



**promoting
voluntary action**



A message from Jo Ash, SVS CEO

Dear Colleagues,

We hope you are all safe, well and keeping positive during this difficult time.

Please find in this special edition SVS Mailing a variety of information which I hope will be helpful for you in responding to the Covid 19 situation.

I expect like us you have been working flat out to try to make new arrangements to maintain as much of your work as possible whilst ensuring the safety of your service users, staff and volunteers. All whilst implementing our emergency plans, getting to grips with technology for remote working, struggling to see how the finances will hold up and dealing with a myriad of unexpected and unanticipated issues which are popping up daily.

SVS has worked with both the citywide emergency planning team and the 4 LA's across Hants/ IOW to provide information on sector capacity, needs and offers of help and refocused our SO:Linked community navigation and community development work to support this with the development of an information resource for public and frontline colleagues or volunteers use on what is

available in the city.

After this initial phase we are now thinking beyond immediate crisis management to the next phase in what is clearly going to be a marathon not a sprint. This includes looking to develop local networks and leadership at cluster level in the city to help co-ordinate requests for help and support available in neighbourhoods.

The resilience and flexibility of the voluntary sector will be tested to the full in the coming weeks and months but I am confident that the good will and determination shown thus far will carry us through and enable us all to work together to make a positive impact on lives in the city.

This, together with the genuine upsurge in community spirit, is a welcome bright light in this dark time and something we should aim to maintain as a positive legacy to carry forward, so it becomes the rainbow at the end of the storm.

Over the course of this week we will be updating our volunteer brokerage system to reflect the many local opportunities for the public to get involved and help. We will also be updating our website with other information the local sector will find useful, including information for front-line workers who are having contact with people who have been bereaved.

Do keep us in touch on any needs or issues you have during this time – email me at j.ash@southamptonvs.org.uk – marked urgent in the subject box if it is so and meanwhile stay safe, stay well and stay positive.

Best wishes Jo

Many thanks to those of you who have undertaken our survey about the services you are offering and the support you may need to continue this vital help. As a result we have published an online directory of help available in local communities on the SO:Linked website - [see here](#).

If you haven't taken our survey please do so as it keeps the info up to date and in a single place for ease of use, so you can fill it in [here](#).



SCC Covid-19 community support

Southampton City Council has launched a Community Support Hub and a dedicated helpline - 023 8083 4800, in response to the COVID-19 crisis, to ensure that the most vulnerable people across the city have access to the support they need.

The Community Support Hub will bring together support from across the city including the NHS Southampton CCG, Southampton Voluntary Services and other voluntary and faith groups.

This service will prioritise those who have received a letter from NHS England stating they are in a priority group and are unable to rely on family or friends for adequate practical support.

It will provide:

- A dedicated helpline - **023 8083 4800**, open **Monday to Friday, 8.30am to 5pm** if you are in a **vulnerable group**, in critical need and have no other means of support
- **Emergency food** and **social contact**, if needed, to those who have registered for support after having received their letter from NHS England
- **Signposting** and **connecting people** to voluntary organisations and community groups in their local area for support, and linking residents

to an appropriate service, which may be provided by the Council or the Voluntary sector

- As well as to support queries and issues, such as if you are unable to pay council tax or if you cannot pay your rent.

You can also access help via our ['I need help' webpage](#).



KEEPING UP YOUR SELF-CARE DURING COVID-19

Boost and protect your mental health during Coronavirus

Infectious disease outbreaks, like COVID-19 (Coronavirus), can be scary and can impact on our mental health. But there are many things we can do to support and manage our wellbeing during this extraordinary situation.

[Find out more](#)



Solent Mind launch helpline

Solent Mind helpline have launched a new helpline for anyone who is experiencing poor mental health or wellbeing challenges as a result of the Coronavirus (COVID-19) epidemic.

Please Call: 023 8017 9049

Phonelines open:

Monday – Friday, 10am – 2pm
(except bank holidays)

Our helpline is not appropriate if you or a loved one is experiencing a mental health crisis. Please take a look at our [Urgent Help](#) page for information on immediate, 24/7 support.

Our experienced advisors will offer you support and ideas to help you to cope if you are:

- Experiencing poor emotional health or feeling anxious or low
- Would like practical guidance on how to keep active and well during isolation
- Are wanting to know how you can access specific support, such as benefits advice or bereavement services
- Or caring for someone affected by COVID-19 and are looking for support

Our help is available to everyone and you do not need to be receiving any other kind of mental health support to be able to call us.

