Camden Voluntary Action Forum

Wednesday 22nd April 2020

Briefing from VAC: 3 aims to meet the current crisis

- Create a directory so that people can find out which Camden organisations are active and what they are doing so that residents in need can be directed to support

- Disseminate up-to-date information on funding, central and local government plans, legal advice etc and support Camden organisations

- Help the sector link up vulnerable residents with statutory and non-statutory help via safe volunteers

Covid-19 Community Directory

An up-to-date directory of organisations active and responding to the crisis

Updates and Resources

Daily updates
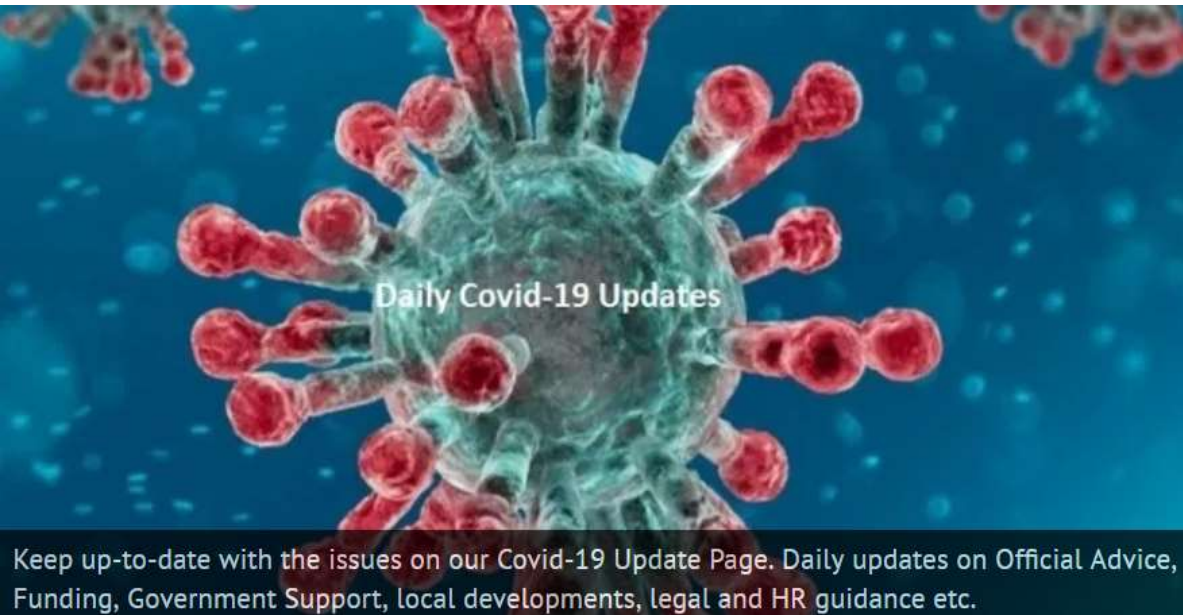
A Directory of Resources
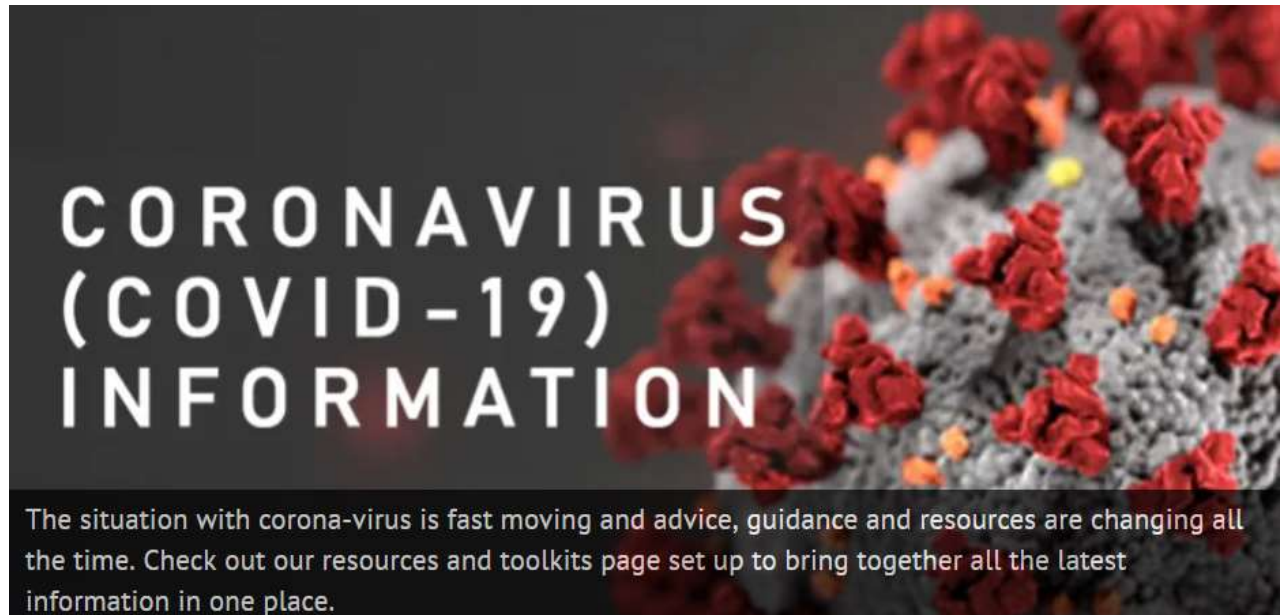
Here's an example of a daily update

