



## A message from Jo Ash, SVS CEO

Dear Colleagues,

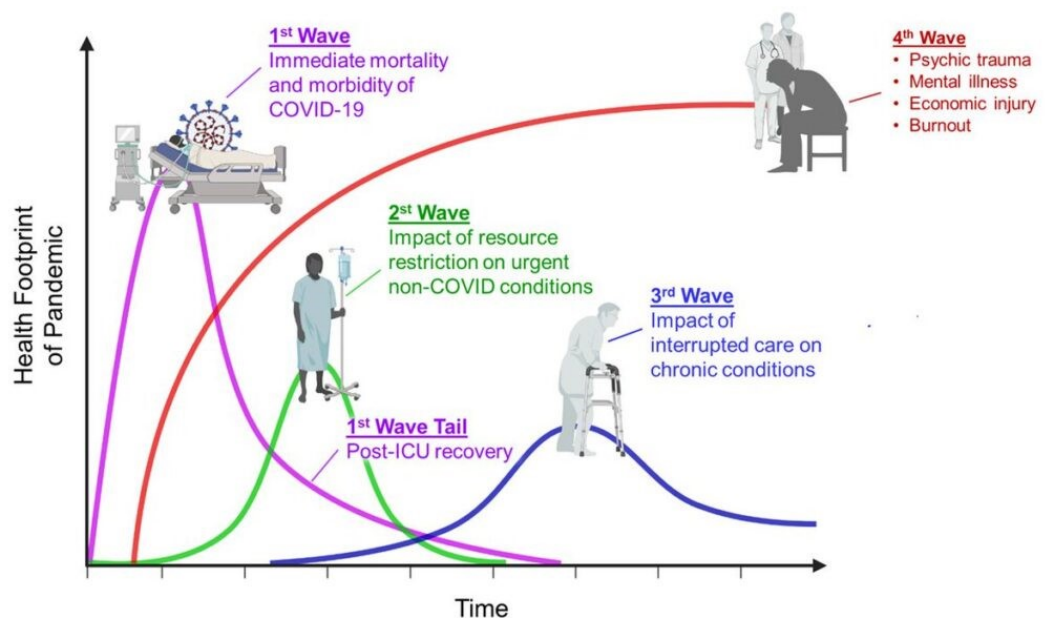
Life in Corona world continues apace as we move from immediate crisis response into consolidation and stabilisation mode to equip us for the long haul which clearly awaits and a new discourse commences about when and how recovery happens and what the 'new normal' will be.

The various phases of responding to these extraordinary times have been described in various terms. Emergency planning type colleagues talk of Rescue, Recovery, Reform/redesign, Resilience or Resurrection.

More literary types describe the Heroic, Honeymoon, Disillusionment and Restoration stages whilst the TV and Movie buffs have coined them as the Dads' Army (Don't Panic Mr Mannering), Ghostbusters (There's something strange in the Neighbourhood), Bob The Builder (Can we fix it – yes we can) and Star Trekkin' (Its Life, Jim, but not as we know it) phases and there's some rather more robust descriptions too which I won't repeat here.

What is clear is that however described, we now face the dual challenges of meeting the COVID 19 needs whilst planning for a very different and uncertain future. The model below from FairHealth conceptualises the shock waves from this virus and whilst it can hit any and everyone their work articulates the disproportionate and the widening gaps in inequality around health terms.

See <https://fairhealth.org.uk/2020/04/fair-health-in-the-time-of-covid-19/>



### The Four Waves of Impact: Covid-19

Source: [https://pbs.twimg.com/media/EUX2TipWoAMa\\_19.jpg](https://pbs.twimg.com/media/EUX2TipWoAMa_19.jpg) (thank you to Dr Victor Tseng)

The hardening economic, social and wellbeing needs will shift as the impact increasingly bites, with this months pay cheques being really down, cash running out and debt increasing alongside loneliness and mental health impacts cutting deeper as the social isolation measures exclude people from their usual support and contact with family and friends.

Life however is not just framed by the COVID 19 situation and the usual domestic pressures and problems of daily living are re-emerging . With lock down still firmly in place and social distancing measures continuing for the foreseeable future we also now have to turn our thoughts to how we will operate our business as usual services in different ways going forward. We will be doing a short survey of your position, views and needs in the next week or so to ascertain the current position and your future projections so watch this space....

The techno solutions that we have increasingly turned to during lock down to keep us connected and informed have taken a huge step forward – but will need further refinement and more robust internet connections and kit to be our sustainable operating mode longer term. It is also increasingly apparent that the online digital by design approach we have all increasingly adopted is fine for those adept and able to connect but the digital divide has become a huge chasm for those who can't, don't or won't be able to access online services.

That said thanks to everyone who has updated info about their services and local support available on our SO:Linked website – [www.solinked.org.uk](http://www.solinked.org.uk) - which people and frontline staff can use to find help – we've had fab feedback and seen an over 500% increase in unique users and page hits since it was redesigned to meet the current needs so do keep things coming please. Our SO:Linked community navigation service continues to support people by phone as well as email and we can copy and send info out to those who aren't on line.

