102:20 <b>frequent</b> (1) 82:5 <b>fresh</b> (1) 81:20 <b>fridges</b> (1) 103:19 <b>friendly</b> (4) 43:11,11,17 124:11 <b>friends</b> (8) 19:10,18,19 31:5 75:7 91:25 93:7,19 <b>friendships</b> (1) 19:12 <b>frightened</b> (2) 70:2 87:12 <b>frightening</b> (2) 70:2 87:22 <b>frontline</b> (4) 87:6,15 88:8,17 <b>full</b> (3) 3:14 34:13,13 <b>full</b> (3) 2:11 92:23 129:13 <b>fully</b> (1) 81:15 <b>fund</b> (25) 6:8,12,17 16:3,6,8 29:20 30:1,23 32:20,22 35:21 36:8,10,13 37:23,24 38:1,7 39:1,4 40:2 44:21,22 114:13 <b>funded</b> (14) 6:7,10 33:5 38:18 39:3 55:7,10 62:10 80:11,13,14 119:25 126:6 130:14 <b>funders</b> (7) 29:4 119:11 124:14,19 125:3 126:8,11 <b>funding</b> (40) 12:15,19 16:4 18:8 22:22 28:23 29:8,13,16,19,25 33:23 34:4,11 35:6,11,15,17,18 37:12,17 38:5,9,15 39:6,11 44:15 50:12 55:9 118:11 119:21 125:4 126:7 130:24 131:1,7,8 141:3 <b>funds</b> (17) 6:13 28:25 29:1,1,3 35:19 37:9 38:14 39:11 73:11 75:17 80:23 81:1 119:17 124:10,13,23 138:14 <b>furlough</b> (1) 78:17 <b>furloughed</b> (1) 126:21 <b>further</b> (9) 25:14 47:2 51:17 60:18,20 91:4,5 137:5 142:9 <b>future</b> (8) 26:11 48:15 49:2,14 50:5 51:11 90:4 138:14	<b>G</b>	<b>gallery</b> (2) 1:21 92:10 <b>gaming</b> (1) 41:16 <b>gaining</b> (1) 97:8 <b>gap</b> (3) 16:17 32:18 73:5 <b>gaps</b> (5) 34:11,14 51:14 117:22 131:10 <b>gave</b> (6) 11:20 12:18 105:6,6 115:9 121:19 <b>gay</b> (1) 14:2 <b>gender</b> (3) 5:18 19:25 47:8 <b>genderbased</b> (1) 60:10 <b>general</b> (14) 13:23 26:13 47:25 49:16 54:9 81:17 94:14 97:3 101:2 115:15 130:16,17 131:5 136:3 <b>generalise</b> (1) 23:24 <b>generally</b> (6) 25:5 26:18 100:12 101:18 109:24 138:22 <b>gentle</b> (1) 92:16 <b>genuine</b> (1) 43:23 <b>geography</b> (1) 138:21 <b>germs</b> (1) 104:1 <b>get</b> (48) 2:8 36:3 40:9,11 42:20 51:5,21 55:18 56:16 63:20 65:14,22 67:20,23 68:16 72:8 75:25 77:1 79:23,25 83:15 84:9,25 87:25 91:10 98:4 104:4 106:20 108:4,10 111:14 40:2 44:11 46:1 50:13 113:8 117:15 119:9 123:6 125:7 127:5 130:7,10,17,25 131:1 132:6,13 134:16 137:22,23 141:6 <b>getting</b> (12) 15:5 76:19 81:20 82:12 88:10 108:6,9	114:3 117:18 130:24 137:7 138:7 <b>girls</b> (1) 59:9 <b>give</b> (20) 16:16 30:8 39:22 45:3,5,11 54:24 58:7 67:25 68:22 71:25 82:20 89:15 92:12,24 103:12 121:21 122:8 131:16 139:17 <b>given</b> (9) 26:7,10 28:15 35:7 37:18 49:14 65:15 70:12 <b>gives</b> (1) 98:11 <b>giving</b> (5) 11:19 73:2 109:3 112:19 115:21 <b>glasgow</b> (23) 4:10 26:3 30:5,20 40:24 55:8 56:21,21 57:4 59:5 61:25 62:3,4,7,9,11 65:5,23 79:13,18 80:18 81:5 83:2 <b>globe</b> (1) 96:7 <b>gloved</b> (1) 117:10 <b>gloves</b> (1) 122:18 <b>goal</b> (1) 96:24 <b>goals</b> (1) 55:23 <b>goes</b> (1) 124:5 <b>going</b> (30) 30:8 34:16 52:14 64:24 70:3 72:15 74:9 75:18 84:7 86:1,10 87:13,17 88:2 103:16 104:14,23 105:9 108:25 110:23 111:10 112:15 116:15 117:10 124:24 128:10 131:5 134:4,19 135:9 <b>gone</b> (3) 123:21 140:10 142:6 <b>good</b> (31) 1:3,4,18,23 2:19 48:24 52:4,13,13 73:22 91:15,16 92:4,4,12 93:6 94:6 98:12 99:5 101:20,27 108:2 110:12 114:3,6,7,14 132:22 134:7,20 138:5 <b>google</b> (1) 9:7 <b>googling</b> (1) 69:22 <b>governance</b> (1) 94:3 <b>government</b> (45) 4:12 5:24 6:8 9:2,17 17:2 20:3 22:22 25:1,19 26:6 27:19 29:3 34:12,19 35:21 36:9 37:11,21 38:12,23 44:15 45:22 47:18 48:9,12,24 49:1,4,19,23 50:4,10 55:8,9 90:1,6 95:19 96:9 113:3 120:9 121:9 123:11 135:14 <b>governments</b> (1) 70:9 <b>gp</b> (3) 112:18 138:4 139:7 <b>gps</b> (3) 111:3 134:19,20 <b>grant</b> (2) 35:24 39:9 <b>grants</b> (3) 6:11 38:8,13 <b>grassroots</b> (3) 4:7 50:16 51:13 <b>grateful</b> (2) 91:9 142:14 <b>great</b> (3) 42:10 46:1 140:16 <b>greater</b> (4) 18:8,14 140:2 141:3 <b>greatest</b> (1) 135:20 <b>greedy</b> (1) 14:15 <b>ground</b> (2) 24:11 111:8 <b>group</b> (19) 13:7 15:19 23:25 29:15 31:10 32:23,24 45:16,20,23 89:10 97:3,6 104:21 108:20 118:22 138:12 140:25 141:9 <b>groups</b> (54) 4:6,9,14 5:5,12 9:21 12:5,6,11 13:10 17:9 18:1 22:3 24:23 25:25 27:18 28:9,9,11 29:14,17 30:4,18,18 31:2 36:1,6,19,25 37:6,6 38:3 40:2 44:11 46:1 50:13 51:6,8 54:25 56:17 58:11 59:2 61:9 73:14 82:1 95:12 102:14 108:23,23,25 111:19 119:24 125:14,15 <b>grown</b> (1) 57:1 <b>guess</b> (2) 49:18 61:7
--	--	--	--	----------	--	---	--	----------	---	--



**guidance (24)** 25:5 49:3  
 54:13 69:3,7,16,24 71:3,6  
 81:19 83:7,11,13,18,25  
 84:14,18,23 85:14 86:5  
 118:13 121:21 136:3,8  
**guidelines (12)** 20:4 25:16  
 107:1 120:9,10,15  
 121:9,17 122:1,10 129:16  
 139:25  
**guiding (1)** 33:19  
**guilty (1)** 128:25

---

**H**

---

**hadnt (3)** 40:2 103:18 130:9  
**half (2)** 1:15 109:21  
**hall (2)** 125:15,18  
**halls (1)** 116:15  
**hammer (1)** 138:7  
**hand (1)** 105:25  
**handle (1)** 130:10  
**hands (2)** 72:12 86:7  
**handwashing (1)** 86:5  
**happen (2)** 72:5 139:17  
**happened (5)** 10:12 12:9  
 34:18 65:8 109:16  
**happening (5)** 119:20  
 121:8,9 128:13 138:2  
**happy (6)** 1:25 7:4 12:17  
 22:23 35:16 86:6  
**hard (2)** 107:13 112:9  
**harder (3)** 14:7 27:2 142:8  
**harm (3)** 57:10 99:18,18  
**harrowing (1)** 131:22  
**hasnt (1)** 140:3  
**hate (5)** 5:1,17 11:17,18  
 49:17  
**havent (1)** 45:8  
**having (26)** 33:13 34:14  
 40:23 44:14 66:12,25  
 69:15 82:20 97:21 98:1  
 99:9 107:15 113:4 114:6  
 115:21 120:25 121:12  
 125:12 128:9,24 129:10  
 132:9 133:22 136:2,8  
 139:6  
**head (2)** 26:3 122:13  
**headings (1)** 95:7  
**heads (1)** 84:25  
**health (65)** 7:12 11:13  
 17:19,23 18:5,19,25 19:8  
 20:21 21:24 22:17,17 23:3  
 32:16 33:9,15 41:25 58:19  
 59:13,14,16,16 70:17  
 71:17 72:14,21 74:25  
 79:8,9 81:4,18 83:13,21  
 84:18 99:9 101:14,15,15  
 107:18 108:14,14,23  
 112:6,20 115:1,2 116:10  
 117:6 120:23 121:13  
 129:2,9,10,21 132:22  
 133:25 134:10,24  
 136:5,17,21 137:8 140:24  
**healthcare (11)** 6:25  
 46:12,15,17,21,24  
 108:3,5,11 117:19 138:3  
**healthy (2)** 15:18 133:6  
**hear (5)** 3:5 9:4 53:16 85:23  
 116:17  
**heard (27)** 7:2,3,24 14:11  
 15:19 16:24 19:5,15 20:10  
 21:14 24:4 25:14 26:1,19  
 27:24 28:1 34:8  
 46:13,13,21 48:11 51:3  
 102:9 103:21 118:4 125:23  
 135:13  
**hearing (4)** 108:10 127:24  
 131:21 142:18  
**hearings (1)** 92:17  
**heart (2)** 76:5,17  
**heartening (1)** 114:10  
**heating (1)** 14:19  
**helm (1)** 2:20  
**held (3)** 30:22 54:2,3  
**helensburgh (2)** 93:8,9  
**hello (2)** 52:3 107:4

**help (19)** 35:21 36:3 55:11  
 57:13 101:23 110:9,11,18  
 111:2,20 112:1 115:14,19  
 118:22 130:6,7,17 135:22  
 139:9  
**helped (4)** 33:9,12 50:21  
 115:5  
**helpful (7)** 8:3 15:5,14 29:17  
 35:12 83:21 91:8  
**helping (6)** 32:9 83:23 110:7  
 111:10 117:21 136:4  
**helpline (4)** 110:15  
 115:12,18 123:1  
**helplines (1)** 111:17  
**helps (1)** 99:13  
**here (11)** 2:1 5:25 51:20  
 59:4 91:9 97:24 101:3  
 111:25 135:2 140:6 142:14  
**heteronormative (3)** 20:6  
 25:12,18  
**heterosexual (1)** 14:3  
**hidden (1)** 90:18  
**high (4)** 1:21,25 15:7 88:9  
**higher (3)** 17:8,12 30:23  
**highest (1)** 98:14  
**highland (2)** 92:2 94:7  
**highlands (1)** 94:12  
**highlight (8)** 45:5,9 87:2  
 88:22 102:14 115:25 118:8  
 135:11  
**highlighted (2)** 21:10 46:19  
**highlights (1)** 17:7  
**hindu (3)** 30:2 31:20 33:6  
**histories (1)** 59:12  
**history (1)** 80:19  
**hit (2)** 105:25 114:18  
**hold (4)** 54:12 106:20 113:9  
 125:5  
**holistic (1)** 57:12  
**home (29)** 8:5,15,17  
 10:14,17,21,24 20:13  
 25:22 39:12 41:13  
 43:1,3,6,13 68:6 79:7  
 87:13 93:17 108:12,17  
 109:17 115:2 116:25  
 117:1,8,17 120:5 122:21  
**homeless (3)** 31:15 32:7  
 57:14  
**homelessness (1)** 58:18  
**homes (1)** 109:9  
**homogenous (1)** 23:25  
**honest (1)** 133:24  
**hope (3)** 92:13 98:15 141:23  
**hopefully (2)** 48:15 95:4  
**horrendous (1)** 20:15  
**hospice (7)** 92:2 94:7,9  
 107:4,15 108:2 130:16  
**hospital (2)** 31:11 33:14  
**hospitals (1)** 139:7  
**hotel (3)** 73:16 74:3,19  
**hotels (5)** 32:8 73:24  
 74:6,9,18  
**hour (2)** 1:15 109:21  
**hours (2)** 40:20 96:12  
**house (6)** 70:13 81:19 106:6  
 116:11 137:22,23  
**housebound (2)** 25:21  
 132:12  
**housed (1)** 73:16  
**houses (4)** 41:14 88:3 117:10  
 121:5  
**housing (2)** 14:19 32:15  
**however (4)** 10:16 23:25  
 38:11 136:4  
**hr (1)** 94:3  
**huge (8)** 40:25 50:19 58:14  
 75:2,3 99:8 110:6 112:2  
**hugely (2)** 101:5 140:21  
**human (18)** 1:10 2:23,25  
 5:10,20,25 6:8,12,17,24  
 11:20 14:4 38:7,25 39:3  
 56:6 75:19 86:16  
**humanly (1)** 40:10  
**hume (35)** 1:6,11,24  
 2:1,13,15,15 3:17,19 7:22  
 8:11,13 12:25 15:25 16:1

17:21 18:7,20,23 19:2 23:8  
 24:17 27:10,11 29:10,12  
 34:16 39:23,25 45:12,14  
 47:23 50:7,8 143:2  
**hurdles (1)** 130:25  
**husband (1)** 16:18  
**hybrid (1)** 41:22

