

 **Coronavirus Watch**

Voluntary Sector Leaders 4th April 2020

Hello all, I hope you, your staff and the people you are working with are keeping well.

Thank You

A **MASSIVE THANKYOU** goes out to all our essential workers who are doing a fantastic job in our local health and social care system, not just the front line staff but our colleagues helping to support the infrastructure and back office functions needed in these changing times in health and social care.

A special clap to the voluntary and community sector staff and volunteers who are tirelessly stood in shopping cues, delivering shopping and being the lifeline to those most in need, as well local councillors and communities who have set up community groups, the response in Stockport has been amazing.

I hope those who wish to be involved in the response to Covid-19 are being able to do so, don't get left behind because of technology, if you are struggling to connect digitally there is help [Details in Sector3 update] and the council is on hand to help.

Organisations and groups have continued to update on service changes and I hope these are helpful as it is important that people have choice where they seek help and people are often relieved when they hear a name of a trusted organisation and know that they are there to help and support.

If you want to update your service provision or offer and in particular if you have volunteers ready to help - other organisations may want to liaise with you to undertake a particular task, or if you want to let us all know about something 'different' happening that might lift our spirits - then let us updated. If the mood takes you there are a number of Laughter Hangouts on Zoom - see attached for more details.

It is important to help each and refer to each other as best we can and utilise the strengths of each of the organisations. It was great hearing yesterday Stockport Mind stepping up to support a joined up approach to supporting local people with their **mental health**, which is needed as much as it ever was in the current circumstances. If people want to get involved with the coordinated approach to mental health please get in touch with Collin at **Stockport Mind**.

As most of you know now the **Council Helpline** went live on Monday [0161 217 6046] and the team there have been answering calls from people seeking advice, but also have been proactive in making wellbeing calls to our most vulnerable people in Stockport. More details on page 2.

We have an update from the **Stockport Foundation Trust** which I hope you will find useful and reassuring.

Useful Information:

Stockport Council:

Coronavirus Helpline

The Council have introduced a dedicated coronavirus helpline for vulnerable people.

It means that the most vulnerable people in Stockport will be able to access support

Monday to Friday, from 9am to 5pm and on

Saturdays from 10am to 4pm, by calling 0161 217 6046.

The helpline will provide advice and tell you how you can access support. You can call the helpline if do not have a network of family and friends you can call upon for support particularly if:

- you're over the age of 70 and you're self isolating
- you have received a letter from the NHS advising you're high risk and should stay at home
- you're medically vulnerable according to the government criteria and should stay at home
- Call handlers for the council will then be able to provide advice about how you can access practical support including local support for those that are isolated and feel alone.

<https://www.stockport.gov.uk/coronavirus-help-vulnerable-people>

Community Response to Covid-19

The Council have created a Community Response Section on their website to connect with local people and communities utilising the top tips we have produced. It also provides information about what to do if you identify a vulnerable adult and other useful information.

<https://www.stockport.gov.uk/coronavirus-supporting-the-community-response>

Healthy Stockport

Please find information on keeping well, this includes healthy eating, stress and anxiety, working from home and online resources

[Healthy Stockport - Keeping you and others healthy and well](#)

(if link above doesn't work use - <https://www.stockport.gov.uk/topic/health-and-wellbeing-topic-coronavirus>)

Keeping our Vulnerable safe

Please highlight safety advice to our most vulnerable as well as the [Top Tips for People accepting help in the community](#) please see the CAB Website for more details about online scams:

<https://www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams>

Car Insurance changes for Volunteers

No need to contact your car insurance provider if you are a volunteer helping the fight against Coronavirus. For more details visit:

[Information for Volunteers Using Car to Help Fight Coronavirus](#)

Covid-19 info in different languages:

You can find details about the virus in other languages here:

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

Guidance on Staying at Home, Social Distancing and Protecting Vulnerable Adults

[Guidance on Staying Home, Social Distancing and Protecting Vulnerable People](#)

Businesses, Employers and Employee Advice:

Stockport Council have updated their website with advice and guidance for local businesses, - <https://www.stockport.gov.uk/topic/businesses-employers-and-employees>

Relaxation on Concessionary Travel Pass:

<https://tfgm.com/coronavirus/concessionary-travel-pass>

DEMENTIA MOVIE NIGHT!!!