The 6 area cluster core groups are up and running, albeit still with a few phone and NHS email account glitches still to be ironed out, but we are getting there and these will

provide additional local capacity to help support people and link to voluntary sector groups going forward so thanks to them for volunteering and indeed to all who are doing so much to help. Clap yourselves as well as our NHS and other public sector heroes this evening.

It has been a week of commemoration and congratulations too. We have uploaded a video on bereavement support to the SVS website – [www.southamptonvs.org.uk](http://www.southamptonvs.org.uk) - to help support staff and volunteers who are helping people who have lost loved ones during very difficult times. The national minutes silence gave us all cause for pause and reflection on the circle of life as did both the birth of Boris and Carrie's son alongside the welcome addition to the wider SVS 'family' of our Healthwatch Southampton colleague Rachel's baby son Dawson, so virtual cuddles but no less warm congrats to them.

Congratulations also to the phenomenon of Capt Tom – celebrating his 100<sup>th</sup> birthday today – for a huge success in supporting the wonderful NHS - a fantastic volunteer and role model for one and all.

We now need him or an equivalent superhero to do the same for the voluntary sector. The Chancellors £750m package is a welcome start but when set against Tesco's rate relief being £720m and the estimated £4.2bn lost from fundraising for the sector it's a drop in the ocean at the time when the sector is playing its part and is #NeverMoreNeeded.

Best wishes – Jo.

## Support and Information for Charities and Community Groups



### Online Bereavement Support Training

Sadly, bereavement and loss will be on many people's minds during the pandemic, whether through our own loss, or by supporting others through their bereavement.

To help us all deal with these situations SVS has worked with accredited counsellor, Nicola Symes, to produce a 45 minute online training session.

[Click here to watch the training.](#)



### Covid-19 volunteering in Southampton

Do you need additional volunteers for the services you are offering during Covid-19? It might be a one off activity, something people can complete from home, or

a more regular volunteering opportunity. Whatever you are doing during this time there are people who want to help!

To post your opportunity fill in a short form [here](#) and it will be added to our online brokerage system.

To view current opportunities go [here](#)



## SUPPORTING CHARITIES AND VOLUNTEERS DURING CORONAVIRUS

**A round up of useful information and resources from NCVO.**

### [NHS volunteer responders: Self referrals now open](#)

As of this week, people can now refer themselves for help from an NHS volunteer. This may be relevant to the people your charity works with. There is [more information here](#).

### [Charities are #NeverMoreNeeded](#)

We know that so many charities are facing a real funding crunch, and the government's funding won't reach everyone who needs it. That's why NCVO and others are making the case that charities are #NeverMoreNeeded. Share your story on social media.

It's also very important for us to hear how your organisation is coping as we make the case for more support. You can [use our new form](#) to do that.

And here is an upcoming fundraising opportunities to tell your supporters about:

- [Giving Tuesday Now](#), 5 May | A brand new day of giving to complement the annual one in December.

### [Crisis governance: Support for trustees during the pandemic](#)

Charity trustees are grappling with difficult decisions at the moment. Our governance lead Dan Francis has gathered together some key resources to help your

board.

### [Furloughing and volunteering](#)

We've added guidance on the rules to our existing advice pages.

### [British Red Cross online training course for coronavirus volunteers](#)

Whether you're volunteering with a charity or lending a hand to a neighbour, this step by step guide tells you how to look after yourself and others.

### [Six things we learned at the DCMS committee hearing](#)

Details on the progress of the government's package of financial support for charities, via Chris Walker.

### [Key issues for charities in public service delivery: procurement and contracts](#)

Watch the recording of our webinar with Bates Wells. Simply register to get the link.

### [Our Frontline | New mental health and wellbeing resources launched](#)

Help for all those involved in the coronavirus effort including the many thousands of charity staff and volunteers.

## **Upcoming free NCVO webinars**

### [Governing during a pandemic: What are key things trustees need to be focused on?](#)

30 April | 15.00

What trustees' priorities should be right now, top tips for remote working, key legal and regulatory updates to think about, and how to begin to plan for the future.

### [Involving volunteers during the pandemic: What you need to know](#)

5 May | 10.00

Top tips on involving and supporting volunteers and an overview of the practical guidance and support available.

## [How to involve and safeguard your volunteers during coronavirus](#)

14 May | 14.00

We'll bring you up to date on common volunteering roles, key safeguarding principles and well-being tips for your volunteers.

## [Making decisions in tough times](#)

11 June | 14.00

For trustees and senior leaders. We'll explain the big strategic challenges and decisions (and some opportunities) facing charities, how to balance immediate and strategic choices, and how to make good decisions in a time of crisis



## **How to make digital content and influence people**

Lloyds Bank Foundation has produced a series of downloadable guides which can help you share strong, impactful communications when maybe you don't have a lot of time.

It covers building your brand, video content, social media, web design and influencing.

View it [here](#).