---

**I**

---

**id (1)** 139:22  
**idea (5)** 58:7 113:4 131:16  
 132:6 134:21  
**ideas (3)** 9:15 42:2 127:2  
**identified (6)** 55:10 62:10  
 73:5 75:5 80:1 82:10  
**identify (1)** 111:1  
**identifying (1)** 109:11  
**identities (1)** 46:20  
**identity (2)** 19:25 47:8  
**ie (2)** 29:7 55:1  
**ill (11)** 16:8,16 52:20  
 71:7,9,10 92:6 98:5,5  
 103:11 134:16  
**illness (3)** 104:13 126:18  
 132:25  
**illnesses (3)** 101:7 102:1  
 108:22  
**im (31)** 1:25 2:15 16:4 25:3  
 30:8 31:13 34:16,17 35:16  
 39:11 40:23 50:23 63:24  
 66:14 73:15 79:21  
 89:21,22 91:9 92:20  
 93:7,14,22,22 94:6 96:4  
 98:17 102:24 128:7,8  
 140:7  
**images (1)** 69:22  
**imagine (1)** 40:23  
**immediate (1)** 51:13  
**immediately (1)** 136:15  
**immigration (2)** 32:15 58:24  
**impact (31)** 5:19,22 9:24  
 14:14 19:7 20:1,21 21:5,18  
 22:14 23:3,18 42:23 78:8  
 87:11,15 88:5,13 90:13  
 102:13 104:16 113:12  
 114:9 116:1 118:7,9  
 126:14 127:22 135:15  
 140:2,5  
**impacted (6)** 15:20 27:8  
 35:23,23 46:17,23  
**impairful (2)** 116:24,25  
**impacts (58)** 3:6 6:20  
 7:7,10,12,13,14,17 12:22  
 13:9 17:18,20,23 18:1,6  
 21:24 22:6,17 23:4,4,16  
 24:9,15,22 28:22  
 39:15,18,20,21 45:6 46:9  
 47:19 48:17 53:14 61:2,3  
 66:20 71:7,13,22,24 76:13  
 81:5 83:1 86:24,25 89:16  
 90:2 95:11,14 101:5  
 102:7,15 116:1 117:24  
 118:8 135:5  
**importance (4)** 4:12 101:20  
 107:24 129:9  
**important (8)** 9:13 28:12  
 50:16 70:17 101:22 102:15  
 112:3 132:11  
**impressed (1)** 27:19  
**improve (3)** 47:20 90:4  
 135:16  
**improvements (1)** 47:25  
**improving (1)** 55:25  
**impunity (1)** 78:25  
**inasmuch (2)** 125:23 126:7  
**incidents (1)** 77:9  
**include (5)** 8:4 12:25 28:23  
 102:8 118:2  
**included (8)** 16:25 30:2 32:2  
 33:25 34:23 35:2,10 51:6  
**includes (4)** 13:19 57:9,13  
 90:11  
**including (15)** 3:13 5:15 8:5  
 14:17 33:2 34:6 39:17,19  
 54:25 56:17 59:9,14 60:4  
 71:15 96:21

**inclusion (15)** 4:5 5:5 6:4  
 13:6 17:25 21:13,15  
 22:4,11 24:19 71:17 88:25  
 102:12 103:13 105:13  
**income (1)** 125:17  
**increase (4)** 13:4 44:3 118:6  
 129:25  
**increased (9)** 14:12,13 39:17  
 40:20 44:20,23 123:17  
 142:5,7  
**increases (1)** 24:4  
**increasing (1)** 120:3  
**increasingly (1)** 88:18  
**incredibly (1)** 72:19  
**independence (1)** 56:1  
**index (1)** 143:1  
**indian (3)** 16:10 17:10 31:19  
**indicators (1)** 68:13  
**individual (6)** 12:3 44:10  
 122:2 128:6 129:17 136:7  
**individually (1)** 92:6  
**individuals (34)** 7:10,12,14  
 12:22 17:19 19:24 20:1  
 21:14,19 22:3 24:15 25:7  
 35:3 37:6 54:25 56:17  
 60:19 90:21 95:12 96:17  
 104:20 106:15 110:11,19  
 127:18,22 135:22,24 136:1  
 137:8,13 138:12 141:7  
**indoors (1)** 33:2  
**industry (1)** 55:6  
**inequalities (1)** 17:7  
**influx (4)** 127:9 130:6 140:15  
 142:1  
**information (57)** 7:15 8:4  
 9:20 12:18 15:22 18:17,18  
 22:15  
 24:16,19,20,20,21,24,25  
 25:2,3,4,7 26:9,18,23  
 27:6,16,20,22 36:22 38:24  
 43:20 46:4,25 48:12,22  
 49:3,21 51:9 69:10 83:7,15  
 85:16 86:2,10 88:11  
 90:9,11,11,19 91:1 102:12  
 106:12,21 107:11 108:9  
 134:7,8,12 137:11  
**informed (2)** 83:12,19  
**initial (4)** 49:20 119:16 123:9  
 125:14  
**initially (4)** 127:17 128:5  
 135:25 137:17  
**initiated (1)** 62:19  
**initiatives (2)** 4:18 5:1  
**innovating (1)** 135:21  
**innovative (1)** 128:16  
**inperson (9)** 20:24 21:9  
 23:10 37:3 41:6,24 42:11  
 47:10 116:20  
**input (1)** 114:9  
**inquiry (11)** 3:1 46:14  
 48:2,7,10,22 52:25 53:9,19  
 94:22 95:7  
**inquiries (1)** 7:1  
**insight (4)** 18:9 66:9,10  
 79:18  
**insofar (1)** 71:21  
**inspiring (1)** 6:9  
**instability (2)** 13:24 14:12  
**instances (2)** 55:19 129:20  
**instead (4)** 11:8,10,19,21  
**integral (1)** 101:23  
**integrate (1)** 134:1  
**integrated (1)** 126:5  
**interaction (2)** 3:5 95:6  
**interact (2)** 106:1 123:4  
**interacting (3)** 101:1 105:20  
 109:1  
**interaction (5)** 97:5 107:24  
 117:18 138:5 140:23  
**interactions (1)** 127:2  
**interested (1)** 98:17  
**interests (2)** 76:5,17  
**interface (1)** 57:16  
**interfaith (2)** 1:11 2:16  
 3:19,24 4:6,9 5:3,5 8:24  
 9:21 16:1 28:9 29:14 30:4

31:2,9 32:24 35:6 42:12,15  
 50:13  
**intermediary (2)** 6:14,15  
**internally (1)** 6:1  
**internet (3)** 18:12 89:12  
 106:5  
**interpersonal (1)** 60:5  
**interpret (1)** 69:17  
**interpreter (2)** 64:13,14  
**interpreting (2)** 64:18 71:3  
**intersecting (2)** 58:3,15  
**intersectional (2)** 5:19 26:19  
**intersect (1)** 6:15  
**into (34)** 6:1,11,16 11:2  
 35:14 37:25 38:4 45:4  
 48:10 53:18 57:1,11 64:25  
 66:10 74:2,9 76:24,25  
 78:10 79:18 85:6 86:23  
 87:13 89:23 95:3 105:23  
 107:7,8 117:10 119:23  
 120:12 127:20 130:15,16  
**introduced (1)** 66:8  
**introduction (2)** 5:17 10:15  
**inverness (2)** 40:24 94:11  
**investment (1)** 36:11  
**invite (6)** 7:25 28:21 47:16  
 87:3 89:15,24  
**invited (1)** 39:2  
**involved (4)** 12:5 31:7 93:19  
 101:12  
**involvement (1)** 110:6  
**ipads (1)** 18:15  
**island (4)** 93:23 102:25  
 103:1,9  
**islands (4)** 100:21 103:2,17  
 106:19  
**isles (1)** 93:24  
**isnt (2)** 51:7 86:14  
**isolate (1)** 128:23  
**isolated (10)** 8:20 23:13  
 33:24 34:25 75:8 98:25  
 99:10 116:6 132:24 133:3  
**isolating (1)** 76:7  
**isolation (31)** 9:15 17:24  
 18:14 19:6,22 20:9,11,24  
 21:17,24 22:6,9,16,21  
 23:11 30:10 33:13 36:4  
 39:19 41:19 43:12 75:3  
 76:16 81:11 99:2  
 100:14,23 102:9 107:8  
 121:11,15  
**issued (1)** 105:25  
**issues (65)** 3:6 7:6  
 13:1,6,6,12 16:7 17:24,25  
 18:5 21:4 24:22 25:2 27:12  
 28:17,22 29:2,9 34:20  
 39:20 45:6,24 53:14 58:18  
 59:13,14 60:25 61:11  
 68:20 71:10,13,17,19  
 73:12 74:12 75:1 76:13,15  
 82:24 83:1 85:18,19,20  
 87:3 88:22 89:17  
 95:5,11,14 99:9 102:6,15  
 107:5,23 115:1 116:10  
 117:24 118:13 124:2,3,7  
 132:12 135:5 137:9 141:1  
**items (7)** 13:19 14:8,14  
 15:2,23 70:19 109:10  
**its (50)** 1:16 4:18 9:12 27:4  
 30:12 32:23 34:17 42:4,10  
 43:21,21,22 45:21 46:1  
 53:24 61:22 64:18 65:9  
 68:5 72:18 73:6 84:16,16  
 89:1 90:7,14,16 96:23 97:8  
 98:3 99:4 100:5 101:21  
 102:2,2 103:12 109:7  
 113:23 123:6 124:3  
 125:19,20 127:19 134:8,9  
 137:25 141:1,5,17,25  
**itself (9)** 11:1 20:22 44:17  
 62:14 97:12 125:24 126:14  
 130:16 132:25

---

**J**

---

**jargon (1)** 86:13  
**jason (1)** 28:15

**jayne (29)** 91:18,25 93:6,6  
 96:4 97:15 98:9,20 101:3  
 99:25 100:14 101:10  
 109:15 113:19 114:2,17  
 115:11 131:14 133:17  
 135:3 136:12 137:6,17  
 138:16,18 141:11,13,25  
 143:7  
**jewish (5)** 30:2,11,20,22 33:6  
**jo (14)** 91:20 92:1 93:22,22  
 100:20 102:24 103:15  
 104:18 105:15 106:15  
 125:22 139:22 141:14  
 143:9  
**job (4)** 16:19 38:20 44:23  
 142:6  
**jobs (3)** 16:15 31:17 141:17  
**join (3)** 8:21 97:17 141:9  
**joined (3)** 1:20 9:22 140:18  
**joining (1)** 92:10  
**joint (3)** 36:15 53:8 126:5  
**July (2)** 32:16 115:16  
**June (2)** 29:19 115:8

---

**K**

---

**keep (17)** 15:16,17 28:13  
 40:17 66:20 69:16 71:4,5,5  
 84:2 85:10 91:1 105:4,9  
 107:14,19 131:8  
**keeping (6)** 43:25 44:21  
 66:19 85:4 86:19 133:5  
**kept (4)** 32:12 112:8 132:1  
 134:20  
**kettle (1)** 74:19  
**key (41)** 3:6 5:13 13:12 18:4  
 25:2 28:22 29:8 39:19,20  
 45:6 53:17 54:20 55:1  
 56:18 65:3,4,8,11,14,22  
 66:12,15,18 67:3 68:20  
 71:13 76:13 82:25 90:5  
 95:11,14 102:6,15,22  
 116:1 117:24 118:14  
 133:14,20 135:5 136:16  
**keynote (1)** 28:15  
**kind (64)** 54:17 56:24 63:19  
 64:1,15,16 67:7,8,10  
 69:1,2,6 72:7,10,20 73:23  
 75:4,25 76:3,15,15,16  
 78:15 81:9 83:24 84:2,9,24  
 85:25 86:8 87:6,17,18,21  
 88:9,11,12,13,25 89:10,20  
 98:3,10 100:6 115:7 116:8  
 120:4,15,25 121:5  
 122:11,24 134:25 129:24  
 133:21 134:22 136:20  
 137:18 138:7,19,20,21  
 139:11  
**kinds (1)** 116:21  
**kinross (1)** 61:25  
**kinship (1)** 25:25  
**klezmer (1)** 30:24  
**know (4)** 38:18 64:24 70:3  
 106:16  
**know (93)** 23:21 25:6  
 48:17,19 51:3 65:19 68:5  
 70:4,6,9 72:6 74:18 77:6  
 78:2 79:5 80:21,25  
 81:1,10,18,19,20,21 84:1  
 85:9 86:1,6,6,10,13  
 87:7,14,16 88:4,13,16 89:1  
 90:8,13 98:20 100:13,16  
 105:7,7 106:6  
 107:2,7 108:21 108:21  
 112:15 113:6,8 116:18,25  
 117:2,7,9,13,14,16  
 120:3,6,9,10,13 121:4,24  
 122:1,7 123:2,5,7  
 124:4,16,17 125:7,13,19  
 127:19,25 128:12 130:5,5  
 132:22 133:19 134:4,7  
 135:24 138:10 139:7  
 140:6  
**knowing (1)** 127:19  
**known (2)** 138:20,21

---

**L**

---

**lack (7)** 21:10 26:22  
 46:15,16,24 67:14 75:18  
**language (7)** 16:25 24:22  
 27:12 59:1 64:11 85:19  
 86:14  
**languages (2)** 86:17 90:12  
**laptop (2)** 8:17 10:19  
**laptops (4)** 8:16 10:10,15,22  
**large (8)** 6:19 13:17 30:22  
 37:5 100:2 105:11 119:22  
 139:10  
**larger (3)** 36:9 140:21,22  
**largest (1)** 5:2  
**last (2)** 138:1 139:21  
**lasting (3)** 5:14 23:18 136:19