I have set up a **'dementia movie night'** on social media to help get people talking about dementia. The idea is that at **7pm on Sunday, we all start watching 'Head Full of Honey'**- a film about dementia that really captures the essence of SID. It is all about the importance of relationships and how beneficial 'dementia friendliness' is, it really is a sweet story! **This film is currently free on Sky and virgin Media.**

While we watch the film, we can communicate and share ideas on twitter, using the **hashtag #dementiamovienight** to help keep track of all the different conversations. This will enable lots of people impacted by dementia, in different ways, to meet and interact.

I appreciate that many of our associates and group attenders might not have Twitter? There is some guidance here of how to get set up. <https://www.wix.com/blog/2016/10/twitter-guide-for-beginners/>

Here is a blog from the Alzheimer's Society which summarizes how useful it can be for those impacted by dementia and who the 'inspirational' people are to follow too. <https://www.alzheimers.org.uk/blog/9-people-with-dementia-everyone-should-follow-twitter>

I was hoping you could forward this on to everyone - This could be a great way to make the best of the Covid lockdown by learning a new skill and meeting new people! If anyone needs advice getting set up, I'm happy to help!

Dr Gemma Lace

Senior Lecturer in Biomedical Sciences & Lead in Knowledge Translation & Public Engagement at the Salford Institute for Dementia / School of Science, Engineering & Environment
G07b Peel Building, University of Salford, Manchester M5 4WT
0161 295 5111 / g.l.lace-costigan@salford.ac.uk / @GemmaLace

Free Collect and Deliver Food Parcel Service

Dr. Warren B. Leigh PhD, felt there was going to be a need to help people and so he created a Free Food Whatsapp Group.

The idea of the group is for people who donate food could coordinate with those who need food, by posting on the group with their postcode.

It's a modern way of communicating quickly.

<https://chat.whatsapp.com/GovKQ9nnp6WArP82iNt1zi>

I would like to contribute to your efforts with reference to the present circumstances.

Dr. Warren B. Leigh PhD

M: 07980 545231 for more details

Stockport NHS Foundation Trust Update

Stepping Hill Hospital as you would expect have continued to ramp up its operations - to meet the increasing demand that the virus is placing on our communities.

Staff

IT staff are supporting as many staff as possible to work remotely.

Clinical and support services have also been massively supportive in rapidly introducing seven day working. For staff who have volunteered to work in other areas they have begun daily training sessions, seven days a week, to ensure they have the necessary competencies to provide quality care at the front line, as well as in support services such as cleaning, catering, portering and supplies.

We are working hard to provide staff with the latest information about the current position, as well as added support, such as free car parking.

Some of our staff, worried about their health and that of their families, have expressed concerns about adequate supplies of personal protective equipment (PPE). All the PPE we have ordered has been delivered and shared across our services, and supplies are now being co-ordinated nationally.

Our patients

Sadly, at time of writing seven patients, who tested positive for Covid-19, have died at Stepping Hill Hospital. All were aged over 60 and had underlying health issues. Our thoughts are with their families and loved ones, and we know that their deaths have had a profound impact on our staff who cared for them.

However, we have also seen a number of patients recover from the virus and be discharged from hospital to fully recover at home - something that gives us all hope in these difficult times.

To try to reduce the number of people coming on to the Stepping Hill Hospital site, and so limit the risk of the spread of infection, last week the Trust decided to stop patients receiving visitors in all but exceptional circumstances, such as end of life and birthing partners. This was a difficult decision to make, but it was done for the best possible reasons.

We have reviewed how our outpatient services operate, and from this week (Monday 30 March) are moving to a position where only the patients most in need of a face to face appointment will be seen in outpatient clinics at the hospital. Instead appointments will be managed remotely, such as by telephone, or postponed.

To free up staff and beds they have cancelled all non-urgent elective surgery, and our surgical staff are being re-deployed to work in those clinical services that are at the front line of coping with Covid-19.

We have seen a huge increase in people trying to ring hospital services, either to check the condition of their loved ones or to cancel appointments as they socially isolate. As a result our switchboard has been jammed with calls, and many people have faced delays getting through to the relevant services. We are working hard to increase the capacity of the switchboard, but we have asked the public to bear with us in the meantime.

Our communities

We have been overwhelmed by the generosity of the communities we serve, who have shown their appreciation of the NHS in very practical ways.

Every day we are receiving a wide range of donations and offers of help, from food to free vehicle break down services, free taxi rides to hand cream. The children of Marple Hall School delivered 100 hand-made cards that were distributed to colleagues across the hospital, and really gave them a boost.