## **SignHealth**

SignHealth has a wealth of Coronavirus information in British Sign Language. Content is updated daily, and the government's daily briefings are summarised on their [website](#)



## **'Plan B' document for carers**

Carers' Resource says the Covid-19 pandemic has created huge uncertainty for informal carers, so having

a plan for this and other emergencies is crucial.

It says: "Download our simple [Plan B document](#) and use it to keep the key information about you and those you care for that others might need to know. And use it as a springboard for planning what you might need to do in the event of an emergency."



## **Visit the Cyber Aware hub and stay cyber-safe during the pandemic**

The National Cyber Security Centre has launched the Cyber Aware hub site – which is a repository for advice and guidance on how to stay online during the pandemic.

It is also an area for the Cyber Aware campaign which will continue to evolve and ultimately provide advice and guidance for the general public especially with the threat of coronavirus scams etc.

Click [here](#) to visit there resource hub.



## **Support for NCVO members from their Trusted Suppliers**

### **Free HR helpline for members**

To support the voluntary sector, [Croner](#), specialists in HR and employment law, are offering voluntary organisations free access to their HR and Employment Law helpline, where experts will be on hand to help with urgent queries on coronavirus and furlough.

Call 0844 561 8133 and quote 'NCVO' to access the helpline.

[Access now](#)

### **Coronavirus Job Retention Scheme FAQs**

[HR Services Partnership](#) has recently published an FAQ page on the Coronavirus Job Retention Scheme. Get the latest guidance on how to manage your staff and what processes your organisation will need to follow in order to claim.

[Learn more](#)

## **Safeguarding crisis hub**

If you are looking to get the most up to date advice and guidance on safeguarding children, young people and adults at risk during coronavirus pandemic, [SAFEcic](#) has developed a crisis hub with resources to help voluntary sector organisations stay on top of safeguarding.

[Learn more](#)

## **COVID-19 resource hub**

[Phoenix Software](#) has created a dedicated hub on its website that links to the various resources they have collated with their partners to support organisations during COVID-19.

[Read more](#)

## **Data protection helpline**

Subscribe to the [Hope and May](#) telephone helpline and get the latest advice you need on all aspects of data protection law. From as little as £39.00 + VAT per month for NCVO members, you can speak to a GDPR data protection practitioner for practical on-demand guidance.

[Read more](#)

## **Free IT advice and guidance for NCVO members**

For NCVO members, [Smartdesc](#) offers free IT advice and guidance to talk you through any questions or challenges you currently have with your IT at this challenging time. Email [NCVO@smartdesc.co.uk](mailto:NCVO@smartdesc.co.uk) to arrange a time to speak to a Charity IT Specialist. Smartdesc also run regular online Charity IT clinics.

[More details](#)

## **Guidance on safeguarding and temporary building closure**

[Zurich](#) has put together guidance to support organisations during the COVID-19 pandemic.

Access advice on the safeguarding implications of home-working and how to ensure the safety of your employees and their families.

[Read more](#)

Many organisations are facing challenges as buildings are forced to close or operate on a limited basis going forward. Zurich has created guidance on how to deal with temporary closures of premises.

[Read more](#)



## **Disclosure Services response to COVID-19**

[Disclosure Services](#) have deployed their 'work from anywhere' operating model to ensure that all NCVO members receive the same high-quality service during this testing time.

They've also collated all of the coronavirus related updates from the DBS, Disclosure Scotland and AccessNI all in one place.

[Find out more](#)

## **Emergency funding information for social sector organisations**

[Charity Bank](#) has collated a list of emergency funding opportunities for charities and social sector organisations that have been affected by COVID-19. The list is updated as new opportunities are identified and include national and regional funding information.

[Learn more](#)

## **Safeguarding support services during COVID-19**

The impact of the government direction on social distancing and keeping staff safe affects how organisations can respond to safeguarding concerns. There has been an increase in the reports of domestic abuse, and there is an increased risk for vulnerable children and young people during the COVID-19 lockdown.

To support and maintain your organisational safeguarding governance responsibilities, [Leonard Consultancy](#) has a range of specific COVID-19 services which are assisting your staff in meeting their safeguarding roles, including;

- One to one consultation for safeguarding leads in managing safeguarding challenge and queries during COVID-19
- Access to specific COVID-19 guidance online training for staff in how to assist parents /carers

[Read more](#)

## **How to reduce energy costs during the lockdown**

[Utility Aid](#) has put together tips to help you reduce energy costs during this time for your organisation. Click the link for full details on how our Trusted Supplier Utility Aid can help you.

[Learn more](#)

## **Key information and updates on financial planning**

[Lucas Fettes Financial Planning](#) has collated useful sources of information to help your organisation and employees during this difficult time. This includes government guidance in relation to furloughing employees, as well as information for individuals surrounding investments, debt advice and avoiding scams.

[Read more](#)

## **Remote Working - collaborate and communicate effectively**

Working remotely has become the new normal and many organisations have taken Microsoft Teams as a simple way to collaborate and communicate – but is your organisation getting the best out of it and is your data protected?