Update 22/4/20

NHS urges public to stay safe ahead of Ramadan

Changes to London TaxiCard Scheme (21st April 2020)
New flexibilities have been introduced during the ongoing Coronavirus pandemic, to firstly ensure drivers are able to pick up and deliver essential supplies and secondly allow friends, family members and carers to travel on behalf of those using the 'taxicard' for the same purpose.

Mayor Sadiq Khan says **More BAME people are dying from coronavirus**. We have to know why

Parks and open spaces to remain open to the public. Councils urged to ensure they are accessible for local people.

Council Response

Volunteers sign up at this site
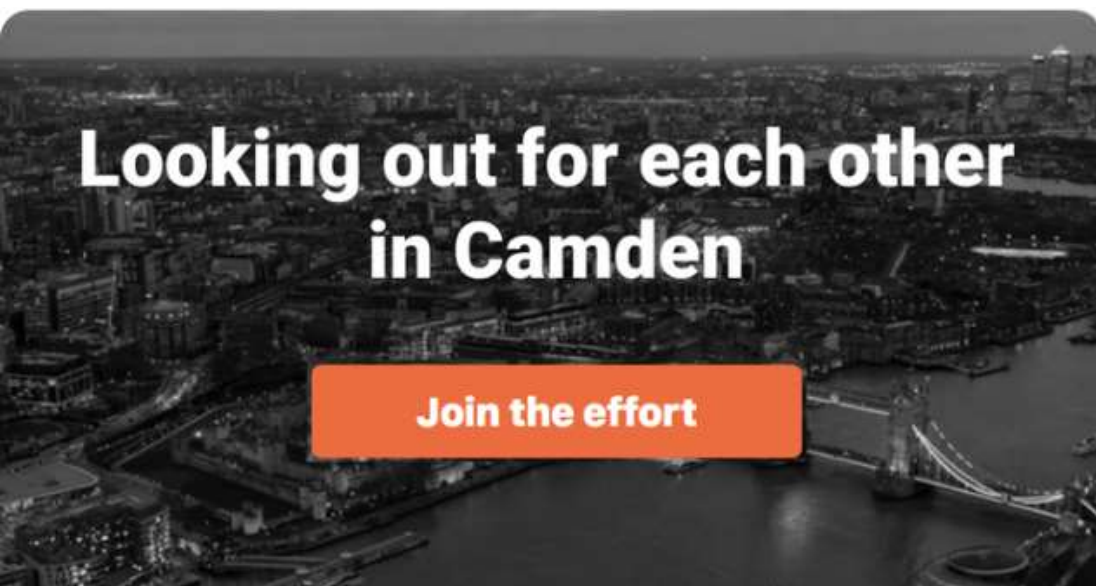
Find pharmacies, shops and local voluntary organisations* on this site

Get help if you're staying at home because of coronavirus

Find volunteer groups and other services in your local area who can help you cope.