They welcomed Stockport Metropolitan Borough Council's offer of free car parking for key workers at all on street pay to park and public car parks in Stockport, and were incredibly touched by the public support demonstrated by local communities taking part in the Clap for Carers event last week.

On a very practical level over 600 people have applied for paid for and voluntary roles in the Trust - a truly amazing response to our appeal for help.

Keeping in touch

We are increasingly using social media to share news about changes to services, as well as examples of the great work our staff are currently doing to manage the impact of Covid-19. Please follow the Trust's Facebook and Twitter sites, and I know it would give our colleagues a real boost if you could find the time to comment on or share our posts.

If you have any queries about this briefing please don't hesitate to contact me, and I hope you are well and keeping safe.

Adrian Belton, Chair

Sector Info: 4th April 2020

The following info about our local organisations will remain at the end of each stakeholder update and they can be updated as and when services are updated/changed and can be easily referred to in one place. Any changes let me know.

Age UK Stockport - General

Service Provision Offer:

We are also here for anyone who finds themselves in need of support - our clients and friends and their families and carers and also people new to Age UK Stockport.

- Shopping service for people in need, especially those isolating due to Covid-19
- Deliveries of essential goods - hearing aids, prescriptions, glasses etc.
- Check in and welfare calls to current contacts and open to more - frequency as needed for each individual
- Direct links with Sliver line
- Specially trained staff to support good wellbeing and mental health for those struggling at home
- Expert Information & Advice service still operating for support over the telephone see below

Current Opening Hours & Contact:

General Enquiries telephone **0161 480 1211** Mon-Fri 9:00 - 5:00

Some access will be maintained over Easter Friday and Monday

Email info@ageukstockport.org.uk

Aiming to get back to people within 24 hours

Information & Advice Team are still working and a message can be left for them on **0161 477 1213**.

For further general information you can contact the Age UK national helpline on **0800 678 1602**, lines are open 8am-7pm, 365 days a year or visit their website <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>

Age UK Stockport Placement

Working with social workers in relation to care home placements. Priority at this time is with Hospital discharges.

Contact: Steph Dickinson 0161 419 4869 / Leinad Fell 07799 067 417

Age UK Stockport & TPA Back Home

Working closely with the Hospital, the team support people back home on discharge including: support to get home, food shopping, pick-up of other essential items, key safes fitted, other practical adjustments that would support someone getting back and settled safely, follow up and wellbeing calls and more.

Contact: Jayne Walsh 0161 419 5238 / Leinad Fell 07799 067 417

Age UK Stockport - Tandem Service

Our Capacity is lower than usual but we will support people without circles of support SK1 - SK8

Contact: Sue Nicolson, 0161 480 1211, sue.nicolson@ageukstockport.org.uk

Alzheimer's Society

Service Provision Offer:

Alzheimer's Society local services update

Local Alzheimer's Society teams continue to provide information, support and guidance to those who need it. To ensure the wellbeing of our service users, volunteers and staff, we have made some changes to how this support is provided. This may change depending on future government guidance, but at present the following is in place in your area:

Direct support for people affected by dementia:

- All face-to-face and home visits have currently been suspended.
- We will increase the number of keeping in touch telephone calls with service users to help support their wellbeing and guard against isolation.
- We will be extending the operating hours of our national **Dementia Connect Support Line**. Trained advisors can be contacted via **0333 150 3456** for advice and guidance.

Group support:

- All local group sessions have been suspended.
- We are working with our volunteers to develop ways to continue to support group members via other methods.

Online support:

- Advice and guidance on a range of issues is available on [our website](#).
- We would encourage people to join [Dementia Talking Point](#). This is our online community where people affected by dementia can receive valuable support from people in similar situations.

Further support:

- People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can [access this guidance](#).
- Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer's Society for information and guidance. This includes how to access our online [Dementia Friends awareness sessions](#).

Current Opening Hours & Contact:

Alzheimer's Society contact details:

Website: www.alzheimers.org.uk

Telephone: 0333 150 3456

Beacon-Counselling

Service Provision Offer:

We're moving all of our services to remote working so support can continue, and will be in touch once these arrangements are in place so that the information can be shared.

Beechwood Cancer Care

Service Provision Offer:

We are now providing telephone counselling and support - available to existing and new clients

In response to the current Coronavirus restrictions, we have adapted our services to continue to support those who need our help.

Beechwood's focus at this difficult time, is to remain available to support individuals and families through cancer, serious illness and bereavement.

Our Centre on Chelford Grove and our charity shops are now closed and all face to face meetings and group work have been put on pause.