13:20 14:15,18 16:25  
 19:13 26:3,6 28:2 33:23  
 43:22 45:2 46:9,11 48:8,21  
 49:13 54:20 57:9 62:12  
 69:22 70:19 71:9 74:21  
 78:15 84:16 86:10 89:18  
 95:8 97:3 99:8 102:6  
 104:11 109:11 110:19,23  
 112:24 115:4,22 116:15  
 117:4,23 119:11  
 120:12,13,15 121:23  
 122:6,9 123:5,10 124:3,16  
 125:13,15,16,16 130:5  
 136:14 139:8 140:4  
**likely (2)** 13:25 17:1  
**likes (6)** 78:14 116:13 117:21  
 120:8,11 139:9  
**limited (1)** 94:25  
**line (1)** 102:18  
**lines (2)** 32:12 126:19  
**link (4)** 51:13 62:3,5 67:9  
**linked (2)** 76:2,19  
**links (1)** 108:2  
**list (3)** 34:22 100:7,9  
**listen (1)** 129:16  
**listened (1)** 74:16  
**listening (2)** 85:25 127:22  
**lists (4)** 100:2,7 137:15,17  
**literacy (2)** 69:13 73:4  
**little (9)** 11:6,24 18:20 41:21  
 70:21 79:1 111:19 118:4  
 137:5  
**live (8)** 14:1,2 20:20 26:7  
 30:12 33:11 78:20 129:12  
**lives (4)** 16:17 83:18 89:12  
 142:3  
**living (19)** 19:19 25:15  
 26:2,21 32:7 41:20 49:10  
 55:17 58:17 59:18,25  
 72:17 74:7 75:7 83:17 94:2  
 104:12 112:3 142:5  
**local (29)** 4:6,8 5:4 9:14,21  
 16:3 28:9,10 29:14,17 30:4  
 31:2,3 32:24 36:11 37:22  
 47:11 50:2,13 65:22 66:1  
 70:23 80:6,11,14 94:13  
 134:7,9 140:1  
**localised (1)** 50:6  
**locally (5)** 16:17 50:15 75:7  
 123:12 138:2  
**locals (1)** 31:3  
**located (2)** 62:6,11  
**location (1)** 26:2  
**locations (2)** 19:17 47:7  
**lockdown (15)** 10:12 12:9  
 32:21 34:4,6 43:6 66:8  
 67:8 69:5,18 84:1,1 112:9  
 127:19 131:18  
**lockdowns (1)** 15:16  
**locking (2)** 81:18 133:5  
**lomond (1)** 93:9  
**loneliness (8)** 17:24 18:14  
 99:1,12,17 100:22 121:11  
 138:11  
**lonely (8)** 34:25 99:1,10  
 112:13 116:5,5 132:24  
 133:3  
**long (9)** 37:14 49:24 54:2,3  
 56:3,22 86:7 100:8 112:11  
**longer (7)** 6:21 77:1 105:23  
 123:6,22 125:19 129:1  
**longterm (2)** 119:17 140:5  
**look (13)** 27:2 51:13 78:4,6  
 94:2 97:22 128:19,24  
 129:15 136:1,21 137:13  
 139:19  
**looked (2)** 60:16 114:19  
**looking (7)** 16:12 34:18,19  
 122:5 123:8 127:6 135:23  
**loop (1)** 28:13  
**looser (2)** 120:16 121:20  
**lordship (14)** 3:5 8:1 28:21  
 45:10 47:17 51:18 54:24  
 58:7 61:17 67:6 68:22  
 71:13 88:23 91:6  
**lose (1)** 105:7

**loss (2)** 20:24 125:17  
**lost (11)** 16:14,18 19:10  
 31:17 126:14,15 127:11  
 131:10 134:24 140:18,19  
**lot (60)** 8:10 9:5,12 11:7  
 14:6 20:7 22:13 31:13 33:4  
 36:18 37:13 44:6 49:6,8  
 60:11 67:8 69:2,6,10  
 70:7,15 71:2 72:22 73:9  
 75:4 81:12 85:13 86:10  
 87:5 88:11 100:22  
 104:10,14 107:9 111:24,24  
 113:5 114:24 115:8  
 116:4,9,16,21 117:3  
 120:24 123:6 125:12,14  
 126:21,22 127:11,16 133:8  
 134:8,24 137:18 138:1  
 139:10,18,19  
**lots (15)** 37:16,16 57:15  
 58:18 64:25 73:3 74:11  
 76:7 116:10 119:1,1  
 125:1,3 138:8,8  
**louder (1)** 18:21  
**loved (2)** 9:11 99:7  
**love (1)** 91:4  
**lovely (1)** 9:9  
**lucky (2)** 40:10 83:21  
**lunch (2)** 74:14 112:5  
**luncheon (1)** 91:13

---

**M**

**machine (1)** 10:21  
**mailed (1)** 115:3  
**mailouts (1)** 33:3  
**main (6)** 10:11 11:25 13:22  
 36:20 63:3 95:5  
**mainland (1)** 103:8  
**mainly (1)** 137:8  
**mainstreamed (1)** 6:23  
**maintain (3)** 109:14,17 128:3  
**maintained (2)** 8:6 134:21  
**maintaining (1)** 19:12  
**major (6)** 16:2 28:7 117:7  
 121:15 132:19,23  
**majority (10)** 11:3 41:23  
 43:2 59:17 61:8,11,13 79:7  
 94:14 116:9  
**making (5)** 40:8 73:22 85:4  
 90:7 101:7  
**male (3)** 60:3,13 61:12  
**manage (6)** 26:8 36:7 85:10  
 93:10 110:13 128:2  
**managed (7)** 10:19 40:2,7,21  
 110:17 111:19 135:1  
**management (2)** 57:12 63:9  
**manager (8)** 29:23 52:9  
 53:22 54:10 84:4 93:7,22  
 94:8  
**managers (1)** 54:14  
**managing (7)** 16:3 96:22  
 107:19,21,25 128:19 131:7  
**many (33)** 10:6 27:23 33:16  
 40:12,13 58:17,20,22 59:1  
 60:15 63:13,16 64:10 70:8  
 74:9 75:22,23 76:22,25  
 98:20,20,24 99:6 102:3  
 107:5 108:8,14 110:4  
 129:12 132:12 134:2,18  
 136:8  
**march (4)** 38:12 65:10  
 115:7,16  
**marches (1)** 37:4  
**marginalised (2)** 58:12 90:17  
**marriage (3)** 5:16 59:9 60:6  
**marry (1)** 40:12  
**mask (2)** 87:18,19  
**masked (1)** 117:10  
**masks (13)** 31:8,9,10,12  
 33:18 34:5  
 70:19,20,22,24,25 87:20  
 122:18  
**mass (1)** 38:21  
**massive (2)** 44:3,3  
**match (4)** 100:9  
 110:19,20,20  
**matched (1)** 130:8

**matches (3)** 109:18,20  
 141:22  
**matching (1)** 96:17  
**materials (1)** 17:1  
**matters (9)** 4:12 7:18 39:17  
 47:20 53:17 87:2 90:4 95:7  
 135:17  
**maybe (23)** 26:14 28:1 47:9  
 49:16 64:21 70:4 76:17  
 78:9 103:7 110:4 114:19  
 115:1 116:18 122:8,23  
 124:1 126:17 130:3 132:1  
 136:2,5,9 138:13  
**meal (1)** 74:15  
**meals (2)** 74:3,14  
**mean (15)** 19:23 42:7 51:6  
 57:23 67:14 86:6 98:21  
 103:11 104:18 106:11,13  
 112:12 126:20 127:2  
 140:13  
**meaningful (2)** 96:15,24  
**means (6)** 42:13 67:17  
 70:21,24 73:21 141:21  
**meant (24)** 8:21 10:12 14:18  
 15:21 38:17,19 40:16  
 44:12 50:10 64:16 66:15  
 69:4,4,5,18 74:5 76:3,25  
 81:12,22 88:10 106:16,22  
 114:13  
**means (1)** 74:17  
**measure (1)** 99:4  
**measures (1)** 67:22  
**media (3)** 25:20 103:3,20  
**mediation (1)** 64:15  
**medical (1)** 28:17  
**medications (1)** 32:10  
**meditation (4)** 30:13 31:11  
 33:10,11  
**meet (17)** 19:11 21:22 30:19  
 40:16 43:11 45:18 55:5  
 62:20 65:17 73:7 74:22  
 79:25 80:11 104:20  
 129:17,18 142:7  
**meeting (16)** 2:25 3:2  
 9:9,16,23 11:7 27:17  
 41:1,15 42:1 43:10 68:7  
 85:1 94:20,21 131:9  
**meetings (16)** 9:8,9,23 16:23  
 36:7,19 41:2,6 42:7  
 43:8,10 45:25 64:12 67:17  
 80:21 88:25  
**meets (1)** 4:15  
**member (10)** 3:20 22:7  
 23:20 26:21 27:3 91:23  
 96:5 97:13,25 129:19  
**members (36)** 1:10 2:25 3:7  
 5:23 8:16 10:9,13,24 12:3  
 13:15 16:17  
 19:9,15,16,23,24 20:11  
 21:20 24:6 25:22  
 26:15,20,20 41:23 42:24  
 43:13 49:6 61:21 70:4,6  
 97:15 98:15 106:17 115:5  
 140:8 142:13  
**membership (3)** 3:20 45:15  
 51:1  
**memories (1)** 140:7  
**memory (2)** 65:9 104:23  
**men (10)** 16:13 60:21  
 78:15,16,18,19,23 79:1,4,6  
**mental (29)** 7:12 14:22  
 17:19,23 18:5,18,25 19:7  
 20:21 21:24 22:7,17  
 23:3,20 32:16 33:9 41:25  
 58:19 59:14,16 71:17  
 74:25 81:4 99:18  
 101:15,15 129:10 137:8  
**mentality (1)** 103:16  
**mention (14)** 1:19 16:8,9  
 30:8 31:23 41:12 59:6,13  
 60:23 67:1 105:10 118:15  
 124:7 137:4  
**mentioned (37)** 5:8 6:16  
 11:1 14:10 16:12 22:12  
 23:19 25:10 27:14,17 28:8  
 29:12 31:19 32:18 34:3,6

38:5 39:6 40:18 42:6 44:6  
 45:14 47:3 49:6 50:9,11,18  
 59:12 71:20 104:15 108:17  
 113:13 121:17 130:12  
 131:14,20 137:15  
**mentioning (1)** 16:5  
**mentions (1)** 102:21  
**messages (2)** 64:22 128:16  
**messaging (3)** 20:3 25:16,20  
**met (1)** 16:17  
**method (1)** 63:6  
**metres (1)** 33:20  
**microsite (1)** 36:22  
**microsoft (1)** 12:14  
**midweek (1)** 28:1  
**might (27)** 8:20 13:3  
 18:11,15,17,21 25:20,25  
 26:8 34:20 35:9 49:8,9  
 51:6,14 66:9 68:11  
 98:17,23 100:8 109:25  
 111:2,14 118:10 126:4  
 132:2 135:14  
**migrant (2)** 55:11 82:16  
**migration (1)** 60:25  
**miller (21)** 9:19,25  
 93:3,13,14,14 100:11,13  
 109:20 114:16,17 116:4  
 118:16,18,20 121:24  
 123:20 124:10 138:17,18  
 143:8  
**million (1)** 96:12  
**mills (1)** 86:1  
**mind (4)** 63:18 67:17 85:20  
 89:21  
**minibus (1)** 122:15  
**minibuses (3)** 93:18 114:22  
 119:23  
**minimising (1)** 112:22  
**minorities (1)** 9:22  
**minority (5)** 9:25 16:23  
 42:24 43:5 45:25  
**mirrored (1)** 76:9  
**miss (31)** 1:6,11,24 2:1,13  
 3:17 7:22 8:11 12:25 15:25  
 17:12 18:20 24:17 27:10  
 29:10 39:23 45:12 47:23  
 50:7 91:18,24 93:2,5 96:1  
 102:19 109:14 118:18  
 131:13 136:11 143:7,2  
**missed (1)** 109:6  
**mission (1)** 111:24  
**misunderstood (1)** 70:6  
**misuse (1)** 58:21  
**mitigate (6)** 4:38 47:18  
 48:19 77:23 90:2 135:15  
**mixed (1)** 14:25  
**mixture (1)** 114:21  
**mobile (6)** 18:15 31:4 33:2  
 63:18 64:21 72:19  
**mobility (3)** 99:9 132:12  
 141:1  
**model (4)** 100:24  
 140:12,13,25  
**moment (2)** 48:14 54:8  
**monday (1)** 1:1  
**money (17)** 36:12,17,18,21  
 39:8,9,10 44:21,22 72:9  
 78:17 111:21,22 119:22  
 124:15 131:3 139:17  
**monies (3)** 130:17,17 131:10  
**monitored (1)** 96:20  
**monitors (2)** 10:23 39:7  
**months (7)** 38:14 45:18 56:2  
 69:21 124:17 125:5 127:23  
**more (78)** 8:19 9:1,8,24  
 12:18 13:25 16:6,8 21:19  
 22:19 24:3 25:5 26:6,13,18  
 27:1 40:1 41:2,8,24,25  
 42:4 46:20 47:7,9 48:25  
 49:13 51:14 61:5,14 63:12  
 64:17,17 65:24 66:4  
 70:2,16 71:11,19 81:2  
 96:11 98:5 99:2,13,14  
 100:12 101:2,18,25 104:5  
 105:23,23 112:13 114:13  
 115:2 121:2,3 126:11

128:23 130:3 131:4,7  
 132:6,25 133:2,19 134:8  
 136:7,17 137:19,20,20  
 139:5,6,9 140:1,25 141:4  
**morning (8)** 1:3,4,23 2:19  
 52:4,5,13 142:16  
**mosques (1)** 30:11  
**most (26)** 10:9 12:12 43:2  
 58:5,8,8,12 61:10 74:14  
 84:13 90:17,18 93:11  
 99:25 100:3,3 106:20  
 107:19 111:16 112:14  
 125:9 127:21 131:18  
 134:12,17 138:11  
**mostly (1)** 109:10  
**mother (1)** 15:17  
**mothers (1)** 82:2  
**moulded (1)** 134:9  
**move (16)** 22:25 45:10 47:14  
 56:5 72:14 73:6 82:25  
 89:14 100:12 102:6 107:16  
 114:23 117:23 135:6,7,9  
**moved (4)** 10:9 37:25 63:24  
 74:2  
**moving (5)** 8:5 39:14 64:1  
 71:21 83:6  
**ms (31)** 1:3,4,8,19 2:2,4,5  
 50:7 51:16,23  
 52:3,4,6,7,8,8,13,15,16,17,18  
 53:7,13 82:24 91:3,3,5,8  
 143:4,5,6  
**msps (1)** 11:8  
**much (54)** 2:24 5:7 7:5 9:8  
 10:2 12:21 15:25 17:18  
 22:25 24:14 27:1 28:19  
 29:12 31:2 39:14,25 41:9  
 42:8,22 47:14 50:7  
 51:16,24 56:12 66:3 78:18  
 91:3 92:21 94:19 99:2  
 102:5 103:16 104:6 106:25  
 107:7 109:13 110:25  
 114:4,16 117:13,23 118:21  
 124:25 125:9 127:10  
 130:3,9 131:18 135:8  
 137:7 140:14,25 141:10  
 142:7  
**multifaceted (1)** 4:1  
**multiple (2)** 58:2 60:1  
**muslim (3)** 30:2 31:15 33:6  
**must (1)** 82:14  
**myself (5)** 6:2 40:6 41:19,23  
 42:20

