

COVID-19 bulletin #7

15th May 2020

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Welcome, Sobus CEO, Sue Spiller

Sobus is still offering 1-2-1 support to groups, plus beginning to deliver networking and forum events through online platforms. Whether you need a tailored grants search, some advice on a particular aspect of your organisation or service, help to promote your service, or simply want to connect with other organisations in the borough – please don't hesitate to contact us: admin@sobus.org.uk

For those of you starting to think about returning to your workplace, an initial list of things to consider is available here *Carita – please add this resource and link to it: [..\Resources and information\Planning your exit strategy.pdf](#)*

Our aim is to support the recovery and resilience of as much of the local voluntary and community sector as possible – but we need your feedback and views to better understand what challenges local organisations are facing, and what support would be of most use over the coming weeks and months.

We need to be able to provide local decision makers and funders with an evidence based report which sets out the likely overall health of the sector in Hammersmith & Fulham as a result of the COVID-19 pandemic, and the support needs of the sector in the short, medium and longer term.

We would be grateful if you could take a few minutes to complete our survey. As always your responses will remain confidential, but a summary of all responses will be circulated to local groups, statutory bodies, funders and other appropriate bodies:

<https://www.surveymonkey.com/r/87S5MVG>

Local information



H&F CAN is the volunteer community aid network launched by Hammersmith & Fulham Council to support vulnerable residents during the coronavirus pandemic.

Working with the voluntary and charity sector, and alongside the ward and street-level mutual aid groups, H&F CAN offers support to residents who don't have friends or family close by to help them. Our taskforce of volunteers will help those most in need at the time of their greatest need.

Do you need urgent support with food, loneliness or isolation? Are you worried about a friend, neighbour or relative?

Freephone: 0800 1456095 (9am to 7pm)

Email: can@lbhf.gov.uk

Meetings and events

Food and meals services in Hammersmith & Fulham

Sobus is hosting a zoom meeting on Wednesday 20th May at 10am, for local groups and organisations providing meals and food services to local residents during the Covid-19 crisis. The aim of this is to provide the opportunity for you to meet others, share information about your service and explore any opportunities for collaboration and cooperation that might maximise the reach and benefit of these services to local residents. If you would like to join the meeting, please contact admin@sobus.org.uk

Advice Forum: 21st May

Hammersmith Community Law Centre has arranged an online H&F Advice Forum for Thursday 21st May at 10.30am on Zoom. The meeting will give organisations the opportunity to catch up on how each has adapted to these challenging times, see how we can support each other and discuss what tentative plans we can for the future.

The first hour to do a catch up and information exchange which would follow with a webinar for people who want advice on COVID-19: Financial support for renters and homeowners

Please book your space by following the link below. Details on how to join the Zoom meeting will be sent out the day before to everyone who has booked. If you don't have Zoom, then please download beforehand.

<https://www.eventbrite.com/e/advice-forum-tickets-104932716580>

H&F Community Aid Network and VCS conference call

A further on-line conference was held on Thursday 14th May, hosted by Hammersmith & Fulham Council and chaired by LBHF Deputy Leader, Cllr Sue Fennimore. Some 22 organisations were on-line, sharing updates and information about their services, and hearing from LBHF what the take up of services through H&F CAN have been recently.

The next meeting will be in a couple of weeks, and will focus on Covid-19 recovery: what concerns, ideas and support the sector will need as lock-down restrictions begin to ease, and we move from crisis into the recovery phase. Andy Slaughter MP is due to attend this meeting, so don't miss the opportunity to join the discussion. If you would like to be added to the invitation list for this, please contact admin@sobus.org.uk with your name, position, organisation name and email.

London Boroughs Faiths Network: 26th May

Over the past couple of months since the onset of the Covid 19 Coronavirus we have hosted five pan-London faith & community sector briefing meetings. The next one is scheduled for Tuesday 26th May at 5.30pm.

Although our roots are in the faith communities - particularly the smaller and medium-sized local groups - the briefings are for all community groups. We have welcomed many small organisations to our briefings - well over 300 participants in all, which have included a range of voluntary and public sector partners.