However, you can still contact us by telephone and email.

Healthcare professionals can continue to refer, and individuals can still self-refer.

For those already going through a difficult time, the added pressure of social distancing and isolation brings added anxiety. Our team understand this and are here to offer support.

Current Opening Hours & Contact:

Phone: **0161 476 0384**

Email: enquiries@beechwoodcancercare.co.uk

CAB

Service Provision Offer:

Information and advice on:

Debt and money, benefits, work, consumer, family, housing, law and courts, immigration and health.

Current Opening Hours & Contact: We are currently providing advice through our Adviceline open 08.30-17.30 Monday to Friday on **0300 330 9073** and also through an enquiry form and web chat via www.sort.org

Care Call

Service Provision Offer:

As a key partner of Carecall, we want to let you know that we are delivering contactless installations for people within Stockport who need Carecall's services.

Our dedicated, professional and friendly team are working closely with new customers to provide them with an alarm unit and a pendant without coming into direct contact with them. This is achieved via phone calls and a safe co-ordinated approach that ensures a customer is safe and at a distance from staff.

This addition to our service will not impact our 24/7 work, we are in a busy period but robust business plans are ensuring we're working well and helping to relieve the stress on the emergency services.

Naturally we are coming into contact with customers every day but the safety of you, our staff and other customers is paramount. For any customers displaying symptoms - the response we send as part of our service, will be a medical response.

Current Opening Hours & Contact:

We will be posting regular updates about our service via our website, www.carecall24.co.uk.

If you have any questions, please email jennifer.boswell@stockporthomes.org

Disability Stockport

Service Provision Offer:

Disability Stockport is currently closed to visitors, however staff will remain working from home. Staff will still be available by telephone, email or text, but not in person at the centre under any circumstances. We don't have a timeframe for this closure at present but we expect it's likely to last several weeks. During this time, we'll be working a little differently to ensure we can still support our community.

We are available to answer general enquiries and our team have work mobiles so we can refer people to further support across the team. We are offering community support where possible. So far we have been shopping, collecting prescriptions, cleaning and taking people to appointments. For those we cannot visit, we can offer contact by telephone, text or email to establish what support we can offer

Current Opening Hours & Contact:

0161 480 7248

or via email: email@disabilitystockport.org.uk

We have a staff rota to cover the office during our usual Monday - Friday hours (9am - 5pm).

We are in the process of arranging a hotline number. We want to be able to deal with as many enquires as possible. Once this is in place we will update you. In the meantime, the central point of contact is the main Disability Stockport number

If you have any questions, or would like a chat, please don't hesitate to get in touch. We know that this may be a difficult time for everyone and we're here to support you. Please encourage those that you support to get in touch, we can talk through ways that we may be able to offer practical help. All the best from the Disability Stockport family.

Healthwatch Stockport

Service Provision Offer:

Helping to connect people in communities safely and collaboratively. We continue to work remotely from home and operate a telephone service in line with our core function of providing Health & Social Care Information and Signposting.

We signpost people to community and voluntary organisations and local health and social care services. We have a volunteer database who are able to help and support isolated people with Picking up prescriptions, picking up shopping and befriending. We are unable to provide support where payment arrangements are needed [such as paying for shopping].

We are currently with the Stockport Car Scheme, Stockport CCG and Stockport Council to support pharmacies in picking up medications.

All new volunteers will now be directed to the council/Sector3 to enable further support to volunteers in Stockport.

Current Opening Hours & Contact:

Any messages requesting information and updates around service provision can be sent through to info@healthwatchstockport.co.uk

Tel: **0161 974 075** we are currently running a telephone service where voice messages can be left and we will respond within 24 hours.

Kieras Kingdom

Service Provision Offer:

Keiras Kingdom support any adult or child living with a life-limiting or chronic illness within the Stockport area. We are community based and help people with benefits, benefit forms and assessments, health and wellbeing, support with illness both mental and physical illness, help attending GP and hospital appointments and support to access other charities and groups. We also hold 3 free family fun days per year which helps us to bring together the people whom we support. We currently raise our own funds by selling second hand donated items on Ebay and by carrying out weekly online raffles.

Currently we are operating an online and telephone only support service. We will still assist with benefit forms over the phone and our main duties are supporting people and checking up how the clients we support are currently doing.

Current Opening Hours & Contact:

Michelle 07540556115 and Judith 07540556409

Email keiraskingdom@outlook.com We have 2 facebook pages and a twitter page. If people want to text as well instead of call we will support via text.