**n95 (1)** 87:19  
**name (10)** 2:11,11,15,19  
 6:13 52:22,23 92:23  
 93:6,14  
**names (1)** 16:21  
**national (10)** 2:16,22 5:9  
 17:11 38:22 48:13 50:17  
 51:4,12 134:8  
**nationality (2)** 17:10,10  
**nationally (1)** 121:8  
**nature (7)** 37:18 65:5,15  
 79:3 97:9 100:21 119:19  
**navigate (1)** 58:25  
**nearly (1)** 125:2  
**necessarily (6)** 87:21 103:9  
 105:2,20 126:16 140:3  
**need (20)** 1:16 8:10 13:1,4  
 29:15 35:9 50:12 56:4  
 58:17 64:6 67:23 90:21  
 94:19 104:5 114:4 128:9  
 140:23,23 142:7,7  
**needed (13)** 14:9 27:12  
 49:25 50:1 63:2 65:17  
 82:13 109:3 114:14 125:10  
 128:24 136:10 139:9  
**needing (2)** 104:2 111:2  
**needle (1)** 57:9  
**needs (21)** 4:22 17:16 18:9  
 42:14,17 58:15 65:18  
 69:12 74:22 80:12  
 84:10,11 101:2 112:4

127:25 128:9 129:18  
 130:11 131:5 136:2 137:21  
**negating (2)** 21:23 22:5  
**negative (12)** 4:4 19:7 20:1  
 21:16 22:6,12,17 23:4,22  
 47:7 51:10 121:13  
**neighbour (1)** 25:21  
**neighbours (3)** 49:8,11 110:7  
**neither (1)** 84:20  
**network (24)** 1:13 2:22,22  
 5:9 6:1,13 11:2 22:20 36:5  
 43:23 47:2  
 61:16,18,18,21,23 65:21  
 80:22 96:6 97:17,18,21  
 98:8,19  
**networks (15)** 25:17 26:5  
 76:16 91:24 95:9,23  
 96:2,5,6 97:12,16,25 98:11  
 113:2 120:11  
**neurodiversity (1)** 6:4  
**never (3)** 14:21 63:18 67:16  
**nevertheless (1)** 53:18  
**newborn (1)** 70:14  
**newly (1)** 75:5  
**news (1)** 85:24  
**newsletters (2)** 115:4 127:3  
**next (12)** 12:21 17:18 23:1  
 24:14 28:20 39:14,15 48:9  
 52:8 105:4 127:15 136:11  
**nhs (3)** 4:25 5:17 11:12  
**nice (2)** 102:2 139:1  
**niceties (1)** 117:14  
**nights (2)** 5:24 5:7 7:5 7:15  
**nine (1)** 61:21  
**nobody (7)** 105:17 106:7  
 109:7 113:6,6 119:24  
 132:8  
**noise (1)** 75:16  
**nonheteronormative (1)**  
 25:23  
**nonpandemic (4)** 3:14 54:22  
 55:2 68:25  
**nonstatutory (1)** 4:21  
**normal (4)** 11:23 64:8 136:9  
 142:3  
**normally (18)** 3:16 7:25 21:9  
 37:4,13,14,17 41:16 44:2  
 62:16 68:25 123:2 124:23  
 141:23  
**north (1)** 93:25  
**notes (2)** 107:9 128:17  
**nothing (5)** 89:21 109:16  
 134:25 142:12  
**notice (1)** 101:14  
**noticed (1)** 43:22  
**notification (1)** 89:21  
**noting (2)** 92:18 111:2  
**novel (1)** 111:20  
**november (1)** 119:18  
**nuances (1)** 78:10  
**number (8)** 3:10 4:24 62:8  
 119:17 124:10 130:1  
 132:25 140:19  
**numbers (10)** 78:8,9 99:3  
 119:22 140:20  
 141:13,15,19 142:4,5  
**numerous (1)** 48:12  
**nutritious (1)** 74:14

**office (5)** 10:20 42:3 66:16  
 68:12 87:13  
**officer (4)** 2:16,21 12:4 44:19  
**offices (1)** 67:11  
**offset (1)** 44:14  
**offsetting (2)** 57:22,22  
**often (12)** 58:2 60:6,17 61:9  
 67:18,22 75:8,11 82:9  
 86:17 101:12 137:25  
**oh (2)** 67:23 68:10  
**okay (8)** 22:25 55:3 68:6  
 71:25 73:6 109:19 110:2  
 139:15  
**old (1)** 109:25  
**older (9)** 19:16,16 116:16,21  
 119:23 121:11 134:18,24  
 135:25  
**once (4)** 70:13 75:22 88:3  
 135:25  
**oneoff (1)** 115:19  
**ones (7)** 23:4 42:11 53:17  
 58:8 91:1 99:7 111:16  
**onetoone (12)** 55:22 62:23  
 63:3,9 64:2 94:1,16 97:5  
 104:21 128:2,12 136:10  
**onfoot (1)** 77:21  
**ongoing (17**

95:13,15 97:1,13,23 99:24  
 100:4 107:6,9 110:5  
 113:13,20 114:20 116:14  
 117:21,25 118:9 119:2  
 125:25 126:12 131:17  
 133:14,24 134:3 135:6  
 136:14  
**organise** (3) 36:19 41:16  
 75:25  
**organised** (3) 30:11 45:19  
 46:1  
**orientated** (1) 132:3  
**orientation** (2) 19:25 47:8  
**origin** (1) 59:5  
**originally** (2) 55:7 61:21  
**others** (11) 4:8,19 16:14  
 35:2 66:4 97:3 101:1  
 109:20 127:12 130:1,23  
**otherwise** (2) 65:21 101:8  
**ours** (2) 131:17 136:14  
**ourselves** (10) 46:3 50:18  
 90:16 97:23 100:20 106:18  
 120:8 121:8 125:13 139:10  
**outcome** (1) 45:19  
**outline** (1) 3:11  
**outreach** (8) 57:5,7 62:24  
 63:22 77:14,15,21 84:20  
**outset** (1) 92:17  
**outside** (4) 26:2 58:23 68:12  
 121:4  
**outwith** (2) 70:23 86:8  
**over** (18) 8:21 10:10,11  
 42:19 54:4,7 57:3 72:20  
 74:10 78:13 92:6,20 94:15  
 97:7 106:18 107:16 116:8  
 123:9  
**overall** (3) 101:24 136:18,23  
**overarching** (1) 136:4  
**overcome** (2) 30:9 33:12  
**overseas** (1) 31:12  
**oversight** (2) 53:24 54:12  
**overview** (7) 3:12 54:8,24  
 56:16 68:22 95:8,23  
**overwhelming** (2) 59:17 61:7  
**own** (25) 10:22 26:7 29:7  
 38:1 40:1 41:25 64:18  
 70:10 74:20 75:6,15 79:9  
 82:21 83:18 95:15 102:22  
 109:9 112:20 115:1 117:25  
 122:25 129:21 135:5  
 140:7,24

P

**pace** (5) 11:6 44:7 88:7,8,12  
**packages** (3) 31:15,23 41:11  
**packaging** (1) 34:5  
**pages** (1) 37:15  
**paid** (4) 4:9 77:10 78:23  
 100:5  
**pakistani** (1) 17:10  
**palliative** (1) 101:19  
**palms** (1) 113:7  
**pandemic** (10) 2:13,17 3:8  
 6:10,20 7:9,14,21 8:2,15  
 9:6 10:8 14:6 19:10  
 20:16,20 21:6,25 23:16,23  
 24:10,16,20,23 25:2,3  
 26:10,18 27:5 28:18 31:1,7  
 35:20 36:11 37:18 38:11  
 41:9 43:1,16,17,25  
 44:18,20 45:17 46:15,18  
 47:5,16,19,21 49:3,20  
 54:5,19 56:13 62:14 63:7  
 64:5,8,16 68:18 71:14 75:5  
 77:10,15 83:6,17 85:16  
 89:2,5 90:1,3,5,22 92:24  
 95:13,15,20 99:21,24  
 102:8,12 103:7 104:19  
 105:24 106:12 109:16  
 113:18 114:18 117:9  
 118:1,20 119:16 120:2  
 122:14 124:9 135:16,17  
 137:10,16 141:24  
**pandemicrelated** (1) 88:21  
**panel** (11) 1:5,8,13 91:16,23  
 97:14 98:6 102:21 135:4

142:10,13  
**panellists** (1) 1:14  
**paper** (3) 27:13 87:20 107:10  
**papers** (1) 133:1  
**parades** (1) 37:4  
**paradoxically** (1) 112:10  
**paragraph** (1) 67:2  
**parcels** (2) 73:18,20  
**parkinsons** (1) 97:2  
**parks** (1) 76:1  
**parliament** (1) 11:9  
**part** (14) 6:2 8:14 9:16 48:10  
 61:16 66:1 83:15 93:24  
 97:18,20 100:15 101:23  
 113:23 121:15  
**participant** (3) 14:16,20 26:1  
**participants** (6) 14:11 15:7  
 19:21 25:18 46:14 51:20  
**participated** (1) 7:1  
**participating** (1) 119:15  
**particular** (31) 12:22 13:6,10  
 15:11 18:1 24:21,23 25:4  
 39:16 56:23 58:20 64:10  
 65:16 71:19 73:12,14,22  
 74:25 76:13 80:12 81:6  
 82:3 83:9 85:18 86:4  
 88:7,11 102:14 114:2,12  
 129:2  
**particularly** (33) 18:10 19:17  
 21:10,11 24:5 27:15 30:10  
 31:6 41:19 45:23 63:8,13  
 65:25 67:7 68:17 73:14  
 74:12 75:4 77:11 81:25  
 82:1 83:22 84:4 85:21 86:3  
 87:23 100:17 108:24 112:9  
 113:20 114:6 131:22  
 138:25  
**parties** (1) 127:4  
**partner** (2) 107:6 137:24  
**partners** (5) 94:12 107:6  
 115:1 130:22 138:23  
**partnership** (9) 4:24 5:22 8:7  
 35:2 94:7 126:1 133:25  
 134:10 136:18  
**parts** (2) 108:5 139:24  
**party** (1) 122:8  
**pass** (1) 92:6  
**passing** (1) 5:16  
**past** (2) 119:21 128:8  
**patterns** (1) 79:22  
**pay** (4) 67:17 78:18 79:6  
 89:8  
**paying** (2) 60:21 79:4  
**pays** (1) 97:16  
**peaked** (2) 127:14,14  
**people** (194) 4:2,22 5:12,14  
 6:21 8:20,21,25  
 13:10,14,17,18,25  
 14:2,7,23,25 15:1,3,19  
 16:5,7,24 18:2 19:16  
 20:7,19,23 21:11,18,21  
 22:1 23:17,18,22  
 24:4,11,23 25:10,15,22,25  
 26:7,14,23 27:5,6,12,23  
 28:13 30:23,24,25,25 31:8  
 32:1,6,13 33:1,12,19 34:25  
 35:8 36:3 37:1,25 40:13,13  
 42:13,17 43:2 46:19 47:4,6  
 48:1,25 49:8,12,15,15 68:1  
 69:13 72:22 76:4 87:8  
 88:11 89:10,13 90:17,23  
 91:23,24 93:11,18 94:2  
 96:25 98:7,17,25  
 99:4,6,15,16,20,22 100:8  
 100:22 102:1,13 104:5,6,12  
 107:14,20 108:8,22,24  
 109:7,11 110:7,8,14  
 111:10,13 112:1,19 114:3  
 115:12,14,16,23  
 116:4,7,8,13,16,19,21  
 117:3,3,15,17 118:25  
 119:1,5,13,14,23,24  
 120:4,5,17,20,21  
 121:3,4,11 122:5 123:3,13  
 124:16 125:17 126:2 127:4  
 128:17 129:8 130:6,7,8

131:21,24  
 132:8,9,11,12,21,24  
 133:9,21 134:18,24 136:1  
 137:4,7,20 138:21  
 139:9,15,18,19 140:17,23  
 141:17  
**peoples** (8) 31:4 33:9 89:8  
 101:23 112:6 117:10  
 130:10 136:21  
**per** (3) 29:15 32:23 74:7  
**percentage** (2) 59:15 61:4  
**perhaps** (25) 2:13 3:17 7:22  
 17:3,21 18:14 24:16 29:10  
 39:21 45:12 47:22 51:10  
 53:20 54:23 56:16 66:12  
 71:22 76:14 87:18  
 95:10,18 98:5 106:13  
 121:19 123:18  
**period** (8) 38:4 103:17  
 114:25 115:17 117:3,6  
 125:14 126:24  
**periods** (1) 117:11  
**permitting** (2) 7:5 95:6  
**person** (18) 11:19 12:6  
 19:11,14 25:20 41:20 42:1  
 52:5,6 63:4,20 97:7 106:22  
 109:5 112:3 122:15,20  
 123:6  
**personal** (7) 56:1 94:9  
 101:22 108:1 129:6 130:19  
 136:6  
**personally** (2) 32:1 42:20  
**persons** (1) 129:18  
**perspective** (2) 24:3 102:25  
**pertained** (1) 86:16  
**perth** (2) 61:25 62:1  
**pertinent** (1) 118:15  
**pharmacies** (2) 64:23 111:1  
**phone** (12) 63:18 64:21  
 67:24,25 72:21 73:2 75:22  
 105:3,4 115:21 116:17  
 134:13  
**phonecall** (1) 75:23  
**phonecalls** (1) 67:23  
**phones** (3) 16:15 31:4 72:17  
**phoning** (3) 34:25 68:10  
 128:7  
**physical** (7) 13:4 35:4 88:13  
 99:17,19 101:2,15  
**physically** (2) 68:2 84:24  
**pick** (2) 18:21 64:24  
**picking** (2) 83:18 85:24  
**picture** (2) 105:3,4  
**piece** (2) 17:5 25:13  
**pieces** (1) 125:20  
**pivoting** (1) 34:9  
**place** (25) 10:13,18 12:8,13  
 20:25 21:7,9 32:21,23  
 33:2,25 43:9 44:7 45:20  
 47:10 67:22 74:16 97:5  
 106:14 107:22 109:2,7  
 116:6 127:21 139:3  
**placed** (2) 134:11 136:14  
**places** (8) 9:19 27:22 30:10  
 32:25 33:16,16,24 51:8  
**plan** (6) 40:16 42:3 55:23  
 95:22 129:17 141:7  
**planned** (1) 97:4  
**planning** (1) 41:6  
**plans** (1) 136:7  
**platforms** (2) 12:13 19:13  
**play** (1) 64:25  
**played** (1) 5:13  
**please** (30) 2:3,6 3:11 8:11  
 52:15,21 54:24 56:19  
 58:7,9 61:16 67:5 68:22  
 71:12,24 77:8 87:4  
 92:19,22 93:2,5 97:14  
 102:20,23 107:3 118:16,18  
 127:15 135:18 137:5  
**pleased** (1) 88:5  
**plummeted** (2) 140:21  
 141:19  
**pm** (4) 77:16 91:12,14  
 142:17  
**points** (2) 90:6 127:7