It is proposed that we will include the following topics:

- Update on strategic priorities across London
- Economic impact particularly on the poorest households
- Young people and lockdown
- Lockdown release - how will faith & community groups respond

For further information, including how to join the event, please contact Steve Miller with your name and organisation details: convener@lbfm.org

Covid-19 Recovery

Lockdown release, economic impact, and gathering information

The **GLA Intelligence Unit** are looking beyond numbers of cases and deaths to social and economic impact. **Shorter term** - Are people observing social distancing? Measuring mental & physical health. Measuring domestic abuse. **Longer term** - Monitoring recovery of employment, impacts on unemployment, environmental impact and how, in the longer term, to make the economy more resilient - building a fairer economy and understanding the workforce needs of different sectors. Also trying to understand disproportional impact on different groups whether related to gender, ethnicity or deprivation. Finally, looking at various risk factors depending on the government approach to lockdown exit, for example how London's demographic (such as multi-generational households) may impact the opening of schools. None of this information is in a publicly publishable format at the moment but questions may be sent to Vivienne Avery at statistics@london.gov.uk with the proviso that there may be a delay in responding.

Back to Business

Next Door

We know that supporting local businesses is important to neighbours on Nextdoor and now more than ever, neighbours like you are asking “How can I help?” during this challenging time.

To answer that question, we’ve teamed up with Barclays to launch "Get Local"¹ - a range of new tools to help connect you with local businesses at the heart of your Nextdoor community.

The COVID-19 Open for Business Directory

Many local businesses have changed the way they operate so they can continue providing services to their local community. Businesses can now add their opening hours and delivery options so neighbours know exactly how to order and offer support during this time. Click [here](#) to see which local businesses are open in your neighbourhood.

Business Posting

Businesses with a Nextdoor Business Page can now publish Business Posts in your neighbourhood newsfeed allowing them to share updates and information with their local community. As part of our partnership with Barclays, we’re giving businesses two free posts a month to help them during this difficult time². Check [your newsfeed](#) and support the businesses in your neighbourhood.

Local Deals

Local Deals is a new feature enabling Nextdoor businesses to promote a special offer or discount to the local neighbourhood. Click [here](#) to see what Local Deals are available in your neighbourhood.

If your favourite local business is not on Nextdoor, why not tell them all about these new features that will help their neighbourhood support them in this time of need. Or if you have a business that isn’t yet on Nextdoor, click [here](#) to find out how to best utilise these new tools for free.

Regional information

The London Growth Hub

LGH’s portal to support London-based businesses and employers manage and mitigate their exposure to COVID-19 (coronavirus) can be found here:

growthhub.london/covid-19-coronavirus-support-for-businesses-and-employers/

NHS services

Coronavirus testing volunteers

You may have seen recently that an army of volunteers is being recruited to carry out coronavirus tests across the country. They are being asked to sign up to work at least 32 hours a week, swabbing the noses and throats of people who may be

infected, for no pay. The high-street chemist Boots is delivering this programme, and has already started to advertise the roles across the country.

However, nationally, the community and voluntary sector has some concerns about this proposal, and is disappointed that central Government has not worked with existing volunteering organisations on this initiative.

For further information: <https://www.independent.co.uk/news/uk/politics/coronavirus-tests-volunteer-uk-covid-19-testing-a9511106.html>

See also, NAVCA's response to this initiative:
<https://navca.org.uk/f/boots-plan-for-covid19-test-volunteers-attracts-strong-reaction>

Support services

Women's Aid: Domestic violence

Women's Aid have produced a very useful resource for survivors of domestic violence:

<https://www.womensaid.org.uk/covid-19-coronavirus-safety-and-support-resources/>

Carers' Network: support for local carers

The Carers Network continues to support local unpaid carers over the phone with:

- Carers Assessments and Reviews
- Information and Advice
- Local service provision in response to COVID-19

To refer a carer please complete this secure online form [here](#) or Call **020 8960 3033**. To find out other local support that is available on Carers Network's website, please click [here](#)

Age UK Hammersmith & Fulham

Age UK H&F have updated their current service offer. Please see the links below:

<https://sobus.org.uk/wp-content/uploads/2020/05/The-Word-April-2020-V3.pdf>

<https://sobus.org.uk/wp-content/uploads/2020/05/Age-UK-Hammersmith-and-Fulham-Services-Update-27-4-2020.pdf>

What the Tech?! Phone Tech Support and Befriending Service for Elderly Residents

In response to COVID-19, Imperial College have turned [What the Tech?!](#) their weekly drop-in gadget workshop for older residents, into a phone tech support and befriending scheme for those who are isolated.