Osteoporosis Society

Service Provision Offer:

To update you about the Stockport Royal Osteoporosis Volunteer Team meetings - at the moment we have cancelled all face to face meetings until 30th June but are hoping to hold the meeting on the 10 July but this will depend on the government advice at the time.

People can still access support via our website: www.theros.org.uk where you will find lots of information and support including exercise video's that can be downloaded.

Current Opening Hours & Contact:

If you would like to speak to someone please contact our specialist nurse free phone helpline on 0808 800 0035.

The Proud Trust

Service Provision Offer:

The Proud Trust is **still open**, but we have made **significant changes** to how we operate in this time of international concern.

- We have moved all our 1-2-1 support online.
- We have graded our young people on a red, amber, green scale regarding risk, and are keeping in closer communication with those who are in the 'amber' and 'red' categories through texts, phone calls and facebook.
- This has included buying pay-as-you-go mobile phones and credit for those who have no other method of communication.
- We are checking with each person regarding their financial position, and for any who find themselves in crisis, we will do an assessment and see whether we can support them through a direct payment to help them buy food/ heating or other essentials.
- We are keeping our support open to new people who contact us through email, social media or telephone.
- We have closed the LGBT+ Centre temporarily including the cafe, to help reduce the coronavirus spread. Groups who usually meet at the centre will be keeping in touch with their members to support them.
- We have cancelled all our training up until Easter, and are currently exploring using Zoom or Google Hangouts to deliver training.
- We are keeping up-to-date with our colleagues in local and national government and across the charitable sector, to actively play our part during this time, and will develop our support where it is needed as things evolve.

Current Opening Hours & Contact:

If you believe you should have received a Google Hangout link and haven't, or you need to reach us urgently for something else, you can text/call me on 07834168128 and we'll sort you out.

General enquiries 0161 660 3347

For urgent emotional support,

Samaritans: 08457 90 90 90

Childline: 0800 1111

Pure Innovations

Service Provision Offer:

Pure Innovations has had to close the majority of its service however we are continuing to operate a small 'day service' offer from one of our buildings to clients whose parents/carers fall in to the category of key workers. We continue to work closely with the social work team to support those in the community who are vulnerable. We have a bank of volunteers who can be called upon and staff are continuing to call clients, parents/carers to assist in any way we can.

Current Opening Hours & Contact:

Any questions can come to peter.locke@pureinnovations.co.uk

Signpost for Carers

Service Provision Offer:

In line with government recommendations, we have made changes to our services and the way we deliver them.

Changes to services

- We have stopped home visits.
- All groups, activities and regular events are now postponed or cancelled until further notice.
- Those carers who are currently accessing our counselling service will now be offered sessions over the phone.
- The Signpost team will generally be working from home but we have put arrangements in place to ensure that we can still respond to calls and messages. Please be aware that it may take slightly longer than usual for you to speak to one of our carer support workers. If the phones are off, or ringing unanswered, please do leave a message on our voicemail or email info@signpostforcarers.org.uk and someone will be in touch with you when we can.

New and continuing Services

- We are now offering a text number to carers. If you find it difficult to use the phone due to hearing loss, or privacy issues, please text us on 07823403383 including your surname and postcode. We will then communicate with you via text message.
- We are also hoping to establish a 'live chat' option on our website and have our closed facebook group for those carers that use the internet and social media. This is a great way to chat to other carers.
- We will try to offer a 'here to help' service. If you are stuck, please give us a call. If possible, we will try to help -whether this is dropping off bread and milk or providing contact details for local community schemes. If you're feeling lonely and isolated, you can also just ring us for a chat - human interaction is so important for our wellbeing.
- We can offer carers assessments over the phone, and complete benefit applications online. These require a pre-planned telephone appointment with a member of the team, so contact us in one of the usual ways to arrange this.
- Our volunteer is available to conduct relaxation sessions using Skype. If you would like to book in for this, please contact in the usual way.

- We will be continuing to provide Connecting Carers cards, and urge all carers to think about contingency planning and who your emergency contacts would be should something happen to you. To apply for a card, contact us to request a form. Photos should be emailed to claire@signpostforcarers.org.uk (posted to the Heaton Centre) and Claire will produce and send out the cards

Current Opening Hours & Contact:
Tel Signpost for Carers **0161 442 0442**

Stockport Advocacy

Service Provision Offer:

Still continuing to provide a telephone service and keeping in touch with their service users:

Unfortunately, we have decided to close our building, the Land O' Cakes, until further notice following government guidelines regarding COVID-19. All our advocacy services will continue, while following these guidelines. All future Group 48 and Speaking Out Groups are cancelled until it is deemed safe to resume.