What kind of help?

| Everything | ⌄ |

Enter your Camden postcode

eg. N1C 4AG

*local organisation data supplied by VAC

Working with the council and lobbying

These are the council workstreams responding to residents in need

Shielded Response
Moira Ugoji

The Beacon Platform
(Emma McGowan)

VCS and volunteering
Carole Stewart

VCS Support and Coordination
Andrew Hinchley

Volunteer Brokerage
Rachel Kelly

Support Community Response
Caroline Kennedy

Camden VCS Support Needs

As part of keeping the Covid19 Community directory up to date we have surveyed the sector to find out their support needs, the volunteer roles needed and get an indication of the main issues.
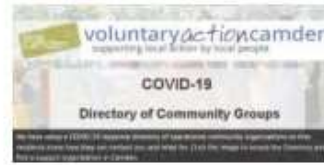
Camden Covid-19 VCS Support Survey

April 2020

Contents

- Introduction
- Challenges and Concerns
- VCS Support Needs
- Volunteer Requirements
- Expectations/response of VAC + our role in the future
- Case studies

Introduction

When the emergency began VAC surveyed all organisations in Camden to find out how they were adapting to meet the challenge of the Covid-19 emergency. The results of that survey (and ongoing updates) was published online in the Camden Covid-19 Community Directory. As part of that survey we also asked the VCS organisations for their general support needs and what specifically they would like from VAC as well as their specific volunteer needs. Many of them also raised general concerns which we have collated as well. More than 130 responses were received. The situation is rapidly unfolding and many participants made the point that needs were changing and developing rapidly. As result we intend to repeat the support needs survey in May; however, all respondents have also received a unique link where they can update their directory details when needed.

Early on VAC set out three aims for ourselves:

1. Create a directory so that people can find out which Camden organisations are active and what they are doing so that residents in need can be directed to support.
2. Disseminate up-to-date information on funding, central and local government plans, legal advice etc and support Camden organisations
3. Help the sector link up vulnerable residents with statutory and non-statutory help via safe volunteers

The survey was a practical way to address aims 1 and 2 and gave us useful information to inform our work on 3.

Challenges and Concerns

- Time is of the essence
- Clear information needed
- Contact points and referral pathways
- Payments and money
- The digital divide
- Isolation, stress, burn out, bereavement, separation

VCS Organisation's Support Needs:

- funding

- the furlough scheme

- Covid-19 specific concerns

- technology and digital

- capacity to meet users' needs

- employment and HR

- Signposting and general help with networking

And you told us about volunteer roles needed:

- General operations/admin volunteers
- Phone befrienders
- Meal preparation and delivery
- Pick up prescriptions
- Tech support (a wide range from setting up remote working to supporting older people get online
- Volunteer managers and coordinators
- Dog walkers
- Leaflet distributors
- And a range of other roles from play supervisors to activity leaders

As well as our role as the CVSs for Camden we also run Community Links which is part of:

