



**promoting
voluntary action**



A message from Jo Ash, SVS CEO

Dear Colleagues,

Firstly, a huge thank you to everyone for your heroic efforts to keep services running and help people through these difficult times. Thanks particularly for your responses to help keep the SO:Linked website info up to date as a central resource for the public and frontline colleagues from all sectors to use – please keep up the efforts and add things as you become aware of new help out there and change your offer . It includes info on services, things to do, keeping well and staying positive and online safety guidance too so feel free to add to in via the add services box on www.solinked.org.uk

We've had really positive feedback about it from many sources and also to these recent special SVS Mailings that we've done so that's encouraging to know that we are providing you with relevant info and support.

The spontaneous community volunteering, collective endeavours and joint working in the city have been humbling and uplifting in equal measure and genuinely provides hope for our mutual recovery through the tough times ahead beyond this immediate virus crisis.

In this edition Sandy Hopkins SCC CEO introduces the new senior leadership team in the city and we are forging strong working bonds with the new arrivals albeit through teleconferences and virtual connections rather than face to face ones currently. They have certainly arrived in interesting times but are getting stuck in with enthusiasm and determination so we will look forward to extending a warm welcome to them to meet our sector in person when the First Friday Forums and other network sessions recommence.....watch this space !

Work on developing the local cluster networks is proceeding apace with briefing sessions having been held with those offering to form core groups and behind the scenes NHS emails and back up recording systems being set up so we expect those to go live next week with refinements and adjustments being made as this rolls out.

These should provide a basis for ongoing sustainable support in the mid to longer term as we eventually move out of lock down and social isolation periods into longer term recovery planning including dealing with the future viability of organisations in our sector going forward as well as the wider economic and social consequences of all of this. As the cluster work beds down a bit in coming weeks we shall move our thoughts more to how and what the sector needs in terms of recovery and revitalisation phases.

Two pieces of non COVID 19 related work are that SVS is delighted be part of a successful partnership with our sister organisation in Westminster and 3 other areas that will be providing corporate volunteering opportunities in conjunction with the Dept for Transport so watch this space for further news on that when it goes live in a little while. Please also keep us posted on your current volunteering opportunities and needs.

I also want to flag up that the consultation period on the Local Plan which we focused on at the last Friday Forum we held has been extended until the end of May. This will provide the long term planning framework for the city until 2050 and is a really important guidance being developed that will shape our city future and the experience of people in Southampton for years to come.

SVS, together with 12 other major local charities concerned with disability issues in the city, have written to SCC setting out the ambitious but inclusive aim that Southampton should be the UK's most accessible city by 2050.

We are delighted this has been endorsed by Southampton City CCG and Southampton Connect and now want the wider voluntary sector voice to be added to that aspiration.

The extension means there is still time for you to go online to complete the survey and in particular we ask that all voluntary organisation and their members include reference to their support for this aim as if we get accessibility in its widest sense right going forward we will be an inclusive, welcoming, sustainable and future proofed city for everyone who lives, works or visits us.

Please take a few minutes to give your feedback and endorse this important aim which will make a real difference to peoples lives in the future at
<https://www.southampton.gov.uk/planning/planning-policy/emerging-plans/cityvision/>

Meanwhile take care of yourselves now. Remember when you clap on Thurs evening at 8pm that the hidden hero's include voluntary sector staff and volunteers too – though we know you are always hero's and not just in a crisis!

Best wishes Jo



A message from Southampton NHS Clinical Commissioning Group

Health services have transformed to support patients during this unprecedented situation, but please note services remain open for people who do not have COVID-19.

In the Emergency Department at Southampton General Hospital, all patients who self-present or are referred by their GP are now assessed in the marquee outside of the department. Patients of all ages with respiratory symptoms are sent via a new corridor to the current adult department, while all patients without respiratory symptoms are sent to what is normally the children's emergency department.

Adult patients attending the emergency department with minor injuries are now diverted to urgent treatment centres at the Royal South Hants and Lymington hospitals. This does not include children, who will continue to be seen for minor injuries – including burns – at the emergency department as normal.

In addition, eye casualty remains open for urgent eye problems while patients due for ophthalmology outpatients are being triaged on clinical need, with those who still require a face-to-face appointment being asked to continue to attend.

GP practices are working differently, but they are still here for your health needs. Please do not put off contacting them if you have a medical need.