Residents will be matched with a staff or student volunteer from Imperial College London for weekly befriending social calls to share stories, tech advice and good company.

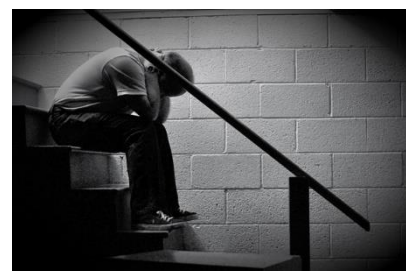
If you would like to be matched with an Imperial befriender, please contact Keisha on k.khyne-sam@imperial.ac.uk or her directly 07708 326 342.

Alternatively, if you are aware of an older friend, family member or neighbour who is on their own and would benefit from a befriender/tech support, please do share information on the programme and ask them to contact Keisha via phone or email.

Let's Talk About Loneliness

The Government has launched a plan to tackle loneliness and social isolation during the coronavirus outbreak and period of social distancing.

As part of this, there is a [toolkit, resources and advice page](#) on their website which you can delve into.



Bereavement Support

The GLA community engagement team are continuing to work with bereavement charities and faith partners to support communities coping with bereavement and grief during the Coronavirus outbreak. You can find resources and signposting [here](#). If your organisation has bereavement services you would like to share, please email community.engagement@london.gov.uk.

A recording of a bereavement support webinar with Julia Samuel, a psychotherapist specialising in grief is available to view [here](#), you will have to enter a name and email address to access. (There's a slight interruption about 8.5 minutes in – just scroll forward or wait for a couple of minutes.) Julia's closing words were,

Muslim Youth Helpline

Linked [here](#) is MYH's resource page for mental health information and support during Covid-19. Mental Health during Coronavirus [page](#) which provides a range of signposting for further support.

NCVO support and information

NCVO: Governing in a crisis

A useful resource from NCVO for Trustees, Boards and CEOs:

<https://sobus.org.uk/wp-content/uploads/2020/05/NAVCO-Governing-in-a-Crisis.pdf>

NCVO webinars

[Making decisions in tough times](#)

11 June | 14.00

For trustees and senior leaders. We'll explain the big strategic challenges and decisions (and some opportunities) facing charities, how to balance immediate and strategic choices, and how to make good decisions in a time of crisis.

Government guidance and information



There is guidance for the Charity Sector from the government during the COVID crisis: <https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-the-charity-sector>

HMRC are delivering a programme of webinars to support employers, employees and the self-employed through this period of disruption: bit.ly/HMRCWebinar

Key links to business support packages are below:

Business support	https://bit.ly/BizSupportSite
FAQs for business	https://bit.ly/FAQsStayHome
Coronavirus Job Retention Scheme (Furlough)	https://bit.ly/2wJrnJ9
Self-employment Income Support Scheme	bit.ly/SelfEmployedSupport
FAQs	https://bit.ly/SelfEmployedFAQs
Support for businesses for COVID-19response	https://bit.ly/3bzOfcD
FAQs	https://bit.ly/3aolAWV
Mental Health support	http://bit.ly/emm-ldnse
Public health advice	http://bit.ly/coronavirusnhs

Grants and funding

COVID-19 funding

Please click here for information on COVID-19 funding and grants:

<https://sobus.org.uk/wp-content/uploads/2020/04/Covid-19-funding-28.4.20.pdf>

The Resourcing Racial Justice Fund

The [Resourcing Racial Justice](#) fund is a coalition of people of colour (POC) innovators, change makers, activists, artists and social leaders dedicated to social change.