**police** (4) 4:25 55:20 87:19  
 111:15  
**policy** (9) 2:21 6:2 11:4,8  
 44:6 54:15,16 66:21 69:16  
**political** (1) 139:15  
**poorly** (1) 126:18  
**population** (2) 26:13 49:16  
**populations** (1) 136:9  
**position** (7) 66:2 80:19 106:7  
 112:12 125:3 126:6 141:6  
**positive** (11) 21:15 22:4 24:9  
 37:21 38:22 40:15  
 43:14,21 45:19 49:18  
 51:10  
**positives** (1) 76:22  
**possibility** (1) 49:12  
**possible** (7) 10:25 40:10  
 86:20 118:22 122:11 125:9  
 128:14  
**possibly** (2) 13:6 125:1  
**post** (3) 2:17 140:17 141:25  
**posted** (4) 30:16,17 41:11  
 103:25  
**pot** (1) 141:3  
**potential** (10) 7:19 19:22  
 34:20 45:2 55:12 59:21  
 89:15 95:16 110:8 135:10  
**potentially** (1) 90:3  
**pots** (1) 32:5  
**pour** (1) 70:23  
**poverty** (14) 13:23,25 14:1,2  
 15:21,24 22:14 27:7 46:23  
 58:17 67:13 73:10 89:7  
 106:4  
**ppe** (6) 33:18 77:22 83:24  
 84:8 113:9 133:22  
**practical** (3) 17:14 31:13  
 130:3  
**practically** (1) 9:10  
**practice** (3) 98:13 106:11  
 110:12  
**prayer** (1) 30:25  
**preavid** (1) 129:5  
**predators** (1) 76:4  
**predict** (1) 138:13  
**predominantly** (4) 44:5  
 62:18 63:10 137:6  
**preexisting** (1) 89:17  
**preferences** (1) 74:21  
**pregnancy** (6) 46:23,25  
 82:7,7,11,18  
**pregnant** (7) 15:12,20 22:13  
 46:22 60:25 82:2,23  
**premises** (1) 77:18  
**prepanedemic** (6) 12:5 47:9  
 62:18 64:13 113:17 118:7  
**prescribe** (1) 138:4  
**prescribing** (1) 138:2  
**prescription** (2) 64:25 115:6  
**prescriptions** (3) 32:9 102:11  
 130:4  
**presence** (1) 127:1  
**present** (3) 51:8 58:14 67:15  
**presentation** (1) 82:6  
**presenting** (2) 58:16 77:25  
**pressure** (8) 14:13 121:2  
 122:7 123:14 124:1 126:22  
 139:5,6  
**pressures** (1) 77:7  
**pretty** (7) 27:19 44:4 73:22  
 78:14 112:14 131:18  
 136:24  
**prevented** (1) 20:17  
**previous** (5) 59:4 60:2 61:12  
 70:9 82:9  
**previously** (4) 2:24 23:19  
 94:19 140:19  
**pride** (4) 20:25 21:9 37:1,2  
**prides** (2) 21:6 36:25  
**primarily** (2) 6:7 57:23  
**printed** (1) 30:16  
**printing** (1) 35:1  
**prior** (3) 38:8 99:24 104:19  
**private** (1) 57:23  
**privately** (1) 75:16  
**privileged** (2) 66:2 80:19

**proactive** (1) 77:21  
**proactively** (2) 57:7 78:16  
**probably** (18) 11:25 18:24  
 20:22 44:16 81:2 82:19  
 100:13,15,20 101:9 106:4  
 119:9 120:19,22 121:25  
 125:22,22 139:22  
**problem** (2) 124:21 135:22  
**problems** (3) 99:16 124:21  
 128:24  
**procedure** (2) 85:8 122:21  
**procedures** (3) 84:7 85:7  
 122:11  
**proceedings** (3) 2:6 52:19  
 142:15  
**process** (8) 15:5,8 29:22  
 40:18 42:4 48:21 49:24  
 85:12  
**processes** (2) 127:20,20  
**produced** (1) 94:21  
**professional** (3) 34:23 98:10  
 117:6  
**professionals** (3) 108:11  
 117:19 138:3  
**profiling** (1) 109:24  
**profiting** (1) 139:16  
**programme** (2) 4:2 29:5  
**progress** (1) 21:3  
**project** (10) 6:14,15,15 7:2,3  
 16:16 32:18 48:11  
 93:14,22  
**projects** (3) 31:7 37:7 40:3  
**promote** (2) 4:5 5:5  
**promotes** (1) 101:24  
**promotion** (1) 3:25  
**prompt** (1) 8:11  
**prompts** (1) 8:10  
**pronouns** (1) 2:20  
**proportion** (1) 13:18  
**propose** (1) 7:6  
**pros** (1) 42:9  
**prostitution** (2) 56:24 57:18  
**protect** (1) 69:5  
**protected** (2) 58:3 61:5  
**protection** (1) 60:25  
**protocol** (1) 5:18  
**provide** (44) 3:12 12:18  
 35:25 39:7 47:17 48:5  
 54:8,13,21 55:11,13  
 57:7,12,15 62:24 64:8,15  
 62:7,7,11,18  
 77:17 78:21 80:20 81:2  
 84:15 87:24 88:1  
 93:8,10,15 94:3 111:22  
 113:20,21 117:11 118:21  
 124:5,25 125:9 128:3  
 136:15 141:21,23  
**provided** (42) 8:16 13:11  
 17:16 18:3 22:8  
 31:10,11,15,20,24  
 32:3,11,22 34:4 48:11  
 52:24 53:8 56:22 62:4,22  
 65:12,13 66:22 68:24  
 71:15 74:4,6,13 77:2,13,19  
 79:12 80:5,23 85:15 88:2  
 95:2 110:18 111:18 119:20  
 122:2 123:12  
**provides** (4) 55:1 56:19,20  
 96:8  
**providing** (27) 4:22 7:2 18:8  
 25:1 34:25 55:4,6,15  
 61:19,23 66:11 68:2,15  
 69:6 70:20,25 88:8 96:18  
 101:20 111:16 124:13  
 125:8 128:1,11 129:1  
 130:13 134:12  
**provision** (4) 13:9 17:15  
 32:14 114:1  
**psychological** (2) 59:21,23  
**ptsd** (1) 33:13  
**public** (9) 1:20 5:24 11:17,18  
 28:14 83:12 84:18 90:11  
 92:10  
**published** (1) 42:16  
**pull** (1) 84:5  
**pulling** (1) 140:17

**pupils** (5) 1:20,24 4:3  
 92:9,12  
**purchase** (1) 75:17  
**purchased** (1) 32:5  
**purposes** (1) 86:20  
**pursue** (1) 112:7  
**pushing** (1) 88:3  
**puts** (1) 125:2  
**putting** (2) 127:20 139:4  
**pvg** (1) 110:22

---

**Q**

---

**q** (105) 2:18,24 5:7 5:7 10:2  
 12:21 15:25 17:18  
 18:20,24 19:3 22:25 23:14  
 24:14 27:10 28:19 34:2  
 35:12 39:14 42:22 45:1  
 46:8 47:14 52:24 53:3,11  
 54:2,5,7,18 56:9,12 57:25  
 59:6 60:22 61:15 62:2,12  
 63:5 64:6 65:3,19 66:9  
 67:1 68:19 71:7 73:10  
 74:24 76:11 77:5 79:12  
 80:4,9 81:4,25 82:24 83:6  
 85:13 86:21 88:21  
 89:15,23 93:13,21 94:19  
 97:11 98:5,17,22 99:21  
 100:11,19 101:17 102:5  
 103:12 104:15 105:10  
 106:11 107:3 108:17  
 109:13 113:12,25 114:16  
 115:25 117:23 121:17  
 123:14 124:7 125:21  
 127:15 130:12 131:12  
 133:11 135:2,4 136:11  
 137:3,14 138:15,17 139:21  
 141:10,12,24  
**quality** (10) 9:1 27:2 74:13  
 96:8 97:20 98:11 99:5  
 101:24 109:4,5  
**quantifiable** (1) 99:2  
**question** (4) 34:16 83:14  
 98:5,16  
**questions** (15) 2:3,4 51:17  
 52:14,16 62:12 91:4,5  
 92:5,15 142:10,12  
 143:4,6,11  
**quick** (2) 50:11 138:19  
**quicker** (3) 37:13 129:4  
 131:3  
**quickly** (18) 27:25 28:1  
 29:18 37:12,22 51:5  
 65:8,15 66:4,6,23 69:15  
 73:5 76:18 83:25 110:5,23  
 114:13  
**quiet** (1) 78:1  
**quite** (8) 8:10,19 10:14  
 12:9 28:3 37:11,11,22  
 49:19,23,24 50:20 60:6  
 61:9 66:19,23 67:18,22  
 70:10 75:7,11 82:9 86:17  
 88:9 100:2 107:17 108:15  
 116:23 120:7,12,24 121:19  
 124:11,12 125:12,25  
 127:16 128:12 131:19  
 137:25 138:8 139:1  
**quizzes** (1) 115:4  
**quotes** (1) 78:21

---

**R**

---

**racism** (1) 17:6  
**radio** (2) 75:12 106:17  
**raising** (1) 52:10  
**range** (3) 58:14 72:25 99:11  
**ranged** (1) 115:19  
**ranges** (1) 108:22  
**rapid** (1) 124:12  
**rate** (1) 38:15  
**rather** (3) 102:1 104:21  
 105:15  
**read** (2) 69:12 129:15  
**reading** (1) 86:14  
**reading** (2) 17:1 81:14  
**ready** (5) 2:1,3 32:8 52:15  
 92:7

**real** (6) 26:22 70:11 75:18  
 79:3 114:6 130:10  
**reality** (2) 49:9 129:12  
**really** (70) 9:5 21:2,4 22:5  
 26:16 28:12 33:8  
 41:17,17,17 42:1  
 43:14,21,21 48:1,2,8,21,24  
 50:1 53:16 5

7:12,14,17,20 12:22 13:2  
 17:14,19 18:2,25 23:7  
 24:23 25:5 39:16 44:8  
 46:9,12 47:7 53:5 58:9  
 62:14 67:2 71:13,21  
 73:12,15 74:24 77:7,8,11  
 83:1 87:2 108:24 113:16  
 118:8,13,14  
 relationship (12) 32:16 45:21  
 46:2 50:21 96:14,16,20,22  
 97:12 113:23 134:23 139:2  
 relationships (1) 25:23  
 relative (1) 122:6  
 relatively (1) 11:5  
 relay (1) 38:23  
 relaying (2) 49:2 83:11  
 relevant (5) 13:12 18:4 25:1  
 29:8 39:20  
 reliance (2) 88:24 89:5  
 reliant (1) 64:17  
 religion (4) 4:20 9:1 45:15,22  
 religions (6) 3:21 4:3,4,16,23  
 42:18  
 religious (12) 3:21,25 4:15  
 5:6 13:8 17:15 18:10 27:18  
 28:9 50:18,20 51:7  
 religiously (1) 31:24  
 relook (1) 128:13  
 reluctant (1) 134:19  
 rely (2) 25:20 100:4  
 relying (2) 15:12 108:25  
 remain (1) 142:2  
 remained (2) 78:9 120:2  
 remains (3) 51:19 91:7  
 123:24  
 remember (4) 2:7,9 109:23  
 122:13  
 remind (3) 2:6 52:18 99:14  
 reminder (1) 92:16  
 remit (3) 4:1 40:22 123:19  
 remits (1) 124:16  
 remote (4) 67:11,12 98:2  
 100:16  
 remotely (1) 92:3  
 removed (2) 85:22 116:23  
 renfrewshire (2) 30:6 31:8  
 rent (3) 14:17 78:19,20  
 reopen (3) 32:25 33:17  
 125:16  
 repeal (1) 5:15  
 repeat (1) 18:23  
 report (18) 3:2 7:3 14:11,11  
 25:14,15 26:1 33:8 45:4  
 46:13 47:2,3 55:20  
 94:20,23 95:1 96:13  
 124:14  
 reports (1) 4:11  
 represent (4) 2:12 3:13,16  
 50:24  
 representation (1) 96:9  
 representative (1) 30:21  
 representatives (2) 1:9 45:16  
 represented (1) 45:23  
 representing (1) 91:23  
 reproductive (1) 11:13  
 request (1) 53:8  
 requesting (1) 119:22  
 requests (2) 108:5 130:1  
 required (5) 15:17 59:23  
 108:7,13 117:17  
 requiring (1) 112:1  
 research (5) 6:25 13:16 17:5  
 25:13 37:17  
 resentment (1) 68:5  
 reserves (6) 118:10  
 125:1,2,5,6 131:11  
 residences (1) 57:23  
 residential (1) 84:19  
 residing (2) 58:13 90:10  
 residual (3) 59:2,3 137:1  
 resilience (3) 16:3 35:21  
 135:21  
 resilient (1) 126:10  
 resort (1) 138:1  
 resource (1) 42:17  
 resources (5) 27:13 96:8