There are also lots of useful mental health

and wellbeing resources available:

- Every Mind Matters has [advice on looking after your wellbeing at home](#) and [top tips for managing worries and anxiety around coronavirus](#).
- The Steps to Wellbeing service is closed over the bank holiday weekend, but you can continue to self-refer using their website, which also has lots of useful advice: www.steps2wellbeing.co.uk.
- Solent Mind continues to adapt services to provide remote support for both new and existing service users. Their website www.solentmind.org.uk contains a really useful Coronavirus resource hub including wellbeing toolkits, top tips and how to get in touch. You can also call 023 8017 9049, which opens from 10am-2pm Monday to Friday.
- [The Lighthouse hub in Shirley](#) is now temporarily closed, but those in mental health crisis or emotional distress can text 'lighthouse' and their postcode (for example LIGHTHOUSE SO14 0YG) to the Mind text line number (07451276010) between 4.30pm and 12am. Our staff will then contact them via telephone, email, webchat or text.



A message from Sandy Hopkins, Southampton City Council CEO

Dear Colleague,

As a key partner and stakeholder in the city, I am keen to ensure that here at Southampton City Council we keep our lines of communication open during this very challenging time and that you feel you are as up to date as possible with

information that might assist you in your organisation's work.

Firstly, I am pleased to introduce you to the new top team at the council who have all joined me now. The last two members joined in March and hit the ground running as you might imagine given the current climate!

Unfortunately, Covid-19 has meant our new colleagues have been unable to introduce themselves to you in a personal way given we have been thrust straight into leading on the council's response to this 'Major Incident'.

When business returns to a 'new normal', we will be in touch with you to introduce ourselves properly as a team. In the meantime, let me introduce everyone to you electronically. I have included contact details below should you wish to get in touch, and I will be publishing a complete overview of our entire service-based leadership team colleagues in the near future.

Meet the team



Sandy Hopkins, Chief Executive

Email: Sandy.Hopkins@southampton.gov.uk

Direct line: 023 8083 2893

Mobile: 07770 738320

Connect: [LinkedIn](#) / [Twitter](#) / [Facebook](#) / [Instagram](#)



Mike Harris, Executive Director, Business Services (Deputy Chief Executive)

Email: Mike.Harris@southampton.gov.uk

Direct line: 023 8083 2882

Role covers: HR, Legal, IT, Democracy & Election services,
Emergency Planning, Customer Services and
Communications

Connect: [LinkedIn](#)



John Harrison, Executive Director, Finance & Commercialisation

Email: John.Harrison@southampton.gov.uk

Direct line: 023 8083 4897

Role covers: Finance, Procurement, Commercialisation and
Audit

Connect: [LinkedIn](#)

Grainne Siggins, Executive Director, Wellbeing (Health and Adults)

Email: Grainne.Siggins@southampton.gov.uk

Direct line: 023 8083 4487

Mobile: 07884194115

Role covers: Adult Social Care, Supported Housing, Public Health, Health Integration and Commissioning

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Hilary Brooks, Executive Director, Wellbeing (Children and Learning)

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Mary D'Arcy, Executive Director, Communities, Culture and Homes

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Direct line: 023 8083 4611

Mobile: 07880784820

Role covers: City of Culture Bid, Stronger Communities, Neighbourhoods & Housing, Culture & Tourism, Environmental Health, Registration and Bereavement, Licensing

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Kate Martin, Executive Director, Place

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Role covers: Economic Development, Planning, Transport & Infrastructure, Environment & Green City, Development & Property Management and City Services

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I would also like to take this opportunity to thank you and your teams for all you are doing to assist in the Covid-19 response across the city. Whether that is directly as part of the current work on the front line or in support of this, or more

indirectly as you facilitate working from home and keeping your staff safe. While the organisations and individuals directly involved in the response are under huge amounts of pressure, we also recognise the difficulties many of our businesses and their employees face. I'm sure that through our collective support for each other, we can minimise the long-term effects the pandemic will have on Southampton, and you have my commitment that the council will do everything in its power to help the city return to normal as quickly as possible when the time comes.

The council and our regional partners across the public and health sectors have robust and well-rehearsed emergency planning procedures in place and these plans are now in full force. We have planned for major flu pandemics, and although Covid-19 is unparalleled in its scale, I am pleased to report that our emergency planning processes are working well. There are still some difficult weeks ahead, but I believe we have the right processes and people in place across the city and the wider region to ensure we get through them in the best possible shape.

I hope to provide you with regular information on the actions the council is taking over the coming weeks. Please do feel free to contact any of us on the Executive Management Team. It may take a little longer for us to respond to you but we will be pleased to help in any way we can. In the meantime, there is a wealth of information about what we are doing, plus government advice on our [website](#). We have also created two dedicated helplines for **residents (023 8083 4800)** and **businesses (023 8083 4300)** to help offer advice and guidance. Please do pass this information on to others and help us spread the message that staying at home saves lives.

Thank you for taking the time to read this email and I hope that you, your families and your colleagues stay safe and stay well.

Yours Faithfully,

A handwritten signature in black ink, appearing to read 'Sandy Hopkins', with a stylized, cursive script.