They provide financial support to organisations, community and grassroots groups that are working to redress the impact of COVID-19 and beyond on those who identify as POC. Details on funding [here](#)

Government funding

The government is providing a £750m support package for UK charities during the coronavirus outbreak. £370m will be provided to 'small and medium-sized charities' through the National Lottery Community Fund (NCLF), including those delivering food, essential medicines and providing financial advice.

For further information, please visit:

<https://www.tnlcommunityfund.org.uk/funding/programmes/reaching-communities-england>

<https://www.tnlcommunityfund.org.uk/funding/programmes/national-lottery-awards-for-all-england>

Bounce Back Loans

Government 'Bounce Back Loan' scheme where businesses will be able to borrow between £2,000 and £50,000 and access the cash within days. The scheme will launch for applications on Monday 4 May. Find more information through the link: <https://www.gov.uk/guidance/apply-for-a-coronavirus-bounce-back-loan>

Top-up to local business grant funds scheme

A discretionary fund has been set up to accommodate certain small businesses previously outside the scope of the business grant funds scheme.

<https://www.gov.uk/government/news/top-up-to-local-business-grant-funds-scheme>

Community Impact Partnership

[The Community Impact Partnership](#) provides social investment to help charities, social enterprises, and community businesses to grow and innovate. The CIP fund remains open and welcomes applications for investment

London Library £10,000 worth of support.

For small business owners, entrepreneurs and inventors through their [Innovating for Growth](#) programme.

Training and information

Personnel Today webinar – Financial Wellbeing

This Personnel Today webinar examines why financial wellbeing is more important than ever and how businesses can create a living and breathing financial wellbeing strategy.

https://globalmeetwebinar.webcasts.com/starthere.jsp?ei=1297321&tp_key=9d8790f0e7

Zero Suicide Alliance - free online prevention training

There are two free online training packages which you may wish to share with your staff and volunteers. The Zero Suicide Alliance is a collaborative of National Health Service trusts, businesses and individuals who are all committed to suicide prevention in the UK and beyond. The alliance is ultimately concerned with improving support for people contemplating suicide by raising awareness of and promoting FREE suicide prevention training which is accessible to all.

The training can be found at <https://www.zerosuicidealliance.com/training/>

NAVCA: Supporting your staff and volunteers during traumatic situations

Many organisations are receiving calls from people struggling with their mental health. In some cases, these calls are from calls from people who are considering

taking their own lives. NACVA signposts people to the Zero Suicide Alliance training (above), but have also produced some simple tips to help staff and volunteers who have experienced this type of stress: <https://navca.org.uk/news-and-views/f/supporting-your-staff-and-volunteers-during-traumatic-situations>

National Careers Service

There are courses that will give you an introduction to getting confident online to more advanced digital skills for use in the workplace. These are all short courses that can be completed at home, in your own time, at your own pace.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

During COVID-19, many organisations offer free online learning in a range of subjects and levels. You can explore providers, the subjects they offer and the levels available before choosing

<https://nationalcareers.service.gov.uk/find-a-course/where-to-find-free-online-learning>

Digital Marketing Webinars for Businesses (Series)

With a Digital Marketing Consultant and PBC's expert Julian Holden every Thursday at 10am. These weekly, free webinars will cover the basics on Digital Marketing (Web, email, Social Media, Websites, blogging, podcasting etc). More to follow. Details and registration here: <https://www.pbc.co.uk/blog/free-digital-marketing-webinars-for-beginners-series>

London Library workshops for small and start-up businesses

Now running as [webinars](#) and you can [watch previous events on our YouTube channel](#). Their reference team will also be running online one-to-ones on [intellectual property](#) and [business information](#). These are all available on website alongside [articles](#), [blogs](#) and [Industry Guides](#) on their website.

Economic support.

Just Finance Foundation are providing [resources](#) and free [facilitator training](#) for anyone who may be either providing direct support to community members or supporting networks of staff or volunteers doing that work.

Sharing good practice in digital learning and advice

An early version of the [service recipes for charities](#) platform is now live. It collects practical examples to help charities reuse and learn from one another. They show the ingredients and steps needed to deliver a service. By charities, for charities, for inspiration or straightforward implementation. These recipes can be reused as they are, or tweaked as necessary.

