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Nexus

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Hampshire CVS Network Infogram

4,543 Hampshire residents assisted by CVS Network

141 new voluntary groups spontaneously established

3,430 new volunteers to support Hampshire residents

1,644 volunteers signposted to non-cvs response groups



£4,277,073-

estimated value of volunteers mobilised to support the COVID-19 community response

Hampshire CVS Network COVID-19 Response Mid-March—30 June 2020

31 response groups developed with CVS support

1,485 volunteers recruited to support Hampshire CVS Network response

6,632 requests for help responded to

Prescriptions collected for **5,926** people

Shopping done—often weekly—for **1,727** clients



The infogram above highlights the work of the Hampshire CVS Network over the last few months in response to the COVID-19 pandemic. In addition to this, £447,514 worth of funding was secured for voluntary and community sector groups with CVS support; 1,3020 groups were supported by their local CVS, with issues around governance, policy and volunteer recruitment; and 53 training sessions were delivered to 1,029 learners.

Pictured is CVS volunteer Marina Ensom delivering shopping to a client

Produced by Hampshire Councils for Voluntary Service, who would be delighted to have your



**HAMPSHIRE
CVS Network**
Supporting the voluntary and community sector

COVID Carers Week in Basingstoke



Basingstoke Voluntary Action (BVA) was approached by the Carer Support and Dementia Advice Service for Hampshire to ask for their support with a project for their service users during Carers Week (8-14 June). As they couldn't celebrate the week in the way they usually would due to COVID-19 restrictions they wanted to arrange a delivery of cream teas to carers to enjoy whilst participating in a virtual get together via Zoom. Those carers unable to participate in the online meeting were to receive a bouquet of flowers instead.

BVA recruited volunteers from the area to deliver the cream teas and flowers. All in all, they organised for 15 cream teas and 52 bouquets of flowers to be collected and delivered to carers in Basingstoke, Tadley and Alton. All of the recipients were spending lockdown living with and caring for a family member or friend with dementia. The feedback received was wonderful, and showed that often a simple show of appreciation and a

reminder that someone isn't alone can have a big impact.

Volunteer Fiona Upson collecting flowers from BVA

Volunteer First Launch and National Lottery Funding for Community First



July has been a busy and positive month for Community First, with highlights including the launch of their new volunteering platform, Volunteer First, on Thursday 9 July and the receipt of £86k COVID-19 response funding from the National Lottery.

Thanks to the grant funding, Community First can now offer transport to medical appointments for those who are vulnerable or shielding. Their fully accessible minibuses have enough space to transport a passenger at a time whilst maintaining social distance from the driver. The funding further enables Community First to recruit three short-term wellbeing workers to support their efforts in Fareham, Havant, and the New Forest. They are continuing to work with local District and Borough councils to support residents with shopping and prescription collection.

Community First will also be able to develop and deliver online training on Health & Safety and Risk Assessments for organisations and voluntary groups supporting the COVID response.

Community First aims to make access to volunteering and recruiting volunteers easier in communities across Hampshire with their newly relaunched and revamped platform Volunteer First: <https://www.volunteerfirst.co.uk>. You can register as a volunteer or as a recruiter, and the new and improved search tool will make it easy for people to find roles with local organisations. Recruiters have access to the local volunteer database and will be able to post opportunities to the website. Volunteer First will also share the latest news about local volunteering in its News section, along with upcoming opportunities for organisations to access training and resources. Resources for organisations working with volunteers during COVID-19 are also available. A new feature will enable businesses to match with charities and non-profits who need their skills.

New Health Forum Newsletter for Fareham and Gosport

During COVID-19 it is more important than ever that CVSs keep in touch with their member organisations and service users. In response to the traditional face to face health forums being suspended, Community First and Gosport Voluntary Action (GVA) have worked collaboratively to produce a new, bi-monthly, Fareham & Gosport Voluntary Sector Health Forum Newsletter – to keep Health Forum members and other interested parties up-to-date with relevant health and wellbeing information. It also provides the

opportunity for both to engage with their local health organisations in a new way, offering additional support to those who need it during this particularly challenging and potentially isolating period. Recipients can also highlight any local gaps in services - for Community First & GVA to then raise &/or hopefully respond to.

The Newsletter contains a wealth of useful health and wellbeing information and updates - from highlighting the Hants & IoW Social Prescribing Network's 'Understanding Hampshire's Changing Health Structures' Q&A Webinar on 16 July, to information about affordable PPE, HCC's Adults' Health & Care updates for care providers, COVID-19 & health related surveys, Mental Health Services, Healthwatch Hampshire, Hydration at Home Toolkit, Free Healthy Conversation Skills Online Training, Citizens Advice Hampshire's Home & Well Project, GVA's Surgery Signposting and Age Concern Gosport's new triage service, COVID-19 funding opportunities, The Bereavement Centre and also, demonstrating the scale of the local need and the impact of GVA and Community First's Community Response.