[ITRM](#) is offering a live demonstration of Teams, showing you what it can do to help your organisation work effectively and securely. The webinar will also cover a range of other products to support remote working.

[Register here](#)



## **University offers free online Masters course to charity workers**

A free online version of a philanthropic studies MA course has been made available to charity workers looking to ramp up their understanding of the voluntary sector during the Covid-19 pandemic.

[Learn more.](#)



## **Charity Management Certificate**

**The need for effective, responsive and sustainable charity management is essential especially during this uncertain time and going forward.**

**And continued professional learning and development is more important than ever. Whether its improving your fundraising strategy, boosting your digital marketing strategy or simply to gain a better foundation in this area, with our flexible online training you can receive the information and**

knowledge you need most.

The [Charity Management Certificate](#) is delivered by highly qualified professionals and will not only help you improve your knowledge and drive better outcomes in your charity, but also to ensure that you understand and are complying with relevant regulations.

Starts June 2020 - 100% online



## Hampshire testing facility

As you may have heard, a drop-in facility for testing for the presence of COVID-19 has opened in Portsmouth **for employees who are self-isolating because they or a member of their household is symptomatic**. To help manage demand initially we would encourage only those employees who are in a business critical role within the council to use this facility.

The test centre is co-ordinated by the Hampshire and Isle of Wight Local Reliance Forum (HIOW LRF) and eligible key workers or their symptomatic household members from all partners of the forum are being invited to take advantage of the drop-in service.

## Who is eligible?

- Key workers who are self-isolating because they are symptomatic, and have been symptomatic for less than five days.
- If a key worker is self-isolating because a household member is symptomatic, then all symptomatic household members who have been symptomatic for less than 5 days are eligible for testing.
- If a key worker is self-isolating because a household member between the ages of 5 to 18 years old is symptomatic, then all symptomatic household members between the ages of 5-18 who have been symptomatic for less than 5 days are eligible for testing. Children and young people aged from 5 to 18 year olds will require a parent or guardian to perform the test in a self-test bays. Testing is not available for children under the age of 5.
- **Testing is only viable for people with current symptoms, and you or your household**

**member must be symptomatic.**

You can find [details of coronavirus symptoms here.](#)

### **Managers**

Please contact any business critical colleagues who are self-isolating to check if they meet this criteria, and let them know this test facility is now available. If you need a Key Worker letter for colleagues who do not have ID badges (see below), then managers can [email Katie Cope](#), HR Advisory Manager for a template.

### **Employees**

If you do use the testing facility, please let your line manager know when you go for testing, and the result.

### **Where is the testing centre?**

[Park & Ride Portsmouth](#), [Tipner Interchange](#), [M275 Junction 1](#), [Portsmouth PO2 8AN](#).

You **must** travel to test centre in a car, you cannot use public transport, taxi, cycle or arrive on foot. If you do so, you will not be admitted. **You will not be able to exit your car at any point on site.** There are no public toilet facilities on site.

### **When is it open?**

Between 10am-1pm and 2pm-5pm, seven days a week. An online booking system will be set up, but initially it will be run on a drop-in basis, so please be aware that you may have to wait to be tested. You can turn up at any time between those opening hours, but please try and stagger your arrival time so that not everyone arrives at 10am.

### **What do I need to bring to the centre?**

You must have your work ID badge with you to access this service. Household members will need to be accompanied by you, and you will need your work ID. You must also take a smartphone as this is used as part of the process. If you do not have an SCC or other relevant ID badge (eg NHS), you should take your Key Worker letter.

### **What happens on the day?**

The actual process of being tested is very simple and only involves a single swab being taken from the throat and the nose. It should take no more than 10 minutes. The test is a PCR test, to test whether the person has COVID-19. The test centre will aim to do the swab test

or provide you with the self-test kits as quickly as possible and will usually mean that you will complete the process within 30 minutes of arrival. However, this may vary at busy periods.

### **When will I receive my results?**

Results will be fed back to you by text message within 24-72 hours. However, from past experience the majority of test results are received within a 24-48 hour window.



## **Coronavirus advice in other languages**

Leeds City Council have produced [3 videos in a variety of languages](#)

The videos are:

- Spot the signs (of coronavirus)
- Handwashing advice
- Essential advice (what to do in your home if there is a possible coronavirus infection)

The videos are in Polish, Romanian, Urdu, Arabic, Czech, Punjabi, Tigrinya, Farsi, Slovak, Kurdish Sorani and Bengali.

See also the Doctors of the World website for videos and translated official Government guidance in over 46 languages –

[Learn more.](#)



## **British Red Cross publishes free guide for coronavirus responders**

The British Red Cross has developed a new [step-by-step guide](#) to help local charities, mutual aid groups and individuals to support people in their communities safely.

**Shaun Delaney, volunteering development manager at NCVO**, said: *"This is a really simple and practical way for people to build their confidence ... I'd recommend it to any charity or group working with the*

*public right now.”*



## Coping with financial problems

Step Change debt charity has produced a [step-by-step guide](#) to dealing with a reduced income as a result of coronavirus. The 11 steps it suggests include checking you're being paid correctly, contacting your creditors, getting emergency help and taking control of your financial future.

