

Impact of Lockdown on local VCSE Sector support

Suffolk Organisations	Feedback
 <p>Julie Stokes Activ Lives julie@activlives.org.uk</p>	<ul style="list-style-type: none"> • Office and garden projects open. Exercise sessions online, Zoom socials/singing, befriending calls and still accepting referrals • ActivGardens - People's Community Garden / Chantry Walled Garden and Sudbury Project – all gardens open for existing staff and volunteers – limited numbers. Referrals still being accepted. • Step by Step Programme – Sessions closed – Befriending/ Welfare calls with members reinstated. Zoom on-line Better Balance exercise session in place for Chantry Group / Rushmere Group / Walton & Woodbridge groups. WhatsApp groups in place. Referrals still being accepted. • ActivSports & Hubs – Sessions closed – Out and About Project still open 1-1 walks being organised for existing members. Befriending / Welfare Calls reinstated • ActivSinging – Sessions closed. Zoom singing and social sessions up and running plus WhatsApp groups. Befriending / Welfare Calls reinstated. • Friday Friends Hub (People living with Dementia) – Sessions closed. WhatsApp group in place. Zoom social sessions being organised. Opening again next year. • Elderflower Carers Hub – Sessions closed. Zoom socials & Befriending / Welfare Calls reinstated. • Lunch Clubs – Oasis & St Mary at Stoke - sessions closed until New Year, but Better Balance exercise session was re-started, which is now closed until December.
 <p>John Clough info@activesuffolk.org</p>	<ul style="list-style-type: none"> • Activities and services that we had restarted will need stop again or transfer back to online platforms.
 <p>Simon Prestney simon.prestney@ageconcerncolchester.org.uk</p>	<ul style="list-style-type: none"> • Advice Service – longstanding activity has moved online during lockdowns • Befriending – longstanding activity has moved online during lockdowns • Care Navigation – this evolved during lockdown as Age UK Essex and Suffolk caved their care operation • Compassionate Companions – this is evolving and we are looking probably as soon as COVID lockdown eases but may do some test cases where a COVID safe situation has been ascertained through testing • Dementia Supportline – this was set up during COVID • Emotional Supportline – this was set up during COVID • End of Life Befriending – this was set up during COVID • All the services are operating apart from Compassionate Companions which we are looking to see if we can.

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 <p>Shirley Moore info@thebefriendingscheme.org.uk</p>	<ul style="list-style-type: none"> • Restricted group services, reliant on venues open. 121 volunteers via Zoom, children's services haven't re-opened
 <p>Karen Hare 01473 211884</p>	<ul style="list-style-type: none"> • Continuing counselling online, people are reluctant to go into hospitals, fear cancer patients not receiving treatment.
 <p>Nicky Wilshere ceo@ipswichcab.org.uk</p>	<ul style="list-style-type: none"> • Staffing issues • Deliver services through digital with face to face for vulnerable clients in a safe environment
 <p>Christine Abraham chris.abraham@communityactionsuffolk.org.uk</p>	<ul style="list-style-type: none"> • Charity and Subsidiary Services all continuing (socially distanced) • All training now virtual classroom with facilitator (not online) • Both buildings remain open for tenants and skeleton staff • Re-Mapped community groups responding in lockdown 2 – on CAS website along with advice and guidance • Focussing on VCSE resilience • Specialist Support for Village Halls and Community Buildings – reopening safely • Working with Local Gov colleagues to support small grassroots charities and groups to safely reopen / bounceback post lockdown 2 • Communications and networks all continuing
 <p>Claire Staddon execlead@emmaussuffolk.org.uk</p>	<ul style="list-style-type: none"> • Felixstowe hub had volunteering opportunities on Mondays. • Workshop in Sailmakers, Ipswich town centre is open for volunteering opportunities with upcycling and crafting is open every Thursday. • Mental Health packs to be offered to vulnerable people until Christmas. (We can't deliver but if other services want to collect and distribute to their service users please get in touch.) • Shutting retail outlets.

