

Community and Wellbeing Committee

18 March 2021

Voluntary Organisations Update

Central Surrey Voluntary Action (CSVA) – Sally Dubery Chief Officer

Helpline: We were asked to provide a helpline for our area by Surrey County Council as the Boroughs and Districts came on-line they took some of this over by week 3.

In the first 2 weeks we took 2,100 calls. From 6-20 April 2020 we took 800 calls (This was including Good Friday and Easter Monday). From 20 April to 11 May we took 460 calls. From 11 May to 12 June we took 160 calls and made 120 calls to shielded and vulnerable people.

On the whole people are so grateful to speak to someone who can signpost or direct help. The calls we are receiving now are more complex and they require far more collaborative working.

Volunteers: From 1 Jan to 23 March 2020 we had 442 volunteer enquiries (registered volunteers). From 23 March to 12 May 2020 we had 1,399 enquiries.

Working with the Boroughs and Districts we have been able to place a third of these. Many of our organisations were unable to take on any new volunteers and in fact stood many down. By week 2 of the lock down of reorganisation had taken place and organisations such as the Princess Alice Hospice, Sight for Surrey and Age Concern Epsom and Ewell were able to take on more volunteers. These opportunities were quickly filled. The types of roles are: Drivers for food delivery, Welfare calls, Shoppers, Pharmacy collectors, Food preparation, Meals on Wheels. The response was over whelming. Most of those registered were also DBS checked. The Volunteer Centre staff and volunteers were pushed to the limit and even with the extra hours we had to suspend volunteer registration between 9 – 20 April to allow each volunteer to be properly supported. We have sent out regular updates to all registered volunteers and when new opportunities become available, we alert them straight away. The Brigitte Trust and Cruse Bereavement advertised for specialist volunteers and their posts were filled overnight.

We have also been in contact with organisations what their needs are – which has given us a good insight when speaking to potential volunteers.

We have been referring volunteers to Surrey Heartlands and are working with them to understand how to use the NHS Responder Volunteers better. Currently there are 4,500 registered with the RVS in just Surrey Downs area alone, but they are not being used to their full potential. Many of these volunteers have registered with CSVA or were already

volunteering. However, there is a lot of frustration and we do not want to lose the goodwill of these lovely people.

During the 3rd Lockdown we had an enormous interest in the roles we were advertising for vaccination volunteers and we had 336 new volunteers register, 507 new volunteer enquiries and 302 volunteer referrals between 1 January and the 31 January 2021. It is also worth noting that many of the people who have given their support were not volunteering in the same way as our traditional volunteers. Many had time on their hands because of different working conditions, many saw a need but cannot financially sustain their offer.

Covid-19 Champions: At the end of November 2020 we launched with E&EBC, the Covid-19 Champions project which allows us to send consistent messages regarding Covid-19 to the people of E&E, through weekly updates from E&EBC and Public Health Surrey.

RELATE – Mid Surrey – Janine Fuller Chief Executive Officer

We transitioned from face to face work to zoom and telephone/remote working very quickly. Although both our clients and staff are looking forward to returning to the centres.

As many of our established counsellors had had zoom training in 2012 we were able to move onto this platform with relative ease. Our centres already have laptops in each room- where we write notes and manage appointments, so this also made it easier.

We have continued to work with young people in the centres and in 7 schools and colleges that we operate in throughout this time. In comparison to last year's figures – we have seen 16% less clients between March and December than we did last year, which we feel is an excellent number. In total we have provided 3449 sessions since the first lockdown. However many clients express a desire to do face to face counselling, particularly where privacy at home is difficult. Our counsellors are people oriented and also miss the personal touch along with our admin team.

There has been a tremendous effort made by our team to reach the people of Epsom and Ewell. This last lockdown has been particularly distressing especially for young people.

Sunnybank Trust – Dorothy Watson Chief Executive

'We would all like to say a big thank you to Sunnybank for all the support you have given David over the past year. It's been surreal but knowing that David had people to turn to and have lots of fun with has been a delight.'

The Sunnybank Trust works in partnership with around 300 people with learning disabilities (LD) in a range of settings including care homes, independent and supported living as well as with younger adults still living with their families.



Throughout the pandemic, people with learning disabilities (LD) have been disproportionately affected. It has been confusing and frightening for all of us, but for many people with LD who may need more time and support to understand events, it has been particularly challenging. They have struggled with increased isolation, essential support services being withdrawn and a lack of accessible information about all the changes. The Sunnybank Trust has now lost 13 members,

reflecting the national statistic that people with LD have been six times more likely to die from Covid.