## Useful Guidance



## Suspicious Email Reporting Service

The National Cyber Security Centre has created an easy way for you to report potential phishing emails - using SERS (Suspicious Email Reporting Service) .

Phishing emails are dodgy emails sent out en masse in the hope that someone fails to notice its lack of authenticity and unwittingly shares their personal or sensitive information. Like when your "bank" emails asking for you to submit your bank details again.

[Take a look here.](#)



## Coronavirus (COVID-19) - staying safe online

What you can do to stay safe online during the coronavirus (COVID-19) outbreak.

[Visit guidance.](#)



## COVID-19: MAKING PAYMENTS SAFELY IN LOCKDOWN

Useful guidance from UK Finance about safely paying for goods and services during lockdown.



[See here.](#)

## **Guidance from The Information Commissioners Office**

The ICO has published a document setting out its regulatory approach during the coronavirus pandemic. It makes clear what you can expect of the regulator in the coming months, acknowledging their responsibility to take into account these exceptional circumstances.

[Read more.](#)



## **Generous donors urged to give safely to registered charities this Ramadan**

Regulator offers advice on ensuring charitable contributions reach the intended cause, including when giving online.

As Muslims enter the month of Ramadan, the Charity Commission is encouraging donors to take simple steps to ensure their donations reach the intended cause. Ramadan is a time of huge generosity among British Muslims, with the Muslim Charities Forum estimating that, in previous years, UK donors have given over £130 million to charity during the holy month alone.

Whilst aimed at Muslim populations, this guidance is of relevance to anyone thinking of donating to charity.

[Read more here.](#)



## **Public Health England issues guidance to stay at home through Ramadan**

Thursday saw the start of the celebrations of Ramadan across Muslim communities.

But like everything else in its wake, COVID-19 is

threatening to disrupt this holy month.

Public Health England has issued a reminder for people to stay at home.

Traditionally Ramadan is a time for communal prayer, spiritual reflection, meals with extended family and friends to break daily fasts, and concludes with the community celebration of Eid-Al Fitr. Whilst staying at home throughout the holy month will be challenging, it is necessary to protect the NHS and save lives.

Read the guidance in full [here](#).



## **Claim system now open for furloughed staff**

You can now make your claim for the 80% of furloughed staff salaries through HMRC's Coronavirus Job Retention Scheme.

Before you make your claim:

- Read all the available guidance at [GOV.UK](#)
- Make sure you have all the information and calculations you need beforehand (calculator guidance is [here](#))
- Take a look through the [step-by-step guide](#)

Then you are ready to make your claim [here](#).

**acas** working  
for everyone

## **ACAS have two new dates available for their free webinar:**

### **[Furlough leave: the HMRC Job Retention Scheme](#)**

This webinar explains HMRC's scheme for employers who have furloughed their workers, or who are planning to. It includes:

- who can claim
- what can be claimed, and what's excluded
- maternity leave considerations



- National Minimum Wage considerations
- effects on holiday entitlement
- selecting employees for furlough and gaining agreement
- shielding and furlough

[Tuesday 5 May - 10.30am-11.30am](#) | [View details](#)

[Thursday 7 May - 2pm - 3pm](#) | [View details](#)

View recordings of our recent Acas webinars [on our website](#)

A reminder that we also have [furlough advice](#) online and a furlough letter template [available to download](#)

## Wellbeing



## COVID-19 and the VCSE Mental Health Sector

*COVID-19 and the VCSE Mental Health Sector* is a live briefing document from the Association of Mental Health Providers which outlines the impact of the pandemic on their members' services and the people that they work with and for. The paper categorises nine key priority areas that require urgent attention and a response from Government.

The suggestions and recommendations outlined are necessary and urgent for the VCSE mental health sector to be effective and sustainable, and to remain in a position to support people with mental health needs, local communities and the NHS during and after the pandemic.

The briefing paper is available [here](#). Please join in the conversation online by using **#VCSEinMH** and **#CovidMentalHealth** and follow [@AssocMHP](#) for updates on this work.



## Supporting your staff and volunteers during traumatic situations

Our members are now receiving calls from people struggling with their mental health. In some cases, these calls are from people who are considering taking their own lives.

This is a distressing situation for all concerned, and it's only right that we prepare ourselves to help those most in need during these scary times. We also need to support the staff and volunteers who are taking these calls.

When we heard this, we wanted to be able to reach out and support our members so they can – as ever – be the rock their communities need. The information below is adapted from material produced by the [BMA, Freedom from Torture, and the Helplines Partnership](#).

Vicarious trauma or secondary traumatic stress can happen to someone after they have been empathetically supporting someone in desperate need. It can be a result of long exposure to many cases, or in response to a single harrowing experience.