114:19 118:25 139:20  
 respect (3) 52:25 53:1  
 121:23  
 respiratory (1) 132:25  
 respite (4) 109:3,4,6 122:4  
 respond (2) 35:8 54:16  
 responded (1) 136:23  
 responding (1) 4:13  
 response (20) 47:19 50:9  
 53:8,16 55:13,16 56:23  
 57:25 66:24 77:19 80:21  
 83:4 90:2 114:8 121:8  
 123:10,12 124:12 133:2  
 136:16  
 responses (1) 36:11  
 responsibilities (1) 25:24  
 responsibility (6) 17:13  
 53:24 56:1 120:8,18 121:1  
 responsible (1) 84:5  
 rest (4) 85:23 86:2 98:6  
 119:10  
 restricted (1) 47:11  
 restrictions (13) 10:13 12:8  
 13:5 15:15 21:6 43:6,19  
 69:4 79:10 106:13 119:6  
 120:6 121:4  
 result (9) 24:10 45:14 82:8  
 112:7 113:18,19 124:1  
 125:18 137:16  
 resulted (1) 26:25  
 results (1) 51:10  
 return (1) 51:21  
 returned (1) 23:10  
 returning (1) 79:5  
 reverse (1) 122:22  
 reweaving (1) 70:24  
 rice (1) 31:20  
 rights (17) 1:10 2:23 3:1  
 5:10,20,25 6:8,12,17,24  
 11:20 14:5 38:7 39:1,3  
 56:6 76:19  
 rise (1) 40:7  
 risk (16) 17:8 68:7 77:22  
 79:1 84:6 85:1,5 88:9  
 112:22 120:23 121:14,14  
 122:11 131:25 132:3,25  
 riskassessed (1) 121:7  
 risking (1) 79:8  
 risks (6) 76:7 77:23 79:4  
 125:16 129:16 136:2  
 robin (14) 91:19,25 93:14,14  
 100:13 114:17 116:4  
 118:20 121:24 123:20  
 124:10 126:6 138:18 143:8  
 robust (2) 80:21 85:5  
 robe (25) 3:14 5:14 7:8,20  
 8:3 16:2 24:24 28:5 29:20  
 40:2 53:20,23,24  
 54:2,3,7,10,12,14 62:13  
 69:1 88:17 92:23 96:5  
 113:14  
 roles (3) 2:12 34:13 54:18  
 roman (1) 32:3  
 room (1) 74:19  
 roosshire (1) 94:11  
 roughly (1) 57:20  
 round (1) 29:25  
 roundtable (6) 2:25 3:2 45:4  
 94:20,21,23  
 route (1) 83:16  
 routes (68) 52:11,25  
 53:3,7,23 54:4,9,19  
 56:16,20 57:1,3,11,21  
 58:2,10,20,20 59:18,19  
 60:15 61:4,15  
 62:3,6,8,13,15,24 63:8  
 64:6,20,21 65:4 66:5 67:12  
 68:21,23 71:1,20 72:1,25  
 73:19 76:12,18,21,23  
 77:12,13,24 78:4,11  
 79:12,17 80:10,15,16  
 81:3,9 83:1,10,12  
 85:8,15,17 87:1 88:16  
 89:25  
 routine (2) 112:4,7  
 routinely (1) 90:11

rules (7) 25:4,16 49:3 106:13  
 131:7 132:4,10  
 rumour (1) 86:1  
 run (6) 4:1 36:6 37:2 38:9  
 103:19 131:17  
 running (2) 24:3 101:5  
 rural (10) 19:17 21:11 25:15  
 26:2 47:4,7,12 100:14,16  
 141:2  
 rurality (2) 102:25 114:7

---

S

sacrificing (1) 139:18  
 sad (2) 108:16 112:17  
 safe (8) 22:2 28:17 55:16  
 68:6 84:12 85:10 91:2  
 109:8  
 safety (4) 32:25 33:17 68:16  
 110:13  
 safety (5) 55:25 72:25 73:1,4  
 83:22  
 sale (1) 70:22  
 same (18) 2:9,17 11:5 12:12  
 14:19 15:19 38:15 44:6  
 45:25 50:5 52:21 80:15  
 86:2 87:5 105:21 110:3  
 116:19 129:6  
 samesex (1) 5:16  
 sanitiser (1) 33:18  
 sanjog (1) 32:11  
 sat (1) 140:5  
 saving (1) 44:12  
 saw (3) 34:11 111:24 133:21  
 saying (12) 18:23 67:23  
 68:10 70:22 73:2 78:17,19  
 112:21 128:7 131:6  
 132:3,24  
 scale (1) 80:16  
 scar (2) 14:22 23:20  
 scared (4) 104:8 110:1  
 112:16,16  
 scatter (1) 84:16  
 scattered (2) 100:21 103:1  
 scheme (1) 8:24  
 school (2) 1:21,25  
 schools (2) 4:1 5:4  
 scitaraxx000003 (1) 53:12  
 scitw0337000001 (1) 53:4  
 scitw0337000002 (1) 53:6  
 scitw0521000001 (1) 3:4  
 scitw0671000001 (1) 94:24  
 scotland (57) 1:10,11  
 2:16,23 3:1,19  
 4:7,14,17,23,25,25  
 5:9,15,17,25 6:9,21 8:22  
 11:17,18 12:3,5,6 14:1,5  
 16:2 17:7 20:7,25 21:4,10  
 29:5 31:20,21 35:6 36:15  
 40:23 42:19 43:15 44:11  
 51:8 55:5,10,20 58:13  
 59:4,22 61:19 62:10  
 79:16,24,24 80:25 83:2  
 90:10 139:25  
 scottish (42) 4:12 5:2,24  
 6:7,14 9:2,17 11:9 20:3  
 29:3 30:21 34:12,19  
 22:21 25:11 26:5 27:18  
 29:3 30:21 34:12,19  
 35:5,21 36:8 37:11 38:12  
 44:15 45:22 47:18 48:9,12  
 49:1,4,19,23 50:4,9 55:7,9  
 58:25 90:1,6,18,24 95:19  
 135:14  
 scrabbling (1) 115:8  
 screen (1) 93:4  
 second (5) 13:23 32:20,20  
 34:6 36:8  
 secondary (1) 104:13  
 secondly (3) 7:10 95:11  
 123:17  
 section (2) 5:15 22:24  
 sector (26) 35:22 36:15  
 65:25 67:10 96:9,12  
 111:6,11 112:25 113:4,7  
 114:10 116:14 117:5,20  
 119:8 123:20 125:24

126:5,11 134:1,3 136:13  
 138:6,19,24  
 sectors (1) 34:8  
 secure (3) 38:20 55:16 131:8  
 see (25) 1:25 18:17 26:6  
 44:3,8 48:8,21 49:13 55:19  
 63:1 66:16 77:24 78:6,11  
 88:5 98:2 101:23 103:11  
 105:5 122:10 127:25  
 134:18 136:5 137:7,10  
 seeing (13) 81:14 109:7  
 116:13 117:5 128:7 136:21  
 137:4,6,18,19,21,22 142:3  
 seek (2) 98:8,18  
 seeker (1) 16:13  
 seekers (2) 16:13 32:19  
 seeking (1) 99:23  
 seeks (1) 99:18  
 seem (1) 128:8  
 seemed (6) 40:12 79:2  
 109:2,6 113:6 130:25  
 seems (1) 41:22  
 seen (12) 13:22 20:23 22:12  
 24:1 34:14 48:5 63:20 78:2  
 79:22 101:13 103:20 138:1  
 sell (1) 77:1  
 selling (7) 56:21 57:4,8,20  
 60:2 62:8 80:24  
 send (2) 105:3 128:17  
 sense (3) 22:8 79:20,21  
 sent (3) 35:6 41:13 106:9  
 separate (2) 6:22 38:8  
 separated (3) 31:6 60:24  
 61:10  
 september (3) 38:10,18,21  
 serious (1) 120:23  
 seriously (1) 112:7  
 serve (2) 104:17 115:10  
 server (2) 10:11,11  
 service (40) 8:2 28:2 30:25  
 54:13 55:3,6 56:4,25  
 57:2,6,8,12 62:25 64:7  
 67:3,13 68:2 71:8 77:14,17  
 78:18 79:14 80:11 81:2  
 82:15 84:10,19,20,20  
 85:15 93:7 94:15 96:19  
 105:1,20 108:3,5 111:13  
 119:21 130:20  
 services (89) 13:20 14:8  
 17:25 18:13 20:12,18  
 30:12,16,17 33:23  
 53:25,25 54:1,12,20 55:1  
 56:18 57:14,14,16  
 58:14,16,18 59:3,18  
 61:18,23,23 62:4,6,21  
 63:20,22 64:9 65:9,11,12  
 66:12,20 67:8,19 68:19,24  
 69:1,15 72:14,21,21 76:19  
 78:5 79:2 80:5,8,9,13  
 81:16 82:20 85:22  
 88:7,9,24 89:3 93:8,16  
 94:9,14 96:7 101:6,12  
 115:8 117:5 118:3,6  
 119:4,12 120:4,5  
 123:16,25 125:8 126:11  
 130:19 131:8 134:25 136:6  
 139:3,11  
 servitude (1) 20:19  
 session (1) 7:4  
 sessions (1) 36:6  
 set (5) 10:20 16:4 36:10,25  
 100:11  
 setting (5) 21:8 34:23 46:21  
 97:6,6  
 settings (1) 26:16  
 seva (1) 31:21  
 sevenstaff (1) 8:13  
 seventhly (1) 7:19  
 several (1) 6:2  
 sewing (2) 31:7,9  
 sex (17) 55:5 56:21  
 57:4,8,20,22 60:21 61:20  
 62:9 77:1,10 78:18,23,24  
 79:4,6 80:25  
 sexual (5) 19:25 47:8 78:18  
 80:2 82:8

shall (1) 18:23  
 share (3) 7:4 9:7 28:16  
 shared (3) 27:20 43:16 96:25  
 shares (1) 96:23  
 sharing (2) 43:20,20  
 shelf (1) 48:23  
 shes (2) 68:12 128:9  
 shielding (7) 13:7 31:16  
 87:14 109:25 120:21  
 126:15,16  
 shields (1) 33:18  
 shift (2) 71:21 78:7  
 shock (1) 79:11  
 shocked (3) 78:12,14,22  
 shop (3) 70:23 111:10  
 120:13  
 shopping (13) 14:15 16:22  
 110:18,20 111:23  
 113:14,21,22 115:6,20,20  
 117:2 130:4  
 shops (5) 72:4,10 103:19  
 111:1 119:4  
 short (3) 52:1 78:17 92:25  
 shortly (4) 54:18 61:3 68:19  
 112:6  
 should (11) 50:4 92:9 95:17  
 118:24 121:22 128:23  
 129:23 134:15,16  
 139:16,17  
 show (1) 106:7  
 showed (1) 138:19  
 showing (1) 33:19  
 sick (1) 31:10  
 side (2) 66:21 103:23  
 sign (1) 42:18  
 signature (1) 67:21  
 significant (5) 36:24 44:12  
 56:6 58:21 59:24  
 significantly (1) 36:9  
 sikh (5) 30:3 31:21 32:11,11  
 33:7  
 silence (1) 75:14  
 similar (15) 47:21 65:20  
 66:11 71:1 76:15 79:16,21  
 81:9 85:9 90:5 95:21 97:22  
 104:4 126:6 135:17  
 similarly (4) 50:8 65:21  
 114:17 115:11  
 simple (7) 66:6 73:1 86:20  
 100:24 112:21 124:11,12  
 since (9) 5:13 39:4 54:3,4  
 55:6 56:24 123:20 131:9  
 137:9  
 Sinclair (20) 91:20 92:1  
 93:3,2,22 100:19,20  
 102:17,23,24 103:15  
 18:20 18 105:15 106:15  
 118:17 125:21,22  
 90:23 92:19 106:22,24  
 single (7) 16:13 27:20 41:20  
 50:25 52:5,6 53:24  
 sister (1) 54:1  
 sit (2) 91:10 132:14  
 site (1) 36:23  
 sitting (3) 75:14 121:5  
 139:23  
 situation (7) 14:5 60:12  
 82:17 101:3 104:6 127:13  
 134:2  
 situations (8) 14:13 20:15  
 63:14 79:16 80:2 103:2,15  
 104:11  
 six (3) 8:14 16:18 125:5  
 sixth (1) 119:9  
 sixthly (1) 7:17  
 size (1) 97:17  
 slye (1) 30:5  
 slightly (5) 1:16 81:2 97:11  
 121:25 122:3  
 slow (3) 11:6,24 44:7  
 slowly (3) 2:8 52:20 92:19  
 small (6) 8:22 78:15 97:6,16  
 101:4 126:3  
 smaller (4) 6:10 38:8 107:7  
 125:14  
 smartphone (1) 67:16

smith (19) 91:21 92:2 93:4  
 94:5,6,6 101:17 109:120,19  
 107:3,4 108:20 118:17  
 127:15,16 130:15  
 135:18,20 143:10  
 social (48) 7:13 17:20 18:6  
 19:6,22 20:9,11,24  
 21:17,24 22:6,16,21 23:4  
 26:24 30:9 36:4 57:16  
 74:25 75:3 81:5 94:10 97:4  
 99:2 101:21 102:9 103:13  
 107:18,24,25 108:1,6  
 111:4 117:18 121:11  
 124:5,5 129:8,10  
 130:10,18 131:5 133:25  
 134:10 136:5,17 138:2,5  
 socialise (1) 105:22  
 socially (5) 76:1,7 98:25  
 116:6 123:4  
 sociallydistanced (1) 77:19  
 society (5) 59:1 90:18,24  
 99:7 138:10  
 sold (1) 57:22  
 solely (1) 84:20  
 solicitation (2) 77:9 79:15  
 solicitors (1) 67:20  
 solutions (2) 56:6 136:8  
 solving (1) 135:23  
 somebody (15) 8:25 68:11  
 73:2 87:13,18 100:25  
 101:1 106:24 109:22  
 110:20 113:22 122:23  
 128:6 137:22,23  
 someone (4) 17:8 20:13,17  
 101:13  
 something (32) 14:20,21  
 26:16 28:2 41:5,16 42:19  
 43:18,21,22 48:4 49:19  
 50:4 66:9 70:3 80:5 86:18  
 99:13 103:11,24  
 113:16,17,23 126:9,9,18  
 130:14 133:15 135:1  
 140:3,11 141:24  
 sometimes (7) 14:18 30:17  
 41:6 87:10 102:1 106:20  
 129:4  
 soon (2) 28:5 40:10  
 sort (11) 25:4 33:21 75:16  
 76:12 104:1 106:2 109:18  
 127:5 131:25 133:22 141:2  
 sorts (3) 79:6 118:23 119:3  
 sounding (1) 139:14  
 south (1) 93:25  
 southern (1) 93:24  
 spaces (2) 23:5 24:4  
 speak (15) 2:7 4:3 10:3  
 18:20 24:7 29:4 35:16  
 52:20 59:11 67:24 69:12  
 90:23 92:19 106:22,24  
 speaker (1) 28:15  
 speaking (6) 19:21 39:15  
 100:13,25 121:24 138:22  
 speaks (1) 20:22  
 specialist (7) 56:20,22 59:20  
 61:19 80:8,10,13  
 specific (6) 17:15 32:12  
 36:19 116:2 118:7 131:15  
 specifically (1) 7:11 24:15  
 34:17 46:16 48:25 55:4  
 80:24 82:15 87:1 97:2  
 113:22  
 speed (5) 50:5,9,21 77:3  
 85:3  
 spend (1) 12:9  
 spending (1) 118:10  
 spent (4) 36:21,24 131:4  
 134:13  
 split (3) 6:1 11:2 35:14  
 spoke (9) 11:21 13:18 14:24  
 15:3 22:1 23:17 49:21  
 79:12 123:14  
 spoken (2) 27:11 73:10  
 sports (1) 37:6  
 spread (1) 25:6  
 stabilised (2) 137:18,19  
 stable (1) 78:9