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 <p>THE CHURCH OF ENGLAND Diocese of St Edmundsbury and Ipswich</p> <p>Gavin Stone gavin.stone@cofesuffolk.org</p>	<p>The central diocesan organisation:</p> <ul style="list-style-type: none"> • Consulting staff with the intention of making further use of the Coronavirus Job Retention Scheme between now and the end of March 2021, to support longer term sustainability. • A principle is that any plans to furlough would not jeopardise core support for our churches and their Ministers/staff/volunteers. <p>Churches: (Places of Worship)</p> <ul style="list-style-type: none"> • Collective or congregational prayer and regular scheduled services of worship are not permitted. These can (and where possible will) still be broadcast from our church buildings. • Our churches can remain open for individual prayer, which is defined as a person or household entering the venue to pray on their own and not as part of a group, led prayer or communal act. • Funerals are permitted to go ahead with a maximum of 30 people in attendance. • Amateur choir practice or group bell ringing is not permitted at this time. <p>Community engagement/resource</p> <ul style="list-style-type: none"> • Foodbanks and services such as GoodSAM should continue where possible. • Support groups (to provide mutual aid, therapy, new parents, vulnerable young people or any other form of support) are permitted to go ahead and can take place in gatherings of groups of 15 (subject to capacity) with appropriate COVID-19 risk assessments and secure arrangements in place. • Early years childcare provision in church halls or other buildings not designated as places of worship (provided by a person registered on the Early Years Register under Part 3 of the Childcare Act 2006) remain open. • Donating blood has been permitted in churches throughout lockdown.
 <p>Andy Yacoub ceo@healthwatchsuffolk.co.uk</p>	<ul style="list-style-type: none"> • No changes to services. All services are running as normal.
 <p>Headway Suffolk the brain injury charity</p> <p>Helen Fairweather helenmfairweather@headwaysuffolk.org.uk</p>	<ul style="list-style-type: none"> • Some clients are not coming into our day hub as a direct result of lockdown as they or their family are choosing to stay at home. We will offer our virtual hub on zoom for non-attendees as well as welfare phone calls • Our hubs in Ipswich and Bury St Edmunds are open to those that want it. We divide into zones and legally can only have 15 in each zone. • Our outreach hubs are closed eg Haverhill. Eye, Felixstowe, Aldeburgh as they are in community buildings or hospitals • Home care continues as usual • Increase demand is expected in our food delivery service- both ready meals and food parcels

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 <p>Olive Quinton info@lofty-heights.org</p>	<ul style="list-style-type: none"> Carrying on working with most vulnerable under strict social distancing rules and safe working.
 <p>Jon Neal Jon.Neal@suffolkmind.org.uk</p>	<ul style="list-style-type: none"> Supported housing service still delivered face to face with social distancing and PPE precautions in place. Residents have been encouraged to self-isolate. Waves Group continues to be delivered online & by phone with a view of phasing face to face group sessions from January 2021. Suffolk Mind Connect is a telephone support service for people in Suffolk who would like support with their mental health GreenCare – continue to deliver service on allotments in Covid-safe way Counselling continues over the phone, online and face to face with social distancing measures in place. Eating Recovery group continues online Workplace Wellbeing training continues online. Sessions are occasionally face to face in Covid safe way where customers want it Population training is suspended for the foreseeable future EARLY Minds continues delivering in Primary School as face to face sessions with social distancing and PPE precautions in place. Suffolk Work Well continues to be a phone based service for now. Volunteering – only where there are opportunities for online, phone, home based support Mums Matter (perinatal support) started during lockdown as remote service. Open Space and Suffolk Advice, Guidance & Emotional Support (SAGES) is suspended but moving to online. Our offices (Felixstowe, Bury, and Saxmundham) remain open to staff that are unable to work from home, all physically distanced, safe, etc.
 <p>Allan Myatt enquiries@ormistonfamilies.org.uk</p>	<ul style="list-style-type: none"> The majority of our services will continue as they have done in recent months. Staff and working at home and we have robust Covid social distancing and other safeguarding measures in place to allow face to face interventions that are deemed to be essential key worker activity. Currently we do undertake work with families visiting prisoners in a number of prisons across the region (Highpoint, Hollesley Bay and Warren Hill in Suffolk). Whilst the MoJ have not yet announced visits will be suspended, this may well be the case soon.