Throughout the past year, our priority has been to maintain connections with our members so that we are able to know when there is an emergency or issue that needs more support. As a result, we identified the most vulnerable and matched a volunteer to make daily or weekly calls depending on the need level. Care homes have been called weekly throughout the pandemic, as we have been able to provide advocacy and activities for the residents when needed. We launched a menu of daily online activities for our members (attached is the activity programme) and sent weekly activity emails and packs to all Care Homes and members who were able to access emails



We launched a twice weekly radio show 'The Sunny Sessions' in partnership with Surrey Hills Community Radio. The shows are specifically for and by people with LD so that they have been able to have information passed through in a more accessible and understandable format and still feel connected to their friends. We increased our advocacy activity, ensuring that all those isolated received daily/weekly calls, emergency food if needed and health passports in case they are hospitalised.

[Sunny Sessions - 15 FEB 2021 by Surrey Hills Community Radio | Mixcloud](#)

'Thank you for keeping Claude sane during this lockdown. We truly appreciate everything you and the Sunnybank Trust have done to lift his spirits up.'



In the winter months before Christmas, we offered 'The Sensory Roadshow' to those Care Homes who had been in lockdown since last March – providing lights, scents and sounds in their gardens for an evening. In addition, we worked with the Epsom and Ewell Rotary

Club to take their Christmas float and Santa around the homes at St. Ebbas.

We launched an online information hub providing accessible easy read information and sign posting for relevant contacts throughout the pandemic. On our social media we ran a campaign of doorstep portraits as so many of our members remained in full lockdown throughout the summer. Last summer we featured in 4 national media pieces including the BBC and ITV News, here are the links:

[Coronavirus: People with learning difficulties 'at risk of falling through cracks' - BBC News](#)

[Living through coronavirus lockdown with a learning disability | ITV News - Bing video](#)

We are launching an allotment at Noble Park, Epsom this summer. This safe outdoor space will offer the chance for post lockdown rehabilitation, somewhere to meet friends, socialise and develop new skills.

Our Performance Indicators Feb 2020 – Jan 2021

Activity	Total number	Comments
Emergency supplies	316 deliveries	Food supplies (in addition to Food Bank referrals), mobile phones, radios, Alexas for those with mobility issues
Online Activity Groups	27 activity groups per month with total of over 1100 attendances	Online monthly disco, Coffee & Chat, Pub group, Drama Club, Books beyond Words Club, Monday Motivation, Movies with Mates to name a few.
Advocacy sessions	44 sessions per month	Issues include medical & hospitalisations, end of life, accommodation, scams & staying safe, finance, support needs, best interest meetings.
Number of Calls	55 calls per month	Vulnerable individuals in the community, Care Homes and families
The Sunny Sessions Radio Shows	95 shows to date	Average of 163 listeners per show.

Age Concern Epsom & Ewell – Dorah May Hancock Chief Officer

Age Concern Epsom & Ewell Covid 19 Service Delivery 2020/21

- 5,500 clients phoned by staff and a band of volunteers (37 in total) with those shielded/vulnerable phoned weekly, the less vulnerable fortnightly and those with family/neighbours/friends support given ACEE phone number
- 900+ emergency shops
- 528 prescription deliveries
- 56 new volunteers to support shopping, prescription services and telephone befriending
- 70 existing face to face befrienders turned to befriending by telephone
- 23 new clients telephone befriended
- 5943 Covid 19 Information & Advice desk calls (open 3.5 extra hours per day Mon – Fri 9-4pm)
- Home visiting carried out by telephone. 120 Attendance Allowance and 66 Blue Badge applications completed
- 117 clients sent hearing aid batteries in the post
- Medical transport vaccination drive scheme set up. Supported by 12 volunteer drivers. 24 drives made.
- Footcare Clinic reopened Aug 2020 with full risk assessment protocol in place.
- IT Support facilitated by phone
- Men's Club monthly zoom meetings set up
- Weekly IT Google Group Newsletter sent out
- 100 Covid 19 goody bags delivered
- 75 VE Day cream tea boxes delivered
- 75 VE Day goody bags delivered
- 50 brunch goody bags delivered

Voluntary and statutory organisations working in partnership with and signposting:

- Epsom & Ewell Borough Council Covid 19 Emergency Hub
- Epsom & Ewell Adult Social Local Locality Team
- Epsom Community and Wellbeing Centre
- Epsom Foodbank
- Epsom & Ewell pharmacies
- Citizens Advice Epsom & Ewell
- Surrey County Council
- Central Surrey Voluntary Action
- Voluntary and statutory Mental Health support, Mary Frances Trust/The Meadows
- Voluntary and statutory Bereavement support, Cruse/SCC & EEBC
- Alzheimer's/Dementia Navigator
- Sight for Surrey
- Sunnybank Trust

- Royal British Legion
- Action for Carers

Services suspended during coronavirus:

Sunday Teas / DIY Support