Legal Advice services

Although community legal advice services are no longer offering face-to-face services, advice is still available for residents that need it:

Action on Disability

Action on Disability provides advice and support services for disabled people. You can contact AOD Monday to Friday, 9am to 5pm.

Welfare Benefits: 0782 4905 848
Direct Payment Services: 0753 4483 253
Youth services: 07557 273 567

Citizens' Advice H&F

Citizens' Advice is still available and ready to help H&F residents, despite closing both our sites for face-to-face appointments. Please see our website which will be updated daily to reflect the latest information available in these rapidly changing times. There is a web form for people to complete if the information does not resolve their issue.

www.cahf.org.uk

Crosslight

Although all of our branches are currently closed to visitors, all appointments are now taking place by phone. We are still accepting referrals in the normal way and are all working hard to ensure we continue to support clients at a time when perhaps they need us more than ever.

Telephone: 020 7052 0318

Email: appointments@crosslightadvice.org

Hammersmith Community Law Centre

The Law Centre is still open and while we can't offer face to face appointments at the moment we are still available to help you. You can email us on hflaw@hflaw.org.uk or leave a voicemail on 020 3880 1727 which we will check every day.

We are also running afternoon advice lines between 2 – 5 pm on:

Mondays: EU Settlement Scheme Applications: 020 8148 5273
Tuesdays: Immigration & Asylum Enquiries: 020 3934 8060
Wednesdays: Housing and homelessness problems: 020 8148 5274
Thursdays: Benefit problems including Universal Credit: 020 8148 5272

In addition to offering a telephone helpline on Thursdays for benefit issues, the Law Centre can also offer form filling services for the following benefits:

- Employment and Support Allowance (ESA50)
- Personal Independence Payment (PIP2)
- Universal Credit: Limited Capability for Work (UC50).

Email us on hflaw@hflaw.org.uk or leave a voicemail on 020 3880 1727

Employment advice

Employment Lawyers can help with issues including dismissal, health and safety, changes in work hours, unpaid wages, notice pay/redundancy pay and more.

For employment advice you can contact:

ACAS Free Telephone Advice-	0300 123 1100
Nucleus:	020 7373 4005 advice@nucleus.org.uk
North Kensington Law Centre	020 8969 7473 info@nklc.co.uk
South West London Law Centres	0208 767 2777 enquiries@swllc.org

Help for residents to pay for gas and electricity

The government has launched an emergency package with energy suppliers to ensure residents don't face any additional hardships in heating or lighting their home during the coronavirus outbreak.

If you are in touch with residents who are worried about being able to afford to pay for extra gas or electricity used because they are having to self-isolate at home, support will be available through their energy supplier. Their supplier must take into account how much they can afford, and will explain their options. No credit meters will be disconnected during the outbreak.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Shopping and food services

Food security:

The Food Foundation have just released a new [report](#) based on a survey of household conducted between April 24th and 29th – a month after lockdown.

H&F Food Guide

Hammersmith & Fulham Council have produced a very helpful H&F Food Guide, which provides details of local restaurants and businesses offering food delivery or ordering services. <https://www.lbhf.gov.uk/coronavirus-covid-19/hf-food-guide>

How to pay volunteers helping with shopping – Which?

Useful information available from Which? On options for how organisations can reimburse volunteers who are helping housebound people to pay for shopping during the COVID-19 crisis:

<https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/>

H&F Foodbank

H&F Foodbank has moved to a delivery only service

If you think you need a referral please contact your school, social worker, housing officer, the Local Support Payments Team etc. These organisations and others are not obliged to make referrals, but may do so depending on your circumstances. If you do not have access to these services please phone the H&F CAN Helpline on 0800 145 6095 or the Local Supports Payments team on 020 7041 6464.

Please find a link attached to a short video about our operations at Olympia.

https://www.youtube.com/channel/UCppVIO6uc_QwzACVBFU0j5Q

Cashless shopping services

A number of organisations are being contacted by residents for help with shopping, particularly where these individuals do not have access to cashless shopping – i.e. those who only have a basic bank account, which does not have the facility for telephone or online payments.