staff (71) 1:20 8:14,15  
 9:3,8,8,14 10:6,9,13,22,24  
 16:17 38:20,24  
 39:10,12,15 40:15,21  
 41:7,17,23,24 42:5,24,25  
 43:2,12 44:1,1 57:7 62:16  
 65:4,9 66:20 68:4 77:20  
 83:16 84:11 85:1,12  
 87:1,3,3,11,15,17,23  
 88:2,5,14,17 95:15 113:13  
 114:21,22,25 115:5 117:25  
 118:7 122:15 126:15,20  
 127:1,24 129:19 133:15  
 135:6 140:5,9  
 staffed (1) 84:17  
 staffing (3) 7:18 39:16 80:16  
 stage (6) 16:5 23:9 83:3  
 89:18 126:4 132:19  
 stages (25) 49:20 64:4  
 67:7,20 68:3,8,18 69:9  
 70:1 74:12,18 75:5  
 82:7,10,18 83:24 84:5  
 85:21 86:15 87:16,22  
 96:21 114:4 123:2 139:1  
 stakeholders (1) 67:4  
 standard (4) 44:4 84:6 85:8  
 98:14  
 standards (2) 98:12 110:12  
 standing (2) 67:16 68:12  
 start (35) 2:5,10,13,3,17  
 7:22 8:12 12:24 17:21  
 24:16 29:10 34:19  
 39:22,23 45:12 47:22 50:1  
 52:21 53:20 54:23 71:12  
 92:22 93:2,4 95:8,22,25  
 102:17,23 114:18  
 118:16,20 128:17,18  
 135:18 139:22  
 started (2) 45:16 109:16  
 starting (1) 136:1  
 statement (7) 53:5,15,21  
 65:10 67:1 76:21 86:21  
 statements (6) 52:24 57:25  
 58:4 78:22 83:4 89:20  
 status (10) 58:25 65:3,14,22  
 66:13,15 68:23 110:4  
 133:15  
 statutory (9) 4:21 101:6,12  
 117:7 123:22,25 138:24  
 139:21,11  
 stay (9) 20:13 21:19 25:22  
 31:5 33:20 43:17 83:12  
 93:19 117:1  
 stayed (4) 20:16 44:5 115:24  
 126:20  
 staying (2) 28:17 116:25  
 steady (1) 120:3  
 stenographers (1) 92:18  
 step (3) 38:22 48:9  
 stephan (13) 91:15,16,22  
 92:5,7,8,14,15,16 94:5  
 141:11 142:9 143:11  
 steps (3) 22:21 72:11 74:17  
 stereotypes (1) 4:4  
 stereotypical (3) 20:5  
 25:12,18  
 still (10) 11:23 12:10 23:22  
 33:24 37:

<b>strongly</b> (2) 19:20 25:9	121:24 123:16 132:19	<b>temporary</b> (1) 110:17	134:1,3 136:13 138:6,19	<b>trafficked</b> (6) 55:4 56:6 60:7	<b>unpack</b> (1) 97:11	<b>vulnerable</b> (19) 33:1 55:15
<b>structures</b> (2) 25:24 49:4	<b>sure</b> (29) 34:17 40:9 50:23	<b>ten</b> (2) 54:4 124:4	147:1 95:14	68:12 76:10 79:24	<b>unpaid</b> (2) 122:5,9	58:2,12 60:7,8 76:3 81:25
<b>struggle</b> (1) 90:16	63:24 65:1 66:14 68:13	<b>term</b> (1) 137:20	<b>thoroughly</b> (1) 114:9	60:9,12	<b>unsupported</b> (3) 19:22,23	82:9,11 107:20
<b>struggles</b> (2) 108:18,20	69:17 73:23 76:18 82:12	<b>terms</b> (58) 8:20 10:5 11:1,12	<b>thought</b> (3) 25:17,19 83:20	<b>trafficking</b> (4) 52:10 55:12	49:10	109:8,12 110:1,8 112:10
<b>struggling</b> (17) 16:11,20	84:12 85:4,11 89:19	13:15,25 14:23 18:17	<b>thought</b> (4) 20:20 26:7	59:22 86:16	<b>until</b> (7) 38:20 40:4 67:21	126:1 133:9 136:10
18:21 35:22 78:19 89:13	90:7,14,18,23 92:20 98:13	21:13 22:11,20 23:9,15	28:12 34:22	<b>train</b> (2) 36:6 137:12	69:21 77:21 88:15 142:15	
107:21 108:12,17 117:3	101:7 103:22 110:2,21	24:1 26:9,18	<b>three</b> (10) 1:13 6:10	<b>trainer</b> (1) 4:20		
118:23 121:12 128:2	112:22 132:4 140:6,7	27:11,14,15,20 28:5 29:18	35:19,25 38:8 41:14 45:18	<b>training</b> (6) 6:4 36:6 96:8	<b>unwell</b> (1) 112:18	
129:21 139:3,4,13	<b>surely</b> (1) 109:15	33:16 35:13,14 38:5 39:25	125:5 140:9 142:3	97:20 98:12 130:8	<b>updates</b> (3) 28:6 43:20 123:9	
<b>students</b> (2) 16:10 31:19	<b>surge</b> (1) 110:6	40:1,8,12,14 41:25 42:6,23	<b>threequarters</b> (1) 57:19	<b>trans</b> (2) 6:14 60:23	<b>upon</b> (4) 47:4 48:16 118:7,9	
<b>stuff</b> (8) 116:15 120:15	<b>surgeries</b> (3) 111:4 138:4	44:1,5 45:24 49:3 54:9	<b>through</b> (35) 3:23 13:16	<b>transcribed</b> (3) 2:7 52:19	<b>update</b> (2) 84:14 106:20	
121:6 122:6 123:10 125:15	139:8	62:2 77:5 79:10 80:4,8,16	15:10 16:1,5,23 19:20	92:17	<b>upwards</b> (1) 94:16	
138:22 139:8	<b>surgery</b> (1) 134:20	81:4,25 83:10,23 86:24,25	20:20 25:9 31:3 33:13 46:4	<b>transition</b> (1) 38:4	<b>urban</b> (1) 19:19	
<b>subgroups</b> (1) 81:25	<b>surprise</b> (1) 12:12	99:3 106:11 114:5 119:7	47:1 49:21 50:17 51:3,12	<b>translated</b> (3) 69:24	<b>used</b> (10) 36:17 64:13 72:12	
<b>subject</b> (1) 142:10	<b>survey</b> (1) 11:14	123:15 124:13 138:23	52:11 66:7 67:10 73:20	86:12,14	75:16 104:19 108:25	
<b>subjective</b> (1) 99:1	<b>surviving</b> (1) 59:19	<b>testing</b> (1) 122:16	87:22 88:4 99:19 100:23	<b>translating</b> (3) 83:11 85:14	112:13 125:1 128:11	
<b>submit</b> (1) 39:2	<b>survivors</b> (4) 20:14 49:17	<b>thank</b> (115) 1:23	101:6 103:24 104:8 109:18	90:14	132:21	
<b>substance</b> (1) 58:21	59:8 60:3	2:5,15,18,24 3:19 5:7,8 7:5	116:13 123:8 126:23 130:7	<b>translation</b> (2) 27:12 86:20	<b>useful</b> (3) 7:4 46:24 134:8	
<b>substitute</b> (1) 64:24	<b>usan</b> (12) 91:21 92:2 94:6,6	8:13 10:2,3 12:20,21 13:14	131:1 140:10	<b>transport</b> (3) 84:22 132:10	<b>user</b> (2) 96:19 124:11	
<b>subsumed</b> (2) 130:15,16	101:19 107:4 108:20	15:24,25 16:1 17:18	<b>throughout</b> (8) 4:7,14 8:15	141:2	<b>users</b> (4) 67:13 71:8 105:1,20	
<b>successfully</b> (2) 77:6 111:20	127:16 130:15 135:20	18:7,23 19:3,4 22:25 23:14	33:5 40:4,18 94:12 117:9	<b>trauma</b> (5) 58:19 59:19,24	<b>using</b> (6) 9:6 10:10 51:4 53:5	
<b>suddenly</b> (3) 112:5 116:23	139:23 143:10	24:14 25:8 27:9,10,11	117:1 118:5	60:1 61:11	<b>update</b> (2) 84:14 106:20	
140:22	<b>suspect</b> (1) 18:21	28:19 29:12 34:2 35:12,13	<b>tight</b> (1) 125:7	<b>travel</b> (1) 40:25 41:4,7	<b>usual</b> (2) 3:13 8:19	
<b>suffering</b> (3) 30:25 101:25	<b>suspicion</b> (1) 17:2	39:13,14,25 42:21,22,23	<b>time</b> (79) 7:5,6 8:14 9:1	42:8,13,13 44:13 47:10	<b>usually</b> (1) 129:2	
138:11	<b>switched</b> (2) 107:11	44:25 45:1 46:8,10	11:13,16,22 12:9 15:12	132:10 133:11,19	<b>utilise</b> (1) 106:8	
<b>suggesting</b> (1) 25:20	<b>system</b> (3) 41:22 101:11	47:14,24 50:6,7	17:22 18:9 24:17 26:22	<b>travelling</b> (3) 12:6 44:10,13	<b>utilised</b> (1) 106:10	
<b>suggestions</b> (2) 47:17 89:24	107:17	51:16,19,20,24 52:17,24	29:1,21 35:17 38:19,21	<b>treat</b> (1) 6:22	<b>utilities</b> (1) 14:17	
<b>suitable</b> (1) 10:23	<b>systems</b> (2) 9:5 56:23	54:2,18 56:8,9,12 59:6	40:21,25 41:3,7 42:8	<b>treatment</b> (1) 59:23		
<b>summary</b> (1) 56:10		60:22 61:15 62:2,12 65:3	43:2 44:13 48:6,6 50:1	<b>tremendously</b> (1) 69:9		
<b>summer</b> (1) 69:25		67:1 68:19 71:7 76:11 81:4	51:9 53:13,17 54:4	<b>tried</b> (2) 76:21 89:19		
<b>supermarket</b> (1) 70:14		85:13 86:21 88:21	56:15,22 66:5 71:6 73:18	<b>trusted</b> (1) 50:17		
<b>supplied</b> (2) 33:17 130:3		91:3,7,8,11 92:16,21	74:2 75:24 77:2 84:14,17	<b>trustee</b> (1) 96:4	<b>vaccines</b> (2) 17:2 133:2	
<b>supplies</b> (2) 32:5 63:2		93:11,12,13,21 94:5,19	78:3,9 79:10 80:21 84:13	<b>try</b> (11) 2:9 42:5 43:7,12	<b>vacuum</b> (1) 115:7	
<b>supply</b> (1) 36:2		96:4 97:10,11 99:21	86:22 90:10 94:25 95:6	52:20 69:22 75:17,25	<b>value</b> (2) 97:20 101:4	
<b>support</b> (158) 3:16 4:6,13		100:11,19 101:17 102:5	96:12 103:17 106:14	92:19 118:25 119:2	<b>van</b> (2) 1:3,4,8,19 2:2,4,5	
7:16 9:9 12:11,16		107:3 109:13 113:12	108:21 110:3,24 112:8,11	50:7 51:16,23	50:7 51:16,23	
13:1,4,8,9,10 14:23,25		114:16 117:23 125:21	114:1 115:14,23 118:12	52:3,4,6,8,15,16,17 91:3	<b>varied</b> (2) 23:17 115:22	
15:1,4,6 16:22 17:14,25		127:15 130:12 131:12	117:4,11,14,15 116:2	122:19 233 143:4,6	<b>variety</b> (2) 30:2 49:2	
18:2,18 19:24 22:24 23:6		133:10 135:3,7,19 136:11	119:8,25 122:17 127:9	99:23 125:17	<b>various</b> (7) 11:2 27:4,13 34:6	
25:1,16 26:5 28:20,22,24		138:15,16 139:21 141:10	130:24 131:2 134:12	54:16 127:7 141:16	<b>varying</b> (1) 109:18	
29:5,7 31:3		142:9,13,16	136:25 139:13	54:16 127:7 141:16	<b>vast</b> (1) 124:1	
32:13,14,14,25,25 34:22		<b>thanks</b> (1) 47:13	<b>timeconsuming</b> (1) 122:24	<b>turned</b> (1) 119:16	<b>vastly</b> (1) 37:3	
35:3,14 37:24 38:3		<b>thats</b> (48) 14:3 20:7 25:7	<b>times</b> (7) 54:22 55:2 67:3	<b>turn</b> (4) 2:10 18:4 45:1 71:7	<b>venues</b> (2) 57:22,23	
39:12,19 40:9 41:24 44:11		26:16 35:12 41:5 42:19	68:25 87:7 131:19,22	<b>turned</b> (1) 119:16	<b>versus</b> (1) 85:7	
45:7 49:4,22 50:2,6,14,16		43:14,18 45:18 46:6 48:3	<b>timing</b> (2) 24:20 37:19	<b>turning</b> (1) 76:11	<b>versions</b> (2) 34:11 118:6	
54:13,15		49:12,25 50:3,16 51:24	<b>today</b> (22) 1:5,14,20,22 3:5	<b>turnover</b> (2) 44:1,1	<b>via</b> (4) 6:8 28:6 63:10 109:19	
55:4,8,9,11,14,17,17,19,24		53:2,10 55:20 56:10 63:9	43:15 45:9 47:3 51:21	<b>tv</b> (2) 75:15 116:19	<b>victims</b> (2) 55:12 59:21	
56:3,4,20 57:5,12,15,18,19		74:15 83:14 84:15 86:7,13	53:18 91:9 92:10 94:25	<b>type</b> (2) 3:14 66:3	<b>village</b> (3) 116:15 125:15,18	
58:22 59:21		88:6 95:22 97:24 98:15	95:4,6,22 97:14,24 111:25	<b>types</b> (8) 13:10 18:2 68:23	<b>villages</b> (1) 116:15 125:15,18	
60:6,11,15,22,23 61:19		99:10,18 100:17,17 102:22	135:13 142:14,15	71:15 77:11 93:16 120:5	<b>violence</b> (7) 32:15 59:8	
62:10,17,18,22		113:1 125:12 132:18	<b>together</b> (20) 4:16 8:23 21:2	137:12	<b>vital</b> (1) 112:8	
63:2,9,15,22,23,24 64:2,11		135:2,2 137:1,9 138:5,8	40:14,16 41:15 42:3 76:1	<b>toilettes</b> (1) 32:4	<b>vitalness</b> (1) 101:20	
65:2 66:3 68:23 69:1		139:15 141:22,27	84:6 96:17 110:19 114:8	<b>toilet</b> (19) 14:11,16,20	<b>voices</b> (1) 5:20	
70:8,21 71:2,15 76:24		<b>theme</b> (7) 7:21,25 17:18	115:9 119:24 126:1,12,13	15:4,7,13 19:5,9 20:17	<b>voluntary</b> (4) 125:24	
79:12,13 85:14,17 86:22		39:14,15 45:1 47:15	127:8 136:6 140:17	21:14 23:20 25:15,19	126:5,10,11	
87:25 88:20 94:2,3,9,17,17		<b>themes</b> (4) 3:10,11 7:7 9:7	<b>tolleties</b> (1) 32:4	26:22 31:17 38:12 49:6	<b>volunteer</b> (9) 100:9 109:24	
96:18 98:8,18 99:23		<b>themself</b> (12) 16:11 23:18	<b>toilet</b> (19) 14:11,16,20	65:11 103:21	111:19 129:19 140:20	
102:11 103:14 105:14		34:14 85:1 91:1 105:23	15:4,7,13 19:5,9 20:17	<b>tomorrow</b> (1) 142:15	<b>virtually</b> (1) 73:8	
107:22,25 108:7,13		106:15 123:25 126:16	21:14 23:20 25:15,19	<b>too</b> (9) 33:1 70:19 72:21	<b>virtue</b> (1) 66:1	
109:10,18 110:21 112:25		128:20,22,25	26:22 31:17 38:12 49:6	74:23 76:6 83:18 104:7	<b>virus</b> (1) 25:6	
116:4,12 117:4,7,17		<b>thereabouts</b> (1) 58:6	65:11 103:21	114:4 139:14	<b>visability</b> (1) 21:11	
118:11 119:2,5 123:1,22		<b>therefore</b> (2) 106:5 107:10	<b>tomorrow</b> (1) 142:15	<b>touch</b> (11) 9:3,16 22:22 29:22	<b>visible</b> (1) 78:1	
124:5,6,8,25 125:9 126:24		<b>theres</b> (22) 13:21 17:5 28:19	<b>too</b> (9) 33:1 70:19 72:21	32:21 45:20 54:7 60:12	<b>visit</b> (1) 127:25	
128:2,4,5,12 129:1,7,19		40:8 41:8 42:7 46:10	74:23 76:6 83:18 104:7	70:14 110:15 124:25	<b>visiting</b> (6) 12:6 91:25 93:7	
130:1 132:9 136:10 137:13		51:4,7 56:4 67:1 72:25	114:4 139:14	69:18 83:25 90:24 91:17	117:5,19 120:5	
<b>supported</b> (32) 3:8,9 4:8		73:2,3 78:9,21 100:4,22	<b>took</b> (11) 9:3,16 22:22 29:22	104:22,24 105:9 116:18	<b>visits</b> (1) 127:25	
13:12 18:4 24:25 30:13		124:2,2 138:1 139:15	32:21 45:20 54:7 60:12	133:8	<b>vital</b> (1) 112:8	
32:1 33:14 40:3 41:10,18		<b>theyll</b> (3) 55:19 57:10,14	70:14 110:15 124:25	<b>understanding</b> (9) 22:9	<b>vitalness</b> (1) 101:20	
50:10 58:1 61:4 63:17		<b>theyre</b> (13) 8:22 68:6,6 79:6	<b>topic</b> (6) 12:21 13:13 23:1	65:24 72:9 80:10 81:15	<b>voices</b> (1) 5:20	
68:21 69:8 71:14 72:13		80:13,14,15 84:17,17	24:14 28:20,20	83:19 124:19 131:4 140:1	<b>voluntary</b> (4) 125:24	
73:13 76:11,14 82:23		101:25 133:3 141:8,18	<b>topup</b> (1) 31:4	88:6,14,15 90:9	126:5,10,11	
85:22 89:4 95:12 96:14,21		<b>theyve</b> (1) 82:8	<b>total</b> (1) 40:4	<b>undertake</b> (2) 73:21 87:9	<b>volunteer</b> (9) 100:9 109:24	
102:7 114:10 120:20		<b>thing</b> (37) 11:16 15:10 19:20	<b>total</b> (1) 40:4	141:15,19 142:4,5	111:19 129:19 140:20	
<b>supporting</b> (16) 4:22 8:20		20:23 21:17 22:1 25:9	<b>touch</b> (9) 17:22 43:17 48:25	<b>undertaking</b> (2) 65:6 113:15	141:15,19 142:4,5	
12:7 32:19 36:10 42:17		33:21 36:5 37:21 39:5	65:3 86:22 95:4 107:14,19	<b>undertook</b> (2) 75:20 88:17	<b>volunteering</b> (1) 141:18	
57:13 73:19 75:21 76:23		41:12,20 43:14 47:1 49:18	108:10	<b>unequal</b> (1) 102:13	<b>volunteers</b> (28) 30:18 31:9	
81:6 84:11 109:5 115:15		50:23 54:17 70:12 71:1	<b>touched</b> (11) 45:8 46:21	<b>unfamiliar</b> (4) 74:10 82:20	65:19 93:10 100:4 101:7	
116:1 132:9		86:7,13 90:22 99:2 100:18	62:2 71:10 82:24 83:6,8	95:10,25	107:14 110:2,13,18	
<b>supportive</b> (4) 15:14 23:10		101:9 104:1,9,23 106:2,2	85:18 86:24 118:1 140:4	<b>unfortunately</b> (5) 1:14 14:19	114:21,22,25 115:5 122:16	
41:25 49:7		110:3 122:24 125:2 127:21	<b>touches</b> (1) 47:4	20:8,10 82:5	126:23,24 127:9	
<b>supports</b> (15) 42:1 54:25		133:2				