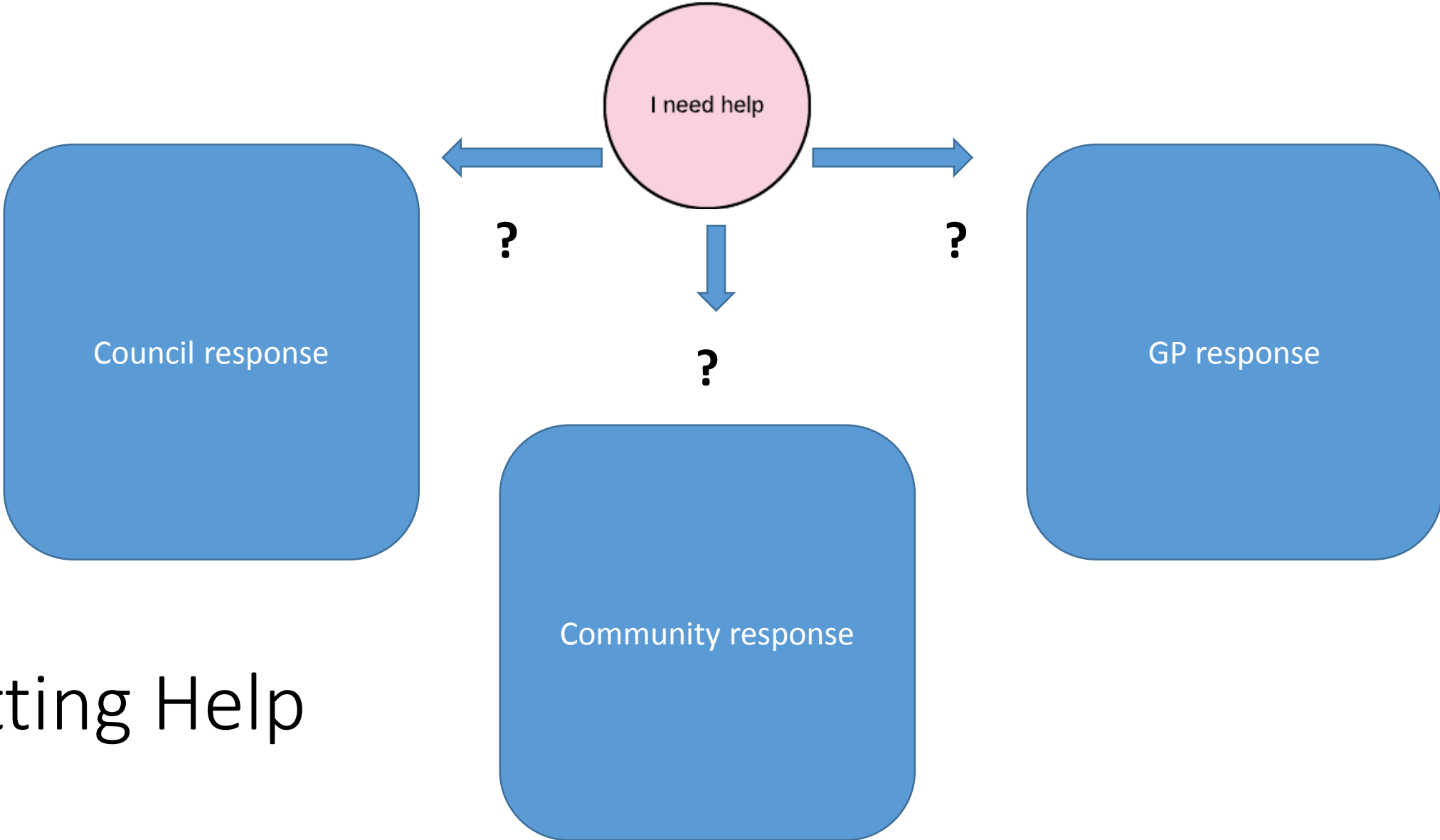# Care Navigation and Social Prescribing

- AUC Care Navigation

- VAC Community Links

- LBC Wish+

This system mainly (but not exclusively) takes referrals from GPs and has been responding to the Covid-19 situation and dealing with a large increase in demand.