Current Opening Hours & Contact:

Please call **0161 480 8979** if you need to speak to a member of the team. We have an increase in referrals from families with autism. Can any referrals come through to us on **0161 480 8979**

Thank you for your understanding and we will see you soon

Stockport Car Scheme

Service Provision Offer:

Due to advice from public health and the government, we are suspending our driving service immediately and until it is safe to continue.

However, we have got the go ahead from public health to use our volunteer drivers to deliver some equipment and prescriptions and we have a number of them eager to help.

We are currently working with Healthwatch Stockport and the CCG to lead on supporting delivery of repeat prescriptions to vulnerable people

We will be logged into the car scheme database so we will be able to access our emails and run a telephone befriending service to support our more vulnerable and isolated clients and pass on their details to other services if appropriate.

If you know any clients who you feel may fit into this category then please let us know and we will have regular contact with them.

We have some volunteers who would be willing to volunteer in other ways until our service resumes. Please let me know if they can be of help to anyone.

Current Opening Hours & Contact:

The staff will be working from home with access to the works phones and can be contacted on the usual office number of **0161 476 2812**.

Stockport Foodbank

Service Provision Offer:

We are doing all we can to ensure we stay open at Stockport Foodbank. As you can appreciate, things are changing rapidly and we are having to do a lot behind the scenes to adapt our offering.

We have already altered how we operate at our centres in that we are pre-packing food parcels and we are no longer offering refreshments. This keeps contact between volunteers and clients to a minimum to enable us to achieve social isolation as best we can.

Important changes

We understand that a number of our referral agents are no longer having face to face meetings with clients and indeed some have switched to homeworking. Where possible we are asking referral agents to continue issuing red vouchers. However, if this is not possible then we need to “work differently”. In these circumstances we would ask you to provide a voucher number to the clients (the next number on the white record sheet) and ask them to bring this number to the Foodbank along with their ID. Then please email foodbank@stockportfoodbank.org.uk straight away with the number of the voucher that has been issued plus the name or initials of the person to whom the voucher has been issued plus details of which centre the person intends to visit, if known. We will then advise the centres so the client’s visit is expected and record their fuller details when they come. Referral agents then need to securely dispose of the voucher in question.

If you do not have access to your voucher list for whatever reason please contact us on **07483 115349** to discuss this, but please do bear in mind that this may take extra time and lead to a possible delay in the issuing of needy vouchers.

Judging by the number of phone calls to the Foodbank recently we are entering into an incredibly busy period so anything you can do to help us with these revisions would be really appreciated. It may transpire that further changes are required in days to come as we’re all living in very fluid times and we will inform you of any further changes as quickly as we can. If you do have any questions or suggestions, please do get in touch and we look forward to helping your clients as best we can.

Current Opening Hours & Contact:

Nigel Tedford, Manager - Stockport Foodbank

E: nigel@stockportfoodbank.org.uk

T: 07483 115349

<https://stockport.foodbank.org.uk> see <https://stockport.foodbank.org.uk/locations/>

Stockport Mind

Service Provision Offer:

Telephone/email support

As much as is possible, we are still available for anyone (you do not have to have been a user of our services) to phone up for support during our standard opening hours. If you can’t get through right away, please leave a message and we will get back to you.

Locally our information can be found here:

<https://www.stockportmind.org.uk/2020/03/coronavirus-update/>

For more information please see the national help page <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Current Opening Hours & Contact:

Mondays/Wednesdays 9.30am-1pm,

Tuesdays/Thursdays 9.30am-4.30pm (closed for lunch 1-1.30pm),

Fridays closed

You can email us too - info@stockportmind.org.uk

0161 480 7393

Stockport Women's Centre

Service Provision Offer:

We are offering online support via telephone and/or zoom where appropriate to our clients. All face to face support is cancelled. We are still able to register women, and with their permission we can pass on their details to a worker to contact them to arrange and telephone registration and assessment.

Current Opening Hours & Contact:

0161 355 4455

Stroke Information

Service Provision Offer:

Are sending hugs albeit - virtual

Yes if you have been impacted by Stroke and need guidance, advice and HOPE - WE are here for you:

Current Opening Hours & Contact:

contactus@Strokeinformation.co.uk

Tel. 03300 552 197

Walthew House

Service Provision Offer:

We are getting an increase in requests for hearing aid batteries from people who would usually collect them from the libraries, which are now shut. Hearing aid users will have difficulty using the phone to call for medical support if their hearing aids aren't working, as well as exacerbating social isolation.