whereas (5) 107:14 123:2  
 131:5 132:2 141:25  
 whereby (4) 101:3 103:15  
 127:13 140:23  
 whilst (3) 24:7 48:1,2  
 whole (7) 27:1 62:22 72:25  
 86:10 88:11 89:10 104:23  
 wholesale (1) 73:6  
 whos (1) 90:10  
 whose (2) 16:18 137:24  
 widely (1) 51:14  
 wider (4) 3:9 45:8 59:5  
 118:23  
 wiff (1) 72:18  
 window (3) 88:4 128:8  
 132:15  
 wipes (1) 16:21  
 wiping (1) 122:19  
 wish (16) 55:21 57:17 87:2  
 88:22 95:5 98:6,17 100:11  
 101:17 102:13 118:8  
 119:13 135:5 136:17  
 142:10,12  
 witness (9) 52:5,6,8,24  
 53:4,15,21 57:25 89:20  
 woman (4) 16:18 62:20  
 70:12 77:18  
 women (182) 4:13 15:12,20  
 22:13 46:22  
 55:4,8,10,15,15,18,20,21  
 56:2,3,20,23,25  
 57:3,8,11,13,15,17,18,19,21  
 58:1,9,11,13,14,15,17,18,20,22,23  
 59:1,9,11,13,15,17,20,25  
 60:6,11,14,15,24,24,25  
 61:1,4,8,9,13,13,19,24  
 62:8,10,16,25  
 63:13,13,16,19,20,21  
 64:10,20,23,24 65:1,16  
 66:16 67:14 68:7,16,20  
 69:3,8,11,17,23  
 70:8,20,20,22,25  
 71:1,3,8,14  
 72:2,5,6,8,12,15,17,20,24  
 73:3,5,9,13,14,16,18,20,24  
 74:1,5,9,18,24  
 75:2,4,4,9,13,23  
 76:1,3,8,8,11,14,19,23,24,25  
 77:4,11,24 78:1,2,7,16  
 79:5,8,13,13,15,19,23,24  
 80:1,4,24 81:5,10,23  
 82:1,2,2,6,11,16,17,22,23  
 83:1,9,17 84:10,22,22  
 85:14,17,21 86:4,8 87:24  
 88:4,20 89:3,6  
 womens (6) 31:9 65:17  
 67:21 78:24 81:13 88:2  
 wondered (1) 121:17  
 wont (3) 53:14 86:22 92:21  
 work (88) 3:14 4:23  
 5:10,21,22  
 6:7,19,22,22,23,24,24,25  
 11:3,3,4,6,7,14,14,23,25  
 12:2,16 16:1 23:9 29:22  
 36:20 39:12 40:17 41:22  
 42:25 43:6,23 44:6 51:11  
 54:8 55:15,21,23,24  
 56:2,10,13,14 57:3,17  
 63:9,10,19,19 65:5,15  
 70:15 72:2,10 78:13 79:9  
 80:19 81:12 83:10 85:13  
 86:15 87:9 88:8 93:1,3  
 94:6,12 98:2 100:16  
 102:18 103:5,9 104:10  
 107:4 109:17 110:11 111:4  
 114:13,20 115:2 121:3  
 122:10 129:17 137:11  
 141:7 142:2  
 worked (23) 5:1 67:15 72:24  
 73:17 74:22 75:2,13 76:9  
 82:14 88:7 103:8 105:16  
 115:11 117:9 119:5 120:17  
 125:25 126:13 135:12,13  
 136:9 138:24 140:13  
 worker (11) 64:23 65:3,14,22  
 66:12,15,18 67:3 118:14

133:14,20  
 workers (7) 39:19 65:4,8,11  
 69:2 71:2 83:16  
 working (36) 4:18 5:10,24  
 6:3 8:5,5,6,7,14,15  
 10:4,7,14,17,24  
 11:12,16,22 12:17 35:2  
 40:14,24 42:24 43:3,13  
 57:21 67:12 73:12 88:12  
 98:14 100:2,6 101:19  
 114:17 126:21 138:23  
 worklife (1) 39:18  
 workload (8) 10:5 11:1 39:25  
 44:5,8,14,16,20  
 workloads (1) 39:18  
 works (3) 4:21 42:14 89:6  
 world (3) 8:22 69:24 106:10  
 worried (1) 111:14  
 worse (2) 123:23,24  
 worship (13) 9:19 27:22  
 30:11,13 32:24,25  
 33:2,16,17,24 34:1,24 51:8  
 worst (1) 125:20  
 worth (2) 111:2 125:5  
 wouldnt (16) 23:8,21,24  
 34:10,13 47:9 66:14 67:16  
 68:24 74:11 85:19,24,24  
 103:25 104:7 105:2  
 writing (2) 90:13 97:8  
 written (2) 86:11 94:20  
 Y  
 year (10) 10:10,15 77:22  
 96:13 97:19 119:16,19  
 124:17 132:1 141:20  
 years (10) 54:4 62:8 123:9  
 124:4 125:11,20 127:23  
 134:21 140:9 142:4  
 yet (5) 16:19 111:22 133:4  
 137:19 139:2  
 younger (2) 116:24 137:8  
 youre (16) 2:1,3 34:17  
 52:14,14 53:13 78:17,19  
 92:7,25 120:13 122:9  
 123:5 133:14 137:3,4  
 yours (1) 121:23  
 yourself (3) 69:5 81:18  
 100:17  
 youth (3) 4:11 30:18 37:7  
 youve (6) 62:2 83:8 85:18  
 95:2 109:23 125:23  
 Z  
 zoom (12) 9:8 11:10 12:13  
 30:12,23,23 34:23 36:1,6,7  
 40:14 41:2  
 zooms (1) 73:7  
 1  
 1 (4) 96:11 132:25 143:2,3  
 10 (1) 142:16  
 100 (2) 31:10 77:16  
 1000 (2) 1:2 142:18  
 100000 (1) 31:22  
 1114 (1) 51:25  
 1145 (3) 51:22,23 52:2  
 12 (2) 38:14 56:2  
 123 (1) 40:3  
 1242 (1) 91:12  
 13 (2) 85:7 94:12  
 14 (1) 85:7  
 145 (2) 91:10,14  
 15 (1) 58:6  
 16 (3) 1:1 57:3 138:11  
 17 (1) 142:18  
 170 (1) 115:17  
 18 (2) 56:2 94:15  
 1989 (1) 56:24  
 1997 (1) 5:13  
 2  
 2 (2) 65:8 143:4  
 20 (3) 4:6 14:2 100:8

200 (3) 115:15 122:25  
 124:16  
 2005 (1) 55:7  
 2008 (1) 55:8  
 2020 (11) 32:21 36:16,17  
 38:10,12,17 40:4,5 68:4  
 69:25 115:8  
 20202021 (1) 75:21  
 2021 (8) 6:12,17 37:23  
 38:7,18,21 39:1 54:4  
 2023 (2) 14:4 96:12  
 2024 (3) 1:1 94:20 142:19  
 23 (1) 65:10  
 247 (1) 55:13  
 24yearold (1) 138:12  
 25 (2) 17:11 57:20  
 25000 (3) 16:4 29:13 32:23  
 259 (1) 142:17  
 27 (1) 14:1  
 28 (1) 5:15  
 3  
 30 (4) 36:2 42:18 100:8  
 105:25  
 300 (2) 30:25 32:13  
 373 (1) 36:12  
 38 (1) 17:10  
 4  
 40 (2) 100:8 109:17  
 400 (1) 31:11  
 44 (1) 17:9  
 44000 (1) 38:2  
 45 (1) 110:17  
 5  
 50 (6) 3:20 28:8 50:18 106:4  
 126:14 141:22  
 500 (2) 29:14 32:23  
 5000 (1) 35:24  
 52 (2) 143:5,6  
 56 (1) 33:5  
 58 (1) 33:4  
 59 (1) 67:2  
 6  
 65 (1) 116:8  
 650 (1) 30:24  
 67 (1) 30:1  
 68 (1) 17:9  
 69 (1) 29:25  
 7  
 70 (1) 32:5  
 8  
 8 (8) 53:8,15 57:25 58:4  
 74:6 83:4 89:21 94:20  
 80 (2) 5:3 42:12  
 80s (1) 116:10  
 830 (1) 77:16  
 87700 (1) 36:15  
 9  
 90 (1) 87:25  
 90s (1) 116:10  
 91 (4) 143:7,8,9,10  
 92 (1) 143:11  
 95 (2) 120:19,19