This merits an update all to itself which we will bring you in the near future.
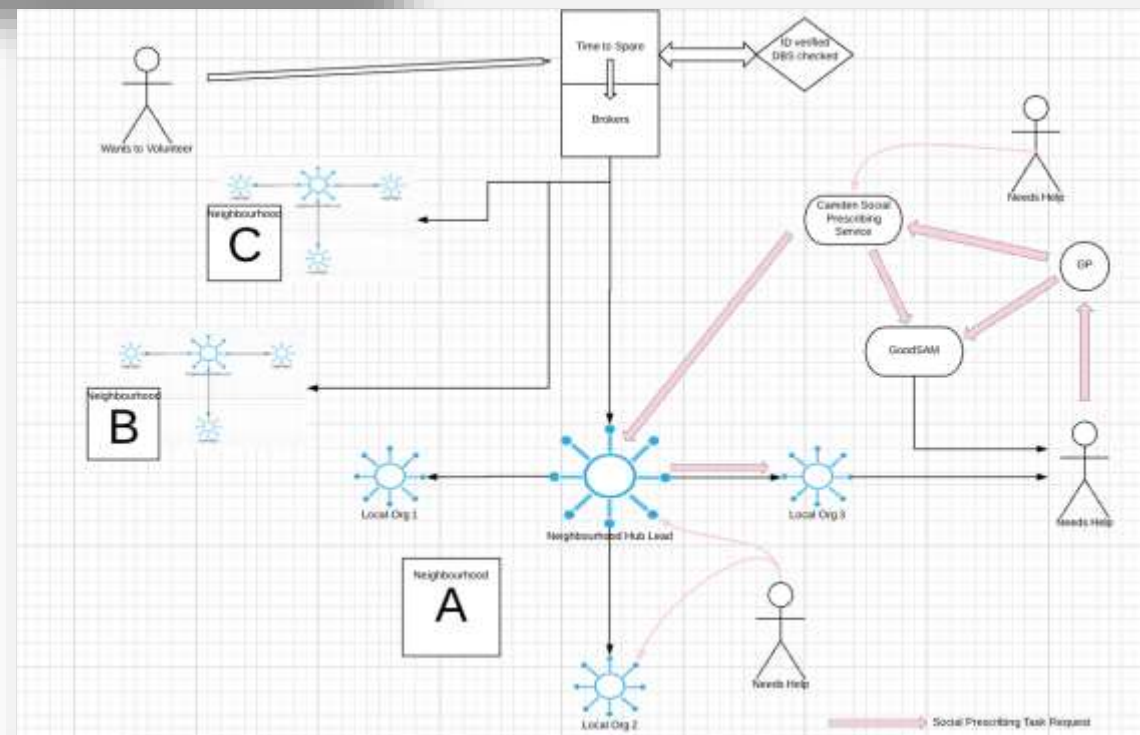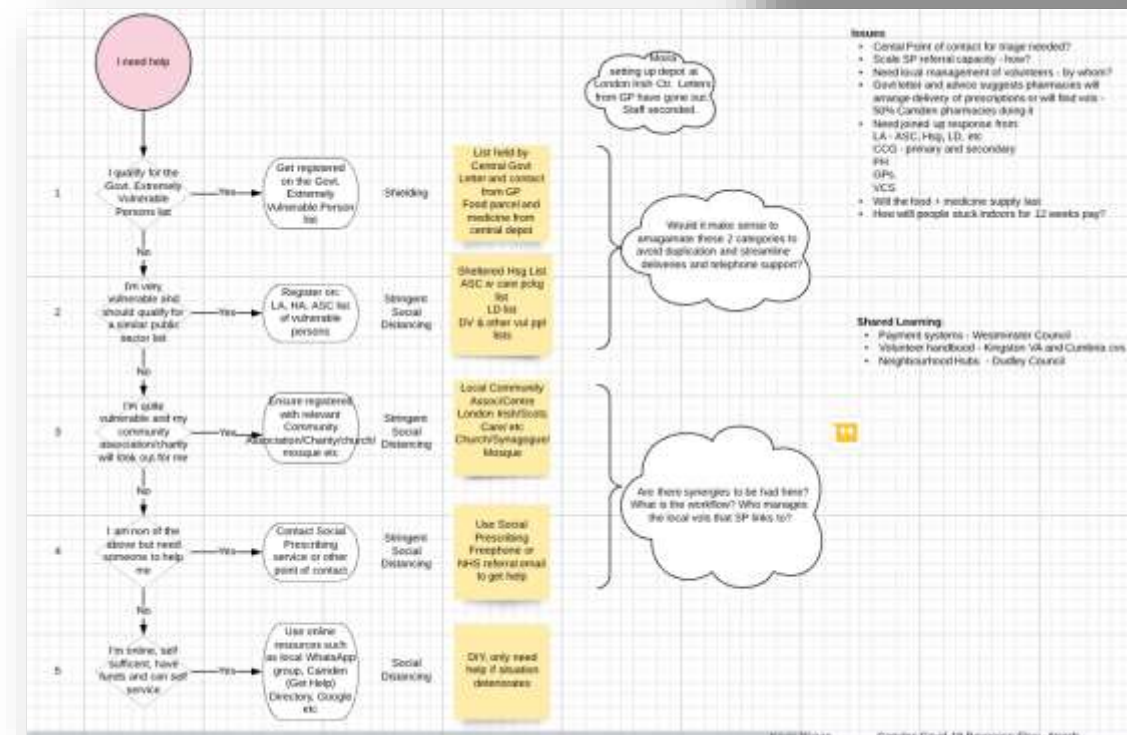
Getting Help