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 <p>10 YEARS OF SUPPORT FOR SURVIVORS OF CHILDHOOD SEXUAL ABUSE Fiona Ellis fiona@survivorsintransition.co.uk</p>	<ul style="list-style-type: none"> Survivors In Transition will continue to deliver its full range of group and 1:1 services for survivors of sexual violence remotely, taking referrals and conducting assessments and our Tope https://tope.org.uk Self referral online support for young people affected by abuse continues to be available Monday-Friday 9am to 9pm
 <p>Cath Pickles ceo@restitute.org</p>	<ul style="list-style-type: none"> We continue to serve our vulnerable customers providing our bespoke action-planning, coaching and mentoring services via our support workers who work consistently with our clients. We continue to offer our counselling service to those clients who are ready to access it. We continue to offer our practical problem-solving budget and activities. We continue to accept new clients and referrals to our service.
 <p>Kirsten Alderson kirsten.alderson@suffolkfamilycarers.org</p>	<ul style="list-style-type: none"> We continue to provide services over the phone and via video call as a preference and exceptionally will arrange face to face where necessary. Our community based services (hospital, GP support) will be suspended for now but support will be available over the phone.
 <p>Rowena Kerslake admin@theymca.org.uk</p>	<ul style="list-style-type: none"> Youth work furloughed, gyms closing – mental health services/housing carrying on as normal

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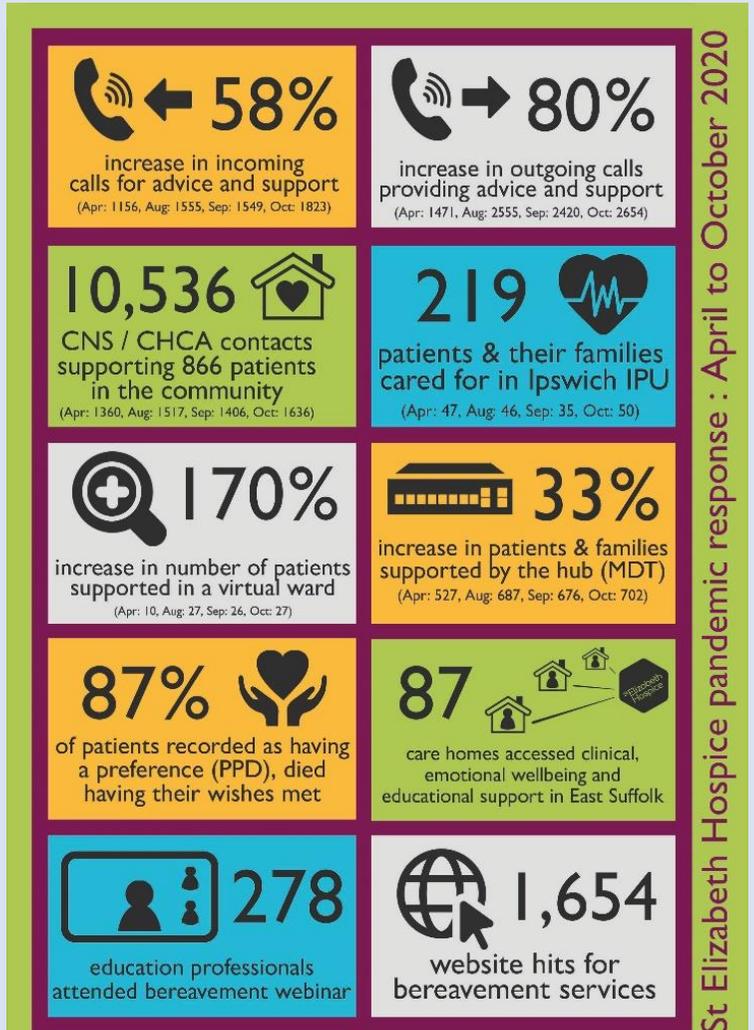


Judi Newman

Judi.Newman@stelizabethhospice.org.uk

- Our 31 retail shops have closed today.
- The small scale community fundraising that we had started to see return under the rule-of-six will now cease again.
- We are reviewing our visiting guidelines for patients in the hospice again – we don't stop visits, but they need to be as cautious and carefully managed as possible.
- Operationally, we are bracing ourselves for the second Covid wave, on top of winter planning. We are using the lesson of Covid 1 and are accelerating the use of tablets and virtual consultations.

