



The Volunteering News



BEE THE CHANGE BEE A VOLUNTEER CORONAVIRUS SPECIAL EDITION

HAVERING SUPPORT SERVICES

Volume 3, MAY/JUNE 2020

Havering £ Helps

Havering Council knows that some residents may experience more financial problems as a result of changes made necessary to lives and work because of coronavirus.

Whether you're a homeowner, private tenant or council tenant, there are a number of ways they can help.

Please talk to them first as they can make sure you can access advice and action that can alleviate some of that worry.

havering.gov.uk/covid19moneyadvice

HAVERING MIND



Havering Mind have launched a brand new Trauma & Bereavement service in partnership with Havering Council to support residents in their time of need.

To access the service please call on 01708 457040

Havering Covid-19 Helpline

0800 368 5201

Havering Volunteer Centre News

Havering Volunteer Centre wanted to take the time to update you on the support and services our team has been providing to the residents of Havering.

Since the 17th March HVC have sprung into action, with our community at our hearts, "rolled our sleeves up" and said "let us help" and that is exactly what we have accomplished.

We said "rolled up our sleeves" because that's exactly how we have been described recently, as an organisation that "didn't shy away and rolled up our sleeves". HVC just couldn't walk away and leave the residents with no one to turn too, that just isn't our ethos.

So here is an update on what we have been doing:

- **Over 8900 intervention calls have been taken**
- **Over 1000 residents have been regularly supported**
- **520 food parcels delivered**
- **539 prescriptions collected and delivered**
- **415 residents receiving regular check in & chat calls**
- **20 food bank vouchers issued**
- **30 dogs being walked**

Plus, transportation arrangements, care package delivered, hearing aid repairs and the odd birthday card too!



CITIZENS ADVICE HAVERING

Our friendly team is here to help you during the **coronavirus pandemic**



You can get in touch via:

Website <http://www.haverincab.org.uk/>

Our service is open for email advice via our website, under the heading Get Advice.

citizens advice Havering

NATIONAL HELPLINE NUMBERS

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5or8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

HOT FOOD DELIVERY



Tapestry are offering a daily hot food delivery service, which consists of a 2-course meal for just £5.00
For more information please contact 01708 796600

So many residents have given us such heartfelt thanks, many bringing a tear to our eye but it's not always been plain sailing for our team.

HVC have had to deal with some extremely difficult calls, some distressing as well as lots of verbal abuse too!!

However the good far out ways the bad and we absolutely know how vital the service HVC has provided in this crisis has been for so many and that is what counts and keeps us doing what we do best – putting Havering residents first!!

DO YOU OR SOMEONE YOU KNOW NEED HELP DURING CORONAVIRUS AND ARE A HAVERING RESIDENT?

**CALL HAVERING VOLUNTEER CENTRE ON
01708 922214**

IF WE CAN'T HELP—WE KNOW SOMEONE WHO CAN!



HVC have had an **INCREDIBLE** response to volunteering throughout this crisis. We could never have anticipated the response, which just goes to show, what wonderful, kind people we have in our borough.

In total HVC registered over **600** residents who wanted to volunteer, the majority of which came through in the first 3 weeks. Collating all this information has been a mammoth task, especially as our team have been doing so alongside the incoming support calls.

Our volunteers have played a huge part in what HVC have been able to deliver for the community and we honestly would not have been able to do it without their support.

On behalf of everyone at Havering Volunteer Centre to all those volunteering



WE THANK YOU!



JustGiving™

Help us to continue to help others:
[justgiving.com/haveringvolunteercentre](https://www.justgiving.com/haveringvolunteercentre)

**If everyone we had supported donated £2
HVC would reach its target**

Are you on the NHS shield list?

If you are receiving essential supply parcels from the NHS that you no longer need, please call their distributor for Havering (Brakes) on: 0345 606 9090 (select option 2) and cancel your order.

Having delivery issues with NHS shield parcels?