There is a lot of work to do to join up the various systems:

- *The residents in need*
- *The volunteers*
- *VCS and Public Sector response*

Add your ideas here:
https://www.lucidchart.com/invitations/accept/61fcdcaa-5e33-4f9c-9f34-183de0d411cd
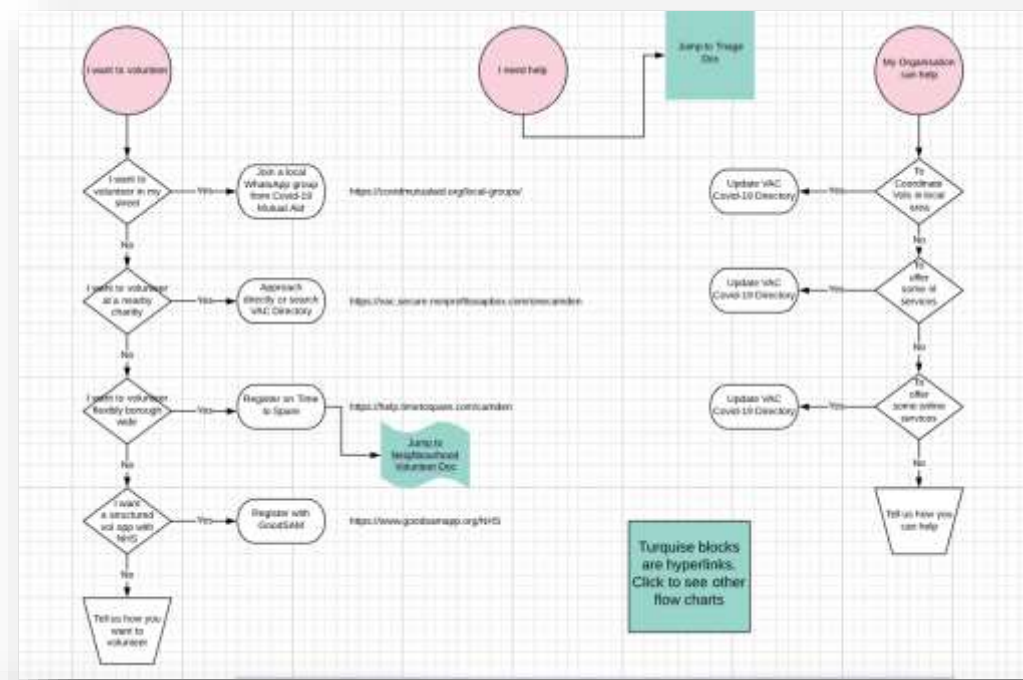
Next
Camden Voluntary Action Forum

on
Wednesday 6th May, 11am

Possible topics:
The Digital Divide and working offline
Pressure points on the VCS
Adapting Services in the new climate

Let us know what you want on the agenda