Sandy Hopkins, Chief Executive

Southampton City Council

Coronavirus (COVID-19)

Please read the latest advice
and updates on our services at
southampton.gov.uk/coronavirus



southampton.gov.uk/coronavirus



Support and Information for Charities and Community Groups



NCVO's main practical advice pages with information to help you protect your team and beneficiaries, and manage the operational impacts of the pandemic.

[Your organisation and coronavirus](#)

Also:

- [NHS volunteer responders: The largest peacetime mobilisation of volunteers](#)
- [Evaluating under fire: managing impact during coronavirus](#)
- [Mutual Aid and community support: How volunteers are getting involved](#)
- [Are volunteers on lockdown?](#)
- [New procurement guidance in response to Covid-19: implications for charities](#)
- [What charity trustees need to think about](#)
- [Volunteers responding to coronavirus](#)

Sustrans is launching a new campaign called [Cycles for Key Workers](#) to make cycling easier for key workers as they



travel to and from work during Covid-19. With support from the cycling industry, we have created an interactive map that shows cycling related offers and services available to key workers in their local area, including:

- offers on cycles and equipment;
- free and discounted repair and maintenance services;
- free and discounted bike sharing schemes;
- and the bike stores that remain open during the crisis

This single information point will be updated daily. It also features links to cycling and walking tips, and other useful information to keep key workers cycling safely.

It would be great if you could help us promote this new resource for key workers far and wide through your communication channels and networks. As your staff are amongst those who are considered key workers by the government please let them know about the resource and direct them to:

www.sustrans.org.uk/keyworkers.

There is a link below to a communications pack which contains more information about the campaign, suggested social media posts to use with the #Cycles4KeyWorkers hashtag, photos, promotional graphics and a downloadable poster you can send directly to your contacts.

[Download the Cycles for Key Workers full communications kit](#)

[Download the Cycles for Key Workers poster](#)

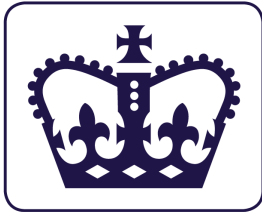
Coronavirus resources hub for finance teams

The Charity Tax Group has collated guidance and



announcements to inform charities on the latest news, guidance and advice for tax and finance during the ever-changing landscape of the pandemic. [View it here.](#)

There's a lot of valuable information around gift aid and how you can claim it during these different times. Plus they update it almost daily so its good to check back to keep up to date.



Coronavirus (COVID-19): increased risk of fraud and cybercrime against charities

This updated alert provides information and advice for charities about coronavirus (COVID-19) related fraud and cybercrime.

[Coronavirus \(COVID-19\): increased risk of fraud and cybercrime against charities](#)



Cybercrime on the increase during pandemic

The National Cyber Security Centre (NCSC) says there has been an increase in cybercrime - with coronavirus being used as a main theme.

They have produced [some resources](#) which provide advice for individuals and organisations on how to deal with this new trend.

Also they have produced guides on the following issues which may be on interest to you currently:

- [Home working: preparing your organisation and staff](#)
- [Phishing attacks: defending your organisation](#)
- [Phishing attacks: dealing with suspicious emails and messages](#)

[Top tips for staying secure online.](#)

Preventing exploitation of children

The Local Government Association shared some useful resources for preventing CSE/CSA during the pandemic:



- The Lucy Faithfull Foundation's confidential helpline (0808 1000 900) is for anyone concerned about their behaviour or the behaviour of others. They also have a [secure messaging service](#) and [information on their website](#)
- The Child Exploitation and Online Protection Command Centre (CEOP) has launched its #OnlineSafetyAtHome campaign to prevent online exploitation, plus they've [produced a number of resources for a range of age groups](#)
- Finally, the NSPCC has produced some [guidance for parents on online safety](#).



FIVE PRINCIPLES FOR ORGANISATIONS TO ENSURE AN INCLUSIVE RESPONSE TO CORONAVIRUS

Some marginalised groups and communities are being hit harder than others by the pandemic. Rebecca Young outlines some approaches that organisations can embed in their work to address the issues.

[Five principles for organisations to ensure an inclusive coronavirus response](#)



INCIDENCES OF SUSPECTED DRUG OVERDOSE & DRUG RELATED DEATHS

We have received reports of separate incidences in Fareham and Gosport of drug overdoses and drug related deaths amongst opiate users. The incidences relate to the use of heroin and crack. It is not known as this stage if this is as a result of a contaminated, adulterated or unusually strong drugs.

We are aware however of anecdotal reports locally that the impact of COVID-19 could be potentially affecting the purity of available substances or influencing the amount people are taking by either buying more due to fears of a drought or perceptions of reduced strength/purity.

Action to take

Circulate this information to relevant partners and service users along with the following key harm reduction advice and signposting information.