We have a supply of NHS hearing aid batteries at Walthew House and can get them out to people. There may be a short wait whilst delivery of stock has been received.

Walthew House is continuing to provide specialist support to blind and visually impaired people, deaf sign language users and people who are hard of hearing, within all the categories listed below.

For example, shopping being delivered to blind people is only being done by our regular volunteers, as people are at additional risk opening the door if they cannot see who is there.

We are providing government and local information in a British Sign Language (BSL), large print and braille formats as very little information is available in accessible formats.

We have been providing hearing aid batteries since the libraries closed - due to huge concern that people would not be able to call for medical help if their hearing aids weren't working.

All services have been adapted - specialist VI counselling moved from face to face to telephone support and social groups moved to telephone or online based social contact. All regular service users have been triaged and are proactively contacted by phone or text - daily, weekly or on an ad hoc basis according to need.

We don't have capacity to take on non-sensory loss related work, but are still accepting referrals for anyone with a sight or hearing loss.

Naomi Mather is representing Walthew on the Sector 3 response and we'd like to stay in touch with all developments.

Current Opening Hours & Contact:

admin@walthewhouse.org.uk

Walthew House 0161 480 2612

The hospital [Stepping Hill] have also got supplies and can be contacted on **0161 419 4183**, its an answerphone at the moment and patient can leave messages

The Wellspring:

Service Provision Offer:

From March 20th we are now on a takeout food service to street homeless people only.

We will be providing food parcels to others.

Current Opening Hours & Contact:

Tel 0161 477 6344 for more details

Sector3

Update from Sector3 - Support for the VCSE Sector

National

The following national funding pots are available specifically for VSCE organisations responding to, or struggling as a result of, Covid-19:

* You can choose to furlough workers (send them home but keep them on payroll) and the Government will pay up to 80% of their salary up to £2,500 per month. This is only available

if employees are sent home and are not able to do any work, though they may still be allowed to volunteer (though not for the organisation paying their salary). More information here www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-businesses-through-the-coronavirus-job-retention-scheme.

* If you make more than half of your income through trading, you may be able to access a range of other business support schemes put in place by the Government. See here www.businesssupport.gov.uk/coronavirus-business-support/ for more details of these.

* Arts Council England have launched an emergency funding package for cultural organisations and individual artists. More information here www.artscouncil.org.uk/covid19.

* The National Emergencies Trust has launched an appeal. Greater Manchester's share of this funding will be distributed through Forever Manchester. More information here <https://nationalemergenciestrust.org.uk/coronavirus/>.

* Waitrose has a new £1m Community Support Fund www.waitrose.pressarea.com/pressrelease/details/78/NEWS_13/12169 Teams in individual stores are being asked to choose the best way to use their share of this, so if you have a branch nearby you may wish to contact them.

* The Sylvia Adams Trust is offering grants of up to £5,000 (unrestricted) to organisations who provide early years support and will experience an increase in demand due to Covid-19. More information here www.sylvia-adams.org.uk/what-we-will-fund/.

Greater Manchester

* As well as distributing NET funds, Forever Manchester has launched their own Community Support Fund www.forevermanchester.com/community-support-fund, offering grants of up to £1,000.

* The Mayors Charity www.gmmayorscharity.co.uk/ will be launching an appeal for support to help the effort to move homeless people in GM into hotels.

* GMCA has a programme funding up to sixty Covid-19 Creative Commissions www.salfordcvs.co.uk/gmca-covid-19-creative-commissions worth £500 each. Artists and creators are being invited to produce creative work about Greater Manchester's response to COVID-19 and be paid to do so and survive the COVID-19 lockdown.

* United We Stream www.greatermanchester-ca.gov.uk/news/united-we-stream-to-broadcast-greater-manchester-culture-to-homes-around-the-world/, launching this week, will broadcast entertainment from GM artists and creatives online each day at 7pm. There will be a donations page where viewers can watch for free but can buy a 'virtual ticket' for

whatever price they choose to enjoy the channel. Income from the stream will go to Nordoff Robbins Music Therapy Charity (8%), the Mayors Charity (22%), and to supporting Greater Manchester's night time economy (70%).