H&F Council has confirmed that H&F CAN can offer this support to residents. The information [here](#) shows how a cashless payment system will operate through H&F CAN for those with, and without the facility to pay for their shopping. Please note – those who do not have FUNDS to purchase shopping should be referred to H&F Foodbank.

However, that doesn't mean local services shouldn't seek to set up food or shopping delivery services if they want to. If you would like information on suggested processes to establish a safe and secure shopping service, please contact admin@sobus.org.uk

Foodcycle

FoodCycle is a charity which in normal times provides a weekly, free community meal cooked by volunteers with surplus food, at various locations including the Old Oak Community Centre.

Because of the current crisis, we have moved to a food parcel delivery service model, whereby we prepare food surplus parcels every Sunday and deliver them to people's homes. We have a simple online referral form for this beyond our regular guests. Please note, submitting a form does not guarantee a parcel, but it sends Foodcycle a request and they're then able to text all individuals on our delivery list a day ahead of the delivery to confirm with them.

<https://volunteer.foodcycle.org.uk/referral>

Urban Partnership Group

UPG are running a food distribution service at Edward Woods Community Centre. To complement this service on a Tuesday afternoon we supply ready meals from Hawkesdown School on Tuesdays and Thursdays and Chelsea FC on Fridays. At White Community Centre we have established a food distribution service on Thursdays and hot meals deliveries courtesy of Chelsea FC on Fridays. The area of benefit is primarily the White City Estate.

From the Masbro Centre, UPG offer a home delivery service - Mondays to elderly people which includes a hot meal by Smile Brigade, Tuesdays to Families with children under five in the central area and Thursdays to residents of the Springvale estate which also includes a ready meal by Chelsea FC.

Contact: 020 7605 0800

Impact of COVID-19 on BAME communities

Evidence has emerged showing the disproportionate impact of COVID-19 on the BAME communities in the UK that have resulted in deaths of people in hospital and those that worked in the NHS frontline and other key workers in the communities – this also include losses in Hammersmith and Fulham. The Government's report on the official statistical figures related to Coronavirus-related deaths by ethnic group, England and Wales that covers the period between 2 March 2020 to 10 April 2020 can be found here:

<https://www.gov.uk/government/statistics/coronavirus-related-deaths-by-ethnic-group-england-and-wales-2-march-2020-to-10-april-2020>

The Ubele Initiative

The Ubele Initiative is leading and coordinating a campaign to raise awareness of this issue. You can view The Ubele Initiative's work they're doing to support BAME communities during Covid-19 on their website [here](#). On the page you will also find links to watch their Emergency Community Conversation Event held on 27th April and their report into the 'Impact of Covid-19 in the BAME Community & Voluntary Sector'. You can also see Yvonne Field, Ubele's Director's [blog](#) she wrote last month around what she is seeing happen across the BAME Voluntary sector during Covid-19

<https://www.ubele.org/news/2020/4/30/9-out-of-10-bame-micro-and-small-organisations-set-to-close-if-the-crisis-continues-beyond-3-months-following-the-lockdown>

Anti-Tribalism Movement: impact of COVID-19 on Somali communities

ATM has produced a policy briefing on the impact of COVID-19 on the Somali Community. With input from 27 Somali organisations, the report presents the heightened inequalities that the Somali community face in education, employment, health, and housing as they cope with this pandemic.

<https://theatm.org/wp-content/uploads/2020/04/COVID-19-Impact-on-the-Somali-Community-ATM-2020.pdf>

Never more needed

As the UK starts to think about COVID-19 recovery (rather than crisis), it's going to be important to ensure the voluntary and community sector is supported and therefore able to provide the much needed support that residents and communities will continue to need.

CharityComms.com has produced a series of postcards to promote the #NeverMoreNeeded campaign – emphasising the vital role of the sector now and in the future. Find resources here:

<https://www.charitycomms.org.uk/never-more-needed>



If your organisation has a good news story to share, we would love to hear from you!