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**Here are a few signs of how to spot if your staff member or volunteer is suffering from vicarious trauma:**

- Experiencing lingering feelings of anger, rage and sadness about the victimisation
- Becoming overly involved emotionally
- Experiencing bystander guilt, shame, feelings of self-doubt
- Being preoccupied with thoughts outside of the work situation
- Over identification (having horror and rescue fantasies)
- Loss of hope, pessimism, cynicism
- Distancing, numbing, detachment, cutting people off, staying busy - avoiding listening to stories of traumatic experiences
- Difficulty in maintaining professional boundaries, such as overextending self (trying to do more than is in the role)

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**There are a few methods you can employ to help your staff and volunteers to reduce the risk of vicarious trauma:**

- Increase self-observation - recognise and chart signs of stress, vicarious trauma and burnout
- Ensure they take care of themselves emotionally - engage in relaxing and self-soothing activities, nurture self-care
- Ensure they look after their physical and mental wellbeing
- Maintain a healthy work/life balance
- Set realistic goals
- Don't allow them to take on responsibility for the other person's wellbeing; supply them with tools to look after themselves
- Balance their caseload – ensure a mix of more and less traumatised clients
- Give them regular breaks, and time off when they need to
- Encourage them to seek social support from colleagues, family members
- Employ a buddy system
- Use peer support and opportunities to debrief
- Offer training opportunities
- If required offer time-limited group or individual therapy

There are two free online training packages which you may wish to share with your staff and volunteers. The [Zero Suicide Alliance](#) is a collaborative of National Health Service trusts, businesses and individuals who are all committed to suicide prevention in the UK and beyond. The alliance is ultimately concerned with improving support for people contemplating suicide by raising awareness of and promoting FREE suicide prevention training which is accessible to all. The aims of this training are:

- to enable people to identify when someone is presenting with suicidal thoughts/behaviour

- to be able to speak out in a supportive manner, and
- to empower them to signpost the individual to the correct services or support.

The training can be found at <https://www.zerosuicidealliance.com/training/>



## The Sensory Trust

The Sensory Trust has a selection of activities on its website to help people connect with nature.

Engaging with nature helps improve mental health, and all the activities are easily adaptable for use with people with different abilities, including people of all ages with disabilities, and those with dementia.

[Read more here.](#)



## Our Frontline

Mental health charities have come together to provide 'round-the-clock' support to people working on the frontline of the pandemic. This includes NHS staff, carers, emergency services and other key workers.

The new service - brought together by Mind, Samaritans, Shout, Hospice UK and The Royal Foundation - is called 'Our Frontline' and includes a combination of 1-2-1 support and online resources, toolkits and advice to support their mental health and emotional wellbeing through this challenging time.

Head to the specially developed website [ourfrontline.org](https://ourfrontline.org) for more details.



## Eating and Drinking Well in Later Life and Coronavirus (COVID 19)

### Top Practical Tips for Those at Risk of Malnutrition Whilst Self-isolating

**Spot the signs of unintended weight loss** e.g. reduced appetite, lose clothes and jewellery, no interest in food and drink, reduced muscle strength.

- Use the Patients Association Nutrition Checklist to see if you or the person you care for is at risk of malnutrition [here](#).
- If you have specific nutrition needs, continue to follow the advice made by your dietitian or other health care professional.

**If you are at risk of malnutrition and need extra nourishment**

- Adapt meals and snacks by adding small amounts of high energy (calories), protein and vitamins and minerals without increasing portion sizes e.g. use full fat dairy products (whole milk, full fat yoghurts); add cheese, butter & cream to mashed potato; add cream, skimmed milk powder to full fat milk.
- Choose food that's easy to prepare and you enjoy but eat a 'little and often' – introduce small snacks between meals and keep favourite snacks to hand.

**Stay hydrated to avoid health problems e.g. constipation, risk of urine infections and falls**

(water, milk, juices, squash, tea and coffee all count).

- Aim to drink 6-8 glasses/mugs a day. Chilled drinks can stimulate the appetite but don't have them too close to mealtimes as may fill you up.
- Choose drinks where possible such as milky drinks (malted drinks, hot chocolate, milky coffee, smoothies and milkshakes) which can provide energy, protein and vitamins and minerals.

**Ensure good mouth care** to maintain the ability to eat, avoid mouth or gum infections.

- Brush teeth and gums with fluoride toothpaste twice daily, clean dentures regularly.

**Spot the signs for swallowing difficulties when eating or drinking** e.g. including choking or coughing at mealtimes, sensation of food getting stick in the throat, frequent heartburn bringing food back up, hoarse voice or voice sounds 'wet'.

- During the corona virus pandemic your GP is ready to help with any new or ongoing medical needs. Don't delay in contacting your GP/

Practice Nurse who will be able to offer advice and a specialist referral.

### **Try to create the best possible mealtime experience**

- By making food look appealing; taste changes as we age so enhance the flavour of food e.g. by adding herbs and mild spices
- Eat together if you are self-isolating with someone and have a relaxed environment e.g. background music.
- Take activities involving movement at home where possible to help stimulate appetite e.g. stretching and chair based exercises, dancing or moving to music, activities such as baking, housework, gardening, growing fruit and vegetables.

**Current guidelines advise those aged 65 and over to take 10 micrograms of Vitamin D each day** as a supplement, available at supermarkets and pharmacies.