If you are on the NHS shield list and having issues with your deliveries, please call the NHS distributor for Havering on 0345 606 9090.

If you need urgent help with food and supplies, please contact Havering Council's emergency coronavirus helpline on 0800 368 5201 (Monday to Friday 8.30am to 6pm, Saturday and Sunday 11am to 4pm).

Havering
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NHS

If you wish to donate any items to help vulnerable people in Havering, please call Havering Volunteer Centre on 01708 922214 to collect them safely from you.

FREQUENTLY ASKED QUESTIONS

Q. I received my NHS food box Thursday last week but it hasn't arrived this week?

A. HVC have no control over when these boxes are delivered but we do know that Brakes sometimes over runs on their deliveries. You should receive your missing box by Friday.

Q. I no longer want my NHS box, please can you cancel this?

A. HVC cannot cancel this box on your behalf, you can call the supplier on 0345 606 9090, however, HVC can collect your unwanted items regularly and redistribute to those who may require a little extra help.

Q. I have been told you can give me online supermarket shopping access, can you get me a slot?

A. We wish we could but unfortunately we do not have any control or special access to online supermarket slots. We do advise to keep trying at different times of the day, we have known people to get a slot.

Q. I have a Click & Collect slot but I am isolating and have no support from friends or family, can you help?

A. Yes, HVC can collect and deliver a click & collect shop from any Havering store to a maximum £50 order.

Q. I received my NHS shielding letter but I am not sure what to do, it's all a bit complicated, can you help?

A. Absolutely, there is a lot of information in the NHS letter but the most important part is in paragraph 4, it's the information on how to register but HVC can help with this, just give us a call on 01708 922214.

Q. I want to pay for the service you are providing, how can I do this?

A. HVC is a charity and our service is free of charge, we are just happy that we can support our community but we know many want to help us to continue on. We do have a **Just Giving Page**, where you can search for Havering Volunteer Centre, we really appreciate the kindness but are just happy knowing we have a happy resident.

NHS



Did you know
NHS 111 is now
available online?

30,000 people use it
each week.

SUPPORTING THOSE WITH DISABILITIES



If you identify as having a disability and would like to find out what support is available to you whilst we face the challenges of Coronavirus please contact 01708 476554

**There is always support
available in Havering for
domestic abuse victims**

**Call Havering
Women's Aid on**

01708 728759



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There is always support available in Havering for domestic abuse victims

Call Havering Men's Domestic Abuse Services (MENDAS) on 01708 397974



Havering

CHECK IN & CHAT SERVICE



HVC are providing a bespoke check in & chat service for residents in Havering.

We have volunteers who are on hand not to just give you a call but to become your buddy and talk about shared or common interests forming a vital friendship and unite to face challenging times together. Our buddies have set up crafting challenges, book clubs, zoom quizzes as well as regular “are you ok?” and “Hasn’t the weather been glorious” calls!

This isn’t just a telephone befriending service this is a buddy system, a friend at the end of the phone and an avenue to raise concerns or ask for extra support.

If you would like to access the service or become a buddy please call us on 01708 922214 or email volunteering@haveirngvc.org.uk

ARE YOU CARING FOR A LOVED ONE?



For information, advice and support call Havering Carers' Hub on 01708 961111

Advice for stopping virus spread



Wash hands frequently with soap and water or use a sanitiser gel



Catch coughs and sneezes with disposable tissues



Throw away used tissues (then wash hands)



If you don't have a tissue use your sleeve



Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell

Source: NHS

BBC

Havering Heroes save lives by...



- Staying indoors
- Only shopping for essentials (infrequently)
- Maintaining a social distance of at least 2 metres
- Not using public transport and sending children to school (unless you are a key worker)
- Looking out for, and after, the vulnerable

We have one chance to save lives. That time is NOW

#HaveringHeroes

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HERE TO HELP YOU – 01708 922214



HAVERING COMING TOGETHER