The helpline is not a counselling or therapy service but our wellbeing experts will be able to listen to you and offer information, signposting and bitesize support.

[Find out more](#)

Covid-19 Guidance



Charity Commission Guidance during Covid-19

The government website for charities is being constantly reviewed to offer important information about running your charity at the current time. The guidance now includes advice on changing your charitable objects and the support available from other organisations.

[Find out more here](#)



Safeguarding Adults Guidance from SCIE

The Social Care Institute for Excellence (SCIE) have updated their website with some good quality information, including do's and don'ts, relating to safeguarding adults during Covid-19

[Find out more here](#)

Digital News



Help to get online

Whilst the current situation is highlighting the importance of, and reliance on, digital tools let's remember there is still a considerable digital divide that excludes many people. The following resources have been flagged to us by Mary D'Arcy, Executive Director - Communities, Culture and Homes at Southampton City Council.

1. DCMS have teamed up with DevicesDotNow to seek donations of devices for community groups and vulnerable people
<https://futuresdotnow.uk/devicesdotnow/> groups can register a request for kit here
2. Friends of the elderly provide grants for older vulnerable people and could be used to purchase a tablet or phone - <https://www.fote.org.uk/our-charity-work/grants/>
3. Wavelength are supporting community groups who are focussed on tackling isolation to get free digital tools <https://wavelength.org.uk/apply-for-help/groups/>
4. Get on line at home – affordable refurbished kit
<https://www.getonlineathome.org/>

And further digital support is available from:

Directory of social change – training now free
<https://www.dsc.org.uk/training-online/>

Directory of Social change – funding updates
<https://www.dsc.org.uk/content/coronavirus-funding-updates/>

Charity Digital – support
<https://charitydigital.org.uk/webinars/webinars/the-tools->



Stop unwanted gatecrashers at your Zoom video conference!

You may have seen media reports of unwanted gatecrashers at Zoom video conferences. The following is from the CEO of Medway Voluntary Action, and should help keep your video conferencing secure:

- Set up a meeting PIN
- Don't share the link on any public forum or platform; if you share a photo of the meeting make sure the meeting ID (top left corner) is hidden.
- Don't use a personal meeting ID- always allow zoom to create a random number for each meeting
- Always set screen sharing to "host only"
- Disable file transfer in your settings
- Disable "Join before host"
- Disable "allow removed participants to rejoin"

[Set up a free ZOOM account](#)



Watch out for data charges when Video conferencing

A really interesting article about the cost of data when video conferencing from the Leeds Migration Partnership. Also includes some top tips on saving money and how to top up a relative / friends mobile credit remotely.

[Find out more here](#)

Hampshire and Isle of Wight Community Foundation (HIWCF) currently has two grant programmes available to help local groups and organisations tackle the coronavirus crisis in our local communities:

- **HIWCF ‘We’re All Together’ Fund** – Emergency support for charities and community groups that are supporting vulnerable people during the current crisis
- **National Emergencies Trust (NET)** – Emergency support for organisations supporting local communities suffering hardship as a result of the coronavirus outbreak

For more information and to apply for a grant, please visit the HIWCF website

www.hiwcf.com/grants/

In light of the ongoing coronavirus pandemic, HIWCF has taken the difficult decision to temporarily halt our regular grant programmes. Please check our website and social media for continued updates.

If any of your colleagues wish to be added to our database to receive HIWCF grants information and updates, please ask them to opt in [here](#)



The Heritage Lottery and The National Lottery Community Fund publish plans to support groups during Covid-19

Both The heritage Lottery and The National Lottery community Fund have published plans to support organisations during Covid-19. To find out more follow the links below:

[The Heritage Lottery](#)

[The National Lottery Community Fund](#)

The Charity Bank Emergency Funds List



The Charity Bank continues to maintain an extensive list of emergency funds for charities and social enterprises that are experiencing difficulties. The list now includes UK wide, national, and regional funds.

[Find out more](#)



Grant eligibility for Charities / Community Amateur Sports Clubs / Childcare Nurseries

Charities which receive Charitable Rate Relief and the Expanded Retail Discount are eligible for the Retail, Leisure and Hospitality Grant Fund.

Details of the [Expanded Retail, Hospitality and Leisure relief](#) and the [Retail, Hospitality and Leisure Grant](#) can be found by following the links.



Facebook



Twitter



Website



Email

Copyright © 2020 Southampton Voluntary Services, All rights reserved.

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#)