Feedback



St Elizabeth Hospice pandemic response : April to October 2020

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Essex Organisations	Feedback
 <p>Carers FIRST FIRST Choice for Carers</p> <p>info@carersfirst.org.uk</p>	<ul style="list-style-type: none"> • Referrals for unpaid carers aged 18 within Essex from carers or professionals - offering information/advice/guidance/ support in a free and confidential service. • No criteria around benefits or Social Care – it is simply if the carer feels their caring role is impacting on them physically/mentally/financially or in other ways. • Online peer support groups and activities via Zoom, telephone support and can provide personalised information by email ,text or post as our Admin Team are still working in the office rotationally. • Hospital Team can accept referrals to support families of inpatients. • Referrals or signpost to statutory and voluntary sector partners (Essex County Council, Essex Befriends ,for example) and are able to apply for a limited number of Carers Trust grants of up to £300 on a monthly basis where appropriate. • Registered carers receive regular e-news about their area(such as North east Essex) and non digitally connected carers received a postal offer in the last month to encourage digital use but also to remind them that other options are still running. • NOT undertaking face to face work such as home visits or carer groups/activities at present(unless exceptional circumstances for 1 to 1 which require Head Office sign off)
 <p>Sharon Alexander sharon.alexander@cvstendring.org.uk</p>	<ul style="list-style-type: none"> • Social prescribing • Home from hospital support for patients who have no family or neighbourhood support (food, moving furniture etc_ • Winter resilience support (information, advice and practical help/winter warm packs) • Shopping and prescription collection and delivery • Directory of local Covid-19 lockdown services • Dog walking • Walking buddies • Allotments • IT device buddies • Facebook groups
 <p>Tracy Rudling ceo@community360.org.uk</p>	<ul style="list-style-type: none"> • Implementing local hub offer in Colchester as part of One Colchester • Phoning those on the Clinically Extremely Vulnerable (CEV) lists to ensure they continue to feel supported. • Supplying: medication, food, therapy trips and prescriptions (not stopped) • Discharge work with Hospital (Community Transport) • HfH volunteers for discharged patients • Generic befriending calls • SPA for children and family support for VCSE across Essex (age 8-19 children) • Winter Resilience volunteer Ambassador's – masks, sanitisers and general support in place • Essential Living Fund support -co-ordination of furniture/white goods for Essex.

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 <p>Christopher Wetton christopher@essexcarerssupport.org.uk</p>	<ul style="list-style-type: none"> • Twice weekly newsflash on VCS services and supports 7 day service if required • Dedicated BAME work – food chain etc • Social Prescribers • Our Community Outreach Project, • Time 4 You (Self-Care for Carers) Project, and • Carer Breaks Respite Scheme (in conjunction with Colchester Catalyst Charity)
 <p>Louise Browning Louise.browning@each.org.uk</p>	<ul style="list-style-type: none"> • Maintaining contact with families had been a priority during lockdown. The clinical team have needed to embrace digital interventions and work hard to develop their skills and knowledge to support families via this medium. Transformation of care delivery, using digital means, has resulted in : quicker response to service users, development of online / website resources and increased innovation and creativity amongst staff to adapt care interventions. • There has been no reduction in the number of CYP requiring end of life care. Care has predominantly been delivered in the home. Contact with Covid positive service users has been minimal. • Planned short break care has significantly been replaced with providing crisis care for children/ young people e.g. stepdown from hospital, parents illness, family breakdown etc.
 <p>enquiries@mnessexmind.org</p>	<ul style="list-style-type: none"> • Mid and North East Essex Mind will continue to operate throughout the lockdown. • Counselling and practical support services still in operation. • Telephone lines still in operation •
 <p>Sharon Westfield de Cortez sharon.westfield-de-cortez@healthwatchessex.org.uk</p>	<ul style="list-style-type: none"> • Healthwatch Essex office will be closed but all services will remain in place. • Information & Signposting helpline. • No physical face to face interactions but will replace these with the virtual meetings.

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Essex Organisations	Feedback
 <p>Stella Kerins Stella.kerins@headwayessex.org.uk</p>	<ul style="list-style-type: none"> • Headway Essex day centre open with no more than 15 people in one space at a time and socially distanced. • Virtual sessions being run. • Our community service is still operating with assessments, support calls, signposting and advice. • No home visits which impacts some client work particularly in helping people to achieve their goals. • Support group meetings and carers groups taking place virtually.
 <p>01206 845 566</p>	<ul style="list-style-type: none"> • St Helena continues to offer our SinglePoint service, a 24/7 advice and support helpline which helps to coordinate care for those in north Essex who may be in the last year of life or who have specialist palliative care needs. SinglePoint can be contacted on 01206 890 360 • The multidisciplinary Hospice in the Home team continues to work with Primary Care Networks to focus on proactive care and support of patients on their caseloads. • Our Bereavement service offers support to all those who have been bereaved in north Essex, regardless of the cause of death or where they have died. Currently all of our sessions are taking place over the phone or virtually. The Bereavement team can be contacted on 01206 984 274.