### **Stock up on store cupboard items**

- These include basic foods, frozen food and meals as you may not have access to food as regularly as normal. You may be able to access meals through home delivery services e.g. Wiltshire Farm Foods, local council and charities.

*Always follow advice from trusted sources for reliable information. There are no specific foods or supplements which can prevent catching Coronavirus (COVID-19).*

*Keep in touch with friends/family to help reduce feeling of loneliness and isolation – by phone or if access to new technology- social media and video call websites (e.g. Facebook, Zoom, Skype)*

**For more information:**

**COVID 19/Coronavirus – advice for the general public –**

**Eating and Drinking Well with Dementia – A Guide for Family Carers and Friends. -**

**Older People's Essential Nutrition leaflet - [here](#)**

**Hydration leaflet- [here](#)**

## Tell us how your health and care service are doing

At Healthwatch Southampton we've heard some wonderful stories about how health and care services have been going the extra mile for people.

If you have feedback about the services you, or your family and friends have used, then please do let us know by leaving your comments on our online feedback centre.

[Visit feedback centre.](#)

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## Culture



### Self-Guided Public Art Walk

**We thought we'd highlight some of the public art in and around Southampton's Old Town.**

In light of the current restrictions in place due to the coronavirus pandemic this can be used as a route for anyone living locally to take on their daily exercise whether walking, running, or cycling.

The downloadable map can be printed out at home or viewed on a smart phone and highlights numerous public art commissions undertaken by 'a space' arts as well other notable public art in the area.

[Read more](#)



### We love a brass band!

If you do too, then you'll enjoy [this video](#) made by members of the [Band of the Hampshire Constabulary](#) working online (maintaining isolation!) as a tribute to emergency services and the NHS.

Each person recorded their part of the music while listening to a 'click' track to keep in time. Then an IT genius stitched it all together!



**Southampton City Art Gallery** may be temporarily closed but you can still [enjoy over 1,000 works of art](#) from their stunning collection on the Art\_UK website.

## Funding



### Access this free COVID-19 Funder Database

The Charity Excellence COVID-19 funder database holds data on 550 emergency funders for charities and community groups, and is searchable using a wide range of criteria, with click through to funders' websites to apply.

To access it, register on the [Charity Excellence Framework](#) website. This takes two minutes and everything is free. This also allows use of the 'health check' assessment and access to the huge resource base, including the four charity COVID-19 toolkits. It works for even the smallest charity and no expertise is needed. If you choose to complete the full assessment, this takes less than half a day.



### National Lottery Awards for All England

The National Lottery has announced that all those organisations currently have National Lottery Awards For All funding, can now apply for additional funding for a COVID-19 project.

Funding ranges between £300 and £10k and the application date is ongoing so be sure to send your application in asap.

Full details around applying and eligibility are [here](#).



## Coronavirus Mental Health Response Fund

A new Coronavirus Mental Health Response Fund has been launched, with £5,000 000 available across England for voluntary sector mental health providers to support emotional wellbeing and mental health. Grants of £20,000 or £50,000 are available to charities, CICs, CIOs and companies limited by guarantee for projects lasting up to 12 months. Small grants of up to £1000 are available to smaller, un-constituted groups such as user led organisations which might not usually be eligible for this type of grant funding.

Commissioners would like to urge our partners in the voluntary sector across Hampshire, the Isle of Wight, Southampton and Portsmouth to consider applying for this funding to enable them to respond to increased demand amongst children and young people for emotional wellbeing and mental health support. We would encourage providers to take a holistic approach to emotional wellbeing, and consider developing proposals not only for counselling and safe haven services but also for youth groups, parenting support groups, and groups that provide support around activities for excluded or at risk communities of young people and/or their parents and carers.

Commissioners will not be involved in any decisions regarding the allocation of these funds, however we may be able to help strengthen your applications and, for example, provide letters of support to be submitted with your proposals.

We would strongly recommend that organisations considering an application contact their local commissioners to arrange an informal chat:  
Hampshire / Isle of Wight – [amy.milford-wood@nhs.net](mailto:amy.milford-wood@nhs.net)  
Southampton – [phil.lovegrove@nhs.net](mailto:phil.lovegrove@nhs.net)  
Portsmouth - [stuart.mcdowell@portsmouthcc.gov.uk](mailto:stuart.mcdowell@portsmouthcc.gov.uk)

Please do share this information with your networks to ensure it reaches as many potential applicants as possible!

**Please see below for more information about the Coronavirus Mental Health Response Fund:**



Voluntary and community sector organisations have a vital role working alongside our NHS colleagues to support anyone who has a mental health problem. Due to the coronavirus pandemic, demand for mental health services is increasing.

To help VCS organisations based in England continue to provide mental health services - or provide additional support - you can apply for a Coronavirus Mental Health Response Fund (CMHRF) grant. Thanks to £5m support from Government (the Department of Health and Social Care), grants of £20,000 or £50,000 are available for projects lasting up to 12 months.