* The Stockport Local is giving out grants of up to £1000 to organisations supporting the Covid-19 response in Stockport, especially those supporting vulnerable groups.

<https://www.stockport.gov.uk/coronavirus-supporting-the-community-response/stockport-local-fund-community-support>

* The Salford Crisis Fund www.salfordcvs.co.uk/live-grants is a responsive fund offering VCSE organisations grants of up to £500 to help address immediate need arising from the coronavirus crisis.

Digital Support

Many VCSE sector organisations are having to pivot quickly to distance working and working-from-home arrangements. This can be a challenge for a sector which hasn't always done this traditionally, and who don't have the budget or staff to quickly mobilise digital infrastructure.

A wide range of technology tools and companies have introduced offers to support organisations responding to Covid-19. A few that might be helpful include:

* Microsoft Teams is being widely used by public services (including across the NHS). It includes video-conferencing facilities, the ability to share files, and instant messaging tools (like SMS messages, but on a computer). Microsoft are now making a free version of Teams available to anyone. This might help you to engage more effectively with public sector organisations in your area.

This webpage www.microsoft.com/en-us/microsoft-365/blog/2020/03/05/our-commitment-to-customers-during-covid-19/ explains how people can sign up.

* Zoom is also being widely used (and proving to be quite stable) for people to video-conference over the internet. Find out more about how to use it here www.zoom.us/docs/en-us/covid19.html

* Dropbox is a service for sharing files remotely. It is offering free Business accounts for 3 months to charities and non-profits working on Covid-19 response. Sign up here www.go.dropbox.com/en-us/covid19-donation-program

* Mailchimp is a system for sending out email newsletter (it simplifies distribution lists, scheduling of emails etc). It is making a similar offer of free access to its paid-for service (called 'Standard') to Governments and charities who need to communicate with people about the disease. Sign up here www.mailchimp.com/covid19-statement/

Current Opening Hours & Contact:

Contact: info@sector3.co.uk

The Greater Manchester Fire Service

Service Provision Offer:

Please see update available at <https://www.manchesterfire.gov.uk/news/covid-19-impact-on-our-services/> regarding Covid-19 and the impact on our services.

In relation to our Safe & Well visits, the current situation is:

At present our Contact Centre is still open and taking referrals

- Staff are providing Safe & Well advice by telephone
- Equipment (e.g. smoke alarms, fire retardant bedding etc.) required for high risk individuals identified as being at increased risk of fire, will be delivered
- Anyone who requires a face to face visit will have their details logged and a visit will take place in the future
- Our operational crews are carrying out Priority Safe & Well telephone calls and a follow-up visit, if target hardening equipment is required, in relation to arson, domestic abuse, threats to life etc.

Current Opening Hours & Contact:

Contact Centre: 0800 555 815.

GMCA [Greater Manchester Combined Authority] Updates

- GMCVO's website now includes a page dedicated to information and resources for **BAME communities**, and includes government advice on staying at home, social distancing and health information translated into different languages. They have started Arabic, French, Mandarin, Cantonese, Polish and Welsh, and are added more all the time. If you have any resources to add to this, they would welcome hearing from you: <https://www.gmcvo.org.uk/Coronavirus/BAMESupport>
- Bury Voluntary, Community & Faith Alliance have pulled together a list of organisations providing **emergency funding support** - please see attached. ****WORTH A LOOK****
- If you are funded by the GMCA and/ or GM Health and Social Care Partnership, you may be interested in a statement to the **VCSE sector** which sets out how the organisations will aim to support you over the coming months, and how we would welcome support back - mainly keeping in touch with us about issues you and the communities you represent are facing.
<https://www.greatermanchester-ca.gov.uk/news/a-statement-to-the-vsce-sector-on-behalf-of-public-sector-commissioners-in-greater-manchester/>
- Attached are the details shared last week about **Household Waste and Recycling Centres** closing. We have unfortunately had reports of fly tipping increasing, and more information about how to dispose of household waste appropriately can be found at <https://recycleforgreatermanchester.com>.
- The GMCA has also established a GM COVID-19 Response Committee, and there are a number of sub-groups looking at specific issues, including support needs for

vulnerable people, especially the homeless and those facing challenges around accessing food and medicine. They are compiling a list of ways that COVID-19 is affecting specific communities (e.g. BAME, disabled, faith, LGBT+, older and young people, women, etc), as well as there are opportunities and offers of support. They can't promise that they can tackle everything, but the issues will be fed through to the committee, so they can at least be on the radar.