Harm Reduction Advice: Practice Safer Drug Use

- You might need to buy more than usual but be mindful that using more than you usually do puts you at risk of overdose. Don't use drugs alone, make sure you have NALOXONE and somewhere to keep your drugs safe and out of reach of others, especially children.
- If you are alone, experiment with using less to lower your risk of overdosing and go slowly. If you are using with others, make an OD plan with them and stagger use if possible
- Prepare your drugs yourself and ensure that you don't handle or touch other people's equipment/ drugs and don't let them touch yours
- Further information on how to stay safer whilst using drugs during Covid-19 is available [here](#)

Further support is available

Community substance misuse providers continue to offer support for those seeking help with alcohol or drug misuse problems. To find out more or make a referral please contact:

- **Hampshire and IOW**

Website: <https://www.inclusionhants.org/> or phone 0300 124 0103

- **Portsmouth** Website: <https://ssj.org.uk/sub-service/recovery-hub/> or phone 023 9229 4573

- **Southampton** Website: <https://www.changegrowlive.org/drug-alcohol-service-southampton/info> or phone 02380 717171



Every Mind Matters campaign to support mental health

Public Health England has updated its Every Mind Matters platform with new COVID-19 mental health guidance and tips to help people look after their mental and physical health whilst staying at home. There is advice for individuals and parents who are concerned about their children.

Take a look at this and other resource packs from PHE [here](#) - all of which you can share with your networks.



**Public Health
England**

There are many aspects of COVID-19 that are impacting on people's mental health and wellbeing. The Inter-Agency Standing Committee (IASC) guidelines on MHPSS in emergency settings include organising training for frontline staff. The resources below are intended to support the frontline workforce by increasing their understanding of mental health and wellbeing and improving their practice in providing psychosocial support.

Psychological First Aid:

www.ehealthlearning.org.uk - PHE's Health Protection team has a learning and development platform for emergency planners, accessible for NHS and PHE staff.

There is an elearning module on Psychological First Aid during emergencies. (Find this in My Courses – Elearning – Emergencies). You will need to register.

We are working to make this module specific to COVID-19 and make it more accessible on the home page.

IFRC international [leaflet on psychological first aid](#).

IFRC international [guidance on remote psychological first aid during COVID-19](#)

NHS Scotland guidance and ELearning on [psychological first aid](#)

Health Education England

www.e-lfh.org.uk E-Learning for health and care staff has opened up resources within a Coronavirus Programme (doesn't require the usual log-in although that is still encouraged). Includes many modules on mental health, mainly children's workforce. The site is being reviewed and updated.

<http://covid.minded.org.uk> separate site on mental health and wellbeing for staff. Bite-sized information in top-tips format. Main focus on staff's own wellbeing but relevant to supporting others.

We are working with HEE/ ELfH/ Minded and the NHS volunteer service to put information up on psychological first aid.

Children's Mental Health:

WHO has produced a [poster](#) on helping children cope with stress during the COVID-19 outbreak.

The British Psychological Society has produced [advice](#) on talking to children about COVID-19.

Other training:

[Future Learn](#) are increasing their courses on COVID-19. These are usually longer-term/

duration courses accessible to the public. There is a general section on mental health and psychology.

To date, there is one course specific to COVID and mental health, aimed at a community workforce/ volunteer:

[Thrive in trying times reach out](#) – a free course for 2 hours x 2 weeks for community organising and maintaining wellbeing. Developed by the University of Michigan.

Funding



Covid-19 funding updates from NCVO

[Charity funding from the government](#) | The very latest information on the £750 million promised by the chancellor and how it will be allocated.

[Other funding opportunities for charities](#) | A list of the key national and regional funds open for applications.



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 will be available from Monday 20 April 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](#).



Big Society Capital's £100m response

Big Society Capital has announced, what they describe as an "ambitious £100 million programme of loans and investments" which aims to get emergency funding into charities, social enterprises and small businesses in disadvantaged areas during the pandemic.

The programme includes:

- £25m to a new Resilience and Recovery Loan Fund, managed by Social Investment Business for charities and social enterprises
- £29m to a smaller, emergency loans for social enterprises and small businesses
- A further £50m which will be reprioritised depending on need to either or both of the above.

[View the full details on their website.](#)

Keeping Communities Safer Fund

The Hampshire Police and Crime Commissioner has launched a COVID-19 'Keeping Communities Safer' fund, which will provide £500 grants to voluntary and community groups, including informal community groups established in response to COVID-19 for projects that help keep people safe, for example by:

- aiding the printing of crime prevention advice
- the purchase of a security light for community premises currently having to stay closed
- assisting the efforts to ensure those self-isolating have access to the support services they need
- purchasing equipment to provide existing services differently for example to take services online

Applications can be made here:

<https://www.hampshire-pcc.gov.uk/safer-together/funding/covid-19-keeping-communities-safer-fund>



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