On the behalf of mental health providers in England, Mind is administering the fund in partnership with the Mental Health Consortia (MHC), who represent the leading mental health organisations in England. The National Survivor User Network (NSUN) will be administering part of the fund to support user-led organisations and smaller, un-constituted community organisations, who might not otherwise be eligible for a grant. Details are available on [the NSUN website](#).

You can find out more about the fund and how to apply on both the [Association of Mental Health Providers website](#) and the [Mind's website](#).



## Funding Information from Action Hampshire

### Another useful funding update from our colleagues at Action Hampshire

#### Update on National Lottery funding

National Lottery money has been aligned with the Government money and they will **only be giving out grants of up to 6 months** (in contradiction to previous info). And they would like proposals asap – ideally before 1<sup>st</sup> May.

If you want them to consider an application in relation to COVID-19 response, please ensure the time scale is for 6 months. They will not be offering any awards greater than £100,000 for the six month period and hope to be

able to support more local smaller groups if possible. It will in effect be a one stage process, and they will gather as much information as possible at submission and if necessary in a conversation and decisions will be based on that detail provided. Applicants should try to keep their application to no more than a page of A4.

**They will prioritise applications from:**

- Organisations supporting people who are at high risk from COVID-19
- Organisations supporting communities most likely to face increased demand and challenges as a direct result of measures to prevent the result of COVID-19
- Organisations with high potential to support communities with the direct and indirect impact of COVID-19

[Reaching Communities](#) / [Awards for All](#)

**Hampshire & IOW Community Foundation.**

We recently interviewed the Chief Executive of Hampshire & IOW Community Foundation (HIWCF) about their [funding for charities](#) struggling with the current pandemic. **Watch the video [here](#) to find out more about HIWCF's grant funds, how to apply, and how to maximise your chances of success!**

**Morrison's Foundation – Covid-19 Homeless Support Fund**

The fund is designed to support charities caring for homeless people during the coronavirus outbreak and ensure help gets to those who need it most.

Applications up to £10,000 will be considered, but smaller amounts preferred.

[Apply here](#)

**The Sir Jules Thorn Charitable Trust**

Grants of up to £1,500 for eligible small charities.

Requests are considered for contributions to core funding or for specific projects. There are no reporting requirements.

[More information on this fund](#)

**The Ballinger Charitable Trust**

Grants ranging from a few hundred pounds to no more

than £1,000 to current and past grantees who are supporting:

- older people
- hospital discharges
- tackling domestic abuse
- food and fuel support for families in North East England communities.

To register your interest, email [Andrew Ballinger](#)

### **The Bring Joy Foundation**

Funding for local community groups to supply craft materials, activities, communication tools and assistive technology to seniors to support them in their isolation. Visit the foundation's website for more details.

[Apply here](#)

### **Crisis - In This Together grants programme**

Local groups who are financially affected by additional demands on their resources and have expanded their provision for those experiencing homelessness can apply for £5,000 short-term response or £50,000 longer-term response grants. Due to high demand, the programme is currently paused, but you can [ask to be updated on the programme](#)

### **The Schroder Charity Trust**

Grants up to £5000 for supporting: education and young people / health / communities / environment and conservation / heritage / arts and culture / international development / the armed forces.

[Apply here](#)

### **Buttle UK - Chances for Children**

Grants targeted at improving the social and emotional wellbeing of children and young people and their capacity to engage in education and learning. There is a particular focus on:

- maintaining educational activity and stimulus within the home environment
- establishing and/or maintaining internet access and communications
- household essentials

[Apply here](#)

### **Police and Crime Commissioner**

The Police and Crime commissioner have launched

their COVID-19 Keeping Communities Safer Fund. If you or someone you know has got a great idea to help your local community for £500 or less you can ask the Police and Crime Commissioner now.

[Apply here](#)

### **Support Adoption for Pets**

The largest grant giving charity in the UK for animal welfare charities is providing an additional £400,000 to local animal sanctuaries suffering as a result of the covid-19 outbreak. Grants range from £1,000 – £180,000.

[More information here](#)

### **The Partnership Foundation**

The Partnership Foundation is offering grants of up to £500 to help pay for new projects and can be applied for by individuals, voluntary and community organisations, social enterprises and other not for profit organisations in the Portsmouth and South East Hampshire area.

[Apply here](#)

### **Funding for individuals**

#### **The Teaching Staff Trust**

Support for teachers, teaching assistants, nursery workers, caretakers and lunch supervisors who have worked within the education sector for at least five years. Grant can be used to help with bills, household costs, travel or other essentials. [More information on this fund](#)

#### **SBA The Solicitors Charity - hardship fund**

The charity will soon be accepting applications from anyone who is or has been on the roll of solicitors and has accessible savings within their household of less than £2,500.

[More information on this fund](#)

[Click here for more funding for individuals](#)

The Aviva Community Fund has broadened its criteria to include applications for projects that enable causes to adapt or continue their services by covering core running costs, so they can help their beneficiaries and communities during this time of need.

They are accepting applications until 5 May. For full details [head to their website](#).



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