To find out more about the Health Forum or to review the new Health Forum Newsletter, visit either GVA's Fareham & Gosport Voluntary Sector Health Forum [webpage](#) and/or Community First's News [webpage](#)

Partnership Working Reduces Digital Inequality

Through their engagement with residents Rushmoor Voluntary Services (RVS) became increasingly aware of households struggling with insufficient technology:

- Some households had no tech so children were missing out on on-line education
- Some households only had mobile phones which were not sufficient for digital independence and difficult for children doing school work
- Families could be independent and do their own shopping if they had some tech
- Sibling abuse and parent abuse was increasing and exacerbated by young people not having access to IT for social interaction
- Individuals were socially isolated from their families

RVS discovered that Fleet Lions had an IT project which collected donated tech, cleaned and refurbished it then reloaded it under a Microsoft licence. Before lockdown they usually distributed three items a week. During lockdown this increased to approximately 30 per week. They had been focused on providing tech to children who needed it for school work but readily agreed that they would accept referrals from RVS. RVS introduced them to other groups such as Rushmoor and Hart Young Carers. They have since delivered 21 devices to Young Carers. During 2020 138 devices have been delivered to Rushmoor residents – mostly since lockdown – plus 30 printers. At a conservative cost of £200 for a second hand unit, this equates to a value of £27,600 without the printers.

In response to this increase in demand, RVS recruited four additional volunteers who are helping with the refurbishment and introduced them to Aldershot Cricket Club volunteers, who have been collecting and delivering the tech. RVS also introduced them to The Knights Foundation, who agreed to cover the cost of internet dongles for families who need access to the internet or to buy extra components. RVS supported an application to RBC for a grant of £1,000, to fit out their storage container to hold the additional equipment.

RVS is currently exploring ways in which they can jointly expand this service to provide IT skills training and support remotely. This will be aimed at supporting people to shop on-line, to connect to their GP via e-consult and to make social media or video calls to connect to others.



ORCA Transition Project: RVS working in partnership with RBC

Rushmoor Voluntary Services (RVS) has supported mutual aid groups across the borough throughout the epidemic. In order to continue supporting vulnerable residents, now many of the lead organisers need to go back to work and family commitments, an ORCA Transition Team has been created. Team Members

are Responders with key skills, including lead people from the Mutual Aid groups, RVS and Rushmoor Borough Council staff. Together they are forging a positive way forward that not only provides support for vulnerable residents now but ensures that residents are given every opportunity to become more independent.

A Town Centre Ambassador Team had a presence in pedestrianised areas, offering support, advice and guidance to shoppers during the first few weeks of non-essential shops opening, and a Shopping Buddy scheme is ready for 1 August, so residents have a companion on their first foray into the new COVID-19 world.

The transition will be to bring the COVID-19 support in-house, so that ORCA will manage the Responders and Coordinators directly. This will provide a more secure future and enable seamless signposting to external and in-house services.

Working Hand in Glove to Tackle Covid

Responding to the COVID-19 pandemic, Unity has worked with people to set up support groups to assist local residents across the Borough, sharing good practice information and co-ordinating a referral pathway through the Covid Helpline.

Next Door Local is one of a host of groups which has been assisted and who has actively supported individuals living in the Romsey area who perhaps had no connection to the internet or could not do things online. With 30 volunteers registered and a hard core of 12 people who have helped, including local councillors and MP Caroline Nokes, the group has taken referrals through the Unity Helpline and has assisted with the collection of prescriptions, shopping and local errands.

Initially the group delivered over 300 cards around Romsey explaining what they were offering but have received most of their leads from Unity directly. Over the last three months the groups have received more than 150 requests in the Romsey area which have been fulfilled.

Unity Health and Care

Unity has announced that from 1 July, Cardea Home Support services, including their specialist Hoarding and Decluttering experts, will be managed by the Unity Health & Care team. The services are designed to benefit people who wish to remain independent in their own homes but are finding everyday life a little bit more challenging than before. Unity can provide day to day support, friendship or even administration for those who need some assistance with everyday tasks or one-off problems. Unity has continued to provide these services throughout the COVID-19 pandemic.

One Community's Reopenings

At One Community the CV Response Teams are still very active, with figures to the end of June, since mid-March, as follows:

1,763 shopping trips ♦ 5,333 check in calls ♦ 1,870 prescriptions collected ♦ 344 food bank deliveries ♦ 64 dog walks ♦ 29 medical appointment transfers ♦ 399 deliveries (donated goods, party fare, activity packs, etc) ♦ 52 basics bank vouchers issued



Nevertheless the Voluntary Sector Support Team felt ready to reopen its doors at the One Community Information Centre in Fareham on 1 July and at Eastleigh Museum from 1 August (the latter in collaboration with Hampshire Cultural Trust). The two centres are open for volunteering opportunities, support to the voluntary and community sector, and signposting to services. Careful risk assessment has been undertaken and the premises and practices adapted to minimise the risk of COVID-19 transmission. The Fareham Centre has been busy with visitors seeking support, and for people attending for CAB services, CAB having found a temporary home with One Community. One Community took advantage of their preparations to reopen to make a "how to" risk assessment film, which has been enormously popular with faith and community groups confronting the same issues.