

Here to Help

As we all try to navigate uncertain times due to Covid-19 we are continuing our efforts to support Flintshire's charitable, community and voluntary groups to maintain and develop services, look after staff and volunteers and ensure safe and sustainable ways of working. We are placing a focus on linking the support offered to the support needed in order to best serve the residents of Flintshire and the third sector at this difficult time.

Contact us

Individuals seeking help for themselves, or a member of their family. Professionals seeking help for a service user.	Please telephone the team at Flintshire's Single Point of Access service on 03000 858 858.
Individuals and community groups offering to help those impacted by the virus.	Please call us on 01352 744000 or email info@flvc.org.uk .
Group representatives seeking guidance on funding, governance, volunteer co-ordination, running a group well, linking with other services, recommending a project and/or making adaptations.	
Statutory Sector Partners seeking advice on accessing safe, coordinated voluntary and community based support for Flintshire residents.	Please call Ann Woods on 01352 744028, or email ann.woods@flvc.org.uk .
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: @FLVCFlintshire	Facebook: @flvcpage
Website: www.flvc.org.uk	Regular e-bulletins: Subscribe via our website
Forums: Our networks for Volunteer Organisers , those working to promote and improve health & well-being , and those working with children & young people aged 0 to 25 , 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. Latest courses .	

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, shielding 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 [Facebook](#) and [Twitter](#) accounts and in [our regular e-bulletin](#), and [register on the Volunteering Wales website](#) 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 [Town or Community Council](#) may also know of projects that need help so please contact them too.

Support for community, voluntary & charitable organisations & groups

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

Information sharing

Signposting professionals to sources of support for individuals	Helping you to keep track of relevant & useful information
<p>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.</p>	<p>We are parcelling up information about Covid-19 into themed collections to help ensure it is not lost or missed.</p> <p>We are continuing to publish the North East Wales Well-being Network Daily Digest. Subscribe via our website.</p>

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	Telephone 01352 701000
Outside of office hours:	Outside of office :hours
Telephone North Wales Police on 101, or, in an emergency, 999.	Telephone 0345 0533116
If you think a crime has been committed:	Enquiries can be emailed to:
Telephone North Wales Police directly on 101, or, in an emergency, 999.	ChildProtectionReferral@flintshire.gov.uk
	This inbox is monitored weekdays, during office hours 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 emergency, 999
OR	
Age Connects North East Wales - 08450 549969	

Domestic Abuse

Live Fear Free can provide help and advice to:	Make contact 24/7:	
<ul style="list-style-type: none"> Anyone experiencing domestic abuse Anyone who knows someone who needs help Practitioners seeking professional advice 	Telephone: 0808 80 10 800	Text: 07860077333
	Email: info@livefearfreehelpline.wales	
	Live chat	



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