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Flintshire Local Voluntary Council

Supporting Voluntary & Community Action

Covid-19 Response - Update 25th September 2020

Here to Help

With the onset of Covid-19, we concentrated our efforts on linking support offered with support needed, whilst helping organisations, some newly formed, with their governance and planning. Our focus now is on supporting Flintshire's charitable, community and voluntary groups as they make adaptations to allow for the continuation of their projects and services. Examples include delivering a service in a different way, introducing safe ways of working, tackling new challenges faced by the people they support, recruiting new volunteers, and thinking of ways to retain those who were drawn to volunteering by the pandemic.

Contact us				
Individuals seeking help for themselves, or a	Please telephone the team at Flintshire's Single Point			
member of their family. Professionals seeking help	Access service on 03000 858 858.			
for a service user.				
Individuals and community groups offering to help				
those impacted by the virus.	Please call us on 01352 744000			
Group representatives seeking guidance on	or			
funding, governance, volunteer co-ordination,	email info@flvc.org.uk.			
running a group well, linking with other services,				
recommencing a project and/or making				
adaptations.				
Statutory Sector Partners seeking advice on	Please call Ann Woods on 01352 744028, or email			
accessing safe, coordinated voluntary and	ann.woods@flvc.org.uk.			
community based support for Flintshire residents.				
The staff team is home-based until further notice, and can be contacted within office hours:				
Telephone: 01352 744000. Email: info@flvc.org.uk.				
Keep up-to-date:				
Twitter: <u>@FLVCFlintshire</u>	Facebook: <u>@flvcpage</u>			
Website: www.flvc.org.uk	Regular e-bulletins: <u>Subscribe via our website</u>			

Forums: Our networks for Volunteer Organisers and those working to promote and improve well-being continue to meet online. Invites are sent via our e-bulletin and social media.

Training: FLVC works to provide the sector with useful and timely virtual training opportunities. <u>Latest courses</u>.

Support for Individuals			
FLVC Staff within the Single Point of Access service can signpost individuals to relevant support including:			
Support for those who are vulnerable, shielded and/or self-isolating	Benefits, bills and money management.		
Mental Health & Wellbeing	Befriending and emotional support via phone or letter		
Collection of medicine from pharmacies	Other support, e.g. with disabilities, for carers, specific health conditions and more.		
Telephone 03000 858 858 and ask to speak to a social prescriber.			

Volunteering

The pandemic motivated many people to volunteer and, throughout the county, those impacted most are grateful and appreciative of the support. Factors resulting from the virus and changes in some restrictions mean that volunteer opportunities are on the rise. These factors include a reduction in existing volunteer numbers, new volunteers returning to work, and emerging needs identified amongst people who benefit from volunteer support.

Please do consider the local opportunities we share on the Volunteer Centre's <u>Facebook</u> and <u>Twitter</u> accounts and in <u>our regular e-bulletin</u>, and <u>register on the Volunteering Wales website</u> to receive relevant notifications.

You can also contact our Volunteer Centre on 01352 744000. Our Volunteer Development Officers will signpost you to any opportunities that match your interests and offer the experience you need to support your goals.

Your nearest <u>Town or Community Council</u> may also know of projects that need help so please contact them too.

Support for community, voluntary & charitable organisations & groups All things volunteering **Funding** Tell us about your volunteering opportunity and we You will find information on funders inviting will help with recruitment by sharing it with applications from those supporting COVID-19 relief efforts on our website, drawn together by our everyone that has registered their interest in dedicated funding officer Heather. volunteering, in our e-communications to subscribers and on social media. We can help you to Please get in touch with any funding questions, or for publicise your opportunity on the Volunteering support with funding applications. Wales website too. Telephone: 01352 744004 We want to help with any other volunteer-related Email: Heather.Hicks@flvc.org.uk queries too, e.g. relating to recruitment, retention, policies, safe ways of working, so please do not Fundraising? Tell us about your event(s) by emailing hesitate to get in touch. info@flvc.org.uk and we will include it in the "Events Telephone: 01352 744000 in support of local third sector groups & Email: info@flvc.org.uk organisations" section of our regular e-bulletin. **Encouraging referrals into your service** Safeguarding & safe ways of working You will find information on safeguarding and advice We are in touch with many individuals and also on helping with Covid-19 efforts, including risk organisations and groups whose existing beneficiaries may be in need of the service you are planning, on our website. offering. Share information with us, and we will pass it on to them.

Information sharing			
Signposting professionals to sources of support for individuals	Helping you to keep track of relevant & useful information		
We have compiled, and regularly update, a directory of services offered to Flintshire residents by Third Sector groups. Professionals can request this by emailing info@flvc.org.uk .	We are parcelling up information about Covid-19 into themed collections to help ensure it is not lost or missed. We are continuing to publish the North East Wales Well-being Network Daily Digest . Subscribe via our website.		

Encouraging increased vigilance around Safeguarding & Domestic Abuse		
Reporting concerns - Information from Flintshire County Council (FCC)		
Vulnerable adults	Children	
Contact FCC Social Services for advice:	Contact FCC's Duty Social Worker:	
During office hours:	During office hours:	
Telephone 03000 858858	T elephone 01352 701000	
Outside of office hours:	Outside of office :hours	
Telephone North Wales Police on 101, or, in an	Telephone 0345 0533116	
emergency, 999.	Enquiries can be emailed to:	
If you think a crime has been committed:	ChildProtectionReferral@flintshire.gov.uk	
Telephone North Wales Police directly on 101, or, in	This inbox is monitored weekdays, during office hours	
an emergency, 999.	only.	
Abuse of an older person		
During office hours, telephone:	Outside of office hours:	
Action on Elder Abuse - 0808 808 8141	Contact North Wales Police on 101, or, in an	
OR	emergency, 999	
Age Connects North East Wales - 08450 549969		

Domestic Abuse				
<u>Live Fear Free</u> can provide help and advice to:	Make contact 24/7:			
Anyone experiencing domestic abuse	Telephone : 0808 80 10 800	Text : 07860077333		
 Anyone who knows someone who needs help 	Email: info@livefearfreehelpline.wales			
 Practitioners seeking professional advice 	<u>Live chat</u>			



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