

Organisation	Operating Business as Usual	Operating a Reduced Service	Not operating / suspended for new referrals
AGE UK Cornwall and Isles of Scilly			
AGE UK Devon			
AGE UK Exeter		We're likely to closing services next week and concentrating on telephone support and emergency shopping / meds deliveries for older people who are self-isolating.	
AGE UK Mid Devon		<p>Our drop in hub, home visits and face to face appointments are suspended until further notice but we are still very much available by phone or through our online enquiries form.</p> <p>The Haven Centre, Men in Sheds, Lunch Club, Arts and Crafts and Reminder Finders Groups will be closed from the close of play 20th March 2020</p> <p>Footcare, Later Life Goals, Community Connections and IT Services are suspended until further notice</p> <p>Information and Advice services remain open but limited to telephone appointments.</p> <p>We are instead offering telephone befriending, activities to do at home and help with practical issues arising from self isolation whatever they may be.</p>	

		<p>We are also trying to coordinate agency support in Mid Devon and support the local volunteer groups that have appeared to ensure they are safeguarding volunteers and clients and reduce fraudulent activity.</p>	
AGE UK Plymouth		<p>Age UK Plymouth is still operating its Day Centres and Help at Home Services at present with additional precautions being taken, this is being reviewed daily in line with guidance from the LA. We will be launching our Phone Friends and Shop n Drop service next week.</p> <p>Information and Advice service is being run remotely via email and telephone only.</p>	
AGE UK Torbay			
Balloons (Devon)		<p>We have suspended our face to face work with grieving children and young people. Most of this work is done in schools and schools are not keen for obvious reasons to have additional externals coming on site at the moment, plus many of our Grief Support Workers are self-isolating due to being unwell or because they are in a high risk group or caring for someone in a high risk group.</p> <p>For the immediate future we are switching our support to school staff and caregivers – helping them to provide the best support they can to</p>	

		<p>bereaved children and young people. We will review this on a weekly basis going forwards.</p>	
<p>Citizens Advice Bureau (Cornwall)</p>		<p>Citizens Advice Cornwall has suspended all drop ins and outreach is moving any face to face to telephone appointments from the end of this week.</p> <p>We will continue to man between 3 and 5 of our offices throughout Cornwall and many of our staff and advisers will be working from home providing text, email, phone and webchat support. We are very much open for business, just not face to face.</p>	
<p>Citizens Advice Bureau (Devon)</p>		<p>We have now stopped providing our drop in face to face advice service, face to face appointments and home visits in most parts of Devon. We encourage everyone needing information and advice to try using our national website and webchat service first if they can. People can also contact our Adviceline tel: 03444 11 444 but may have difficulty getting through due to high levels of demand. People can also contact their local Citizens Advice office using an online referral form - they can use the postcode search on the national website to find details for their local office.</p> <p>We will continue to contact people who are referred to us via MyVCU but it may take longer than normal due to increased demand and reduced capacity.</p>	
<p>Citizens Advice Bureau (Plymouth)</p>		<p>At present we have moved to having the majority of our workforce working from home and are continuing to operate our services albeit in slightly different formats.</p>	

		<p>All our face to face advice services are now closed until further notice. We are continuing to run our advice and partnership services through a combination of phone, webchat and on email.</p> <p>For Debt Advice please call on 0300 3309 043 or email mas.admin@plymouthcab.org.uk</p> <p>For Universal Credit Help to Claim please call 0800 144 8444 or by visiting the website and speaking to us over webchat: https://www.citizensadvice.org.uk/helptoclaim/</p> <p>For all other advice queries please call 0300 3309 043</p> <p>Our national website also contains lots of information updated regularly www.citizensadvice.org.uk</p> <p>We will continue to keep you informed of any additional changes to our service as and when they arrive</p> <p>If you need any further information or to contact us, please do not hesitate to get in touch</p>	
Clear		<p>Our Clinical Supervisors are undertaking caseload reviews with all therapists and counsellors to ensure that everyone has a plan in place with regards the appropriateness, risks and practicalities of:</p> <ul style="list-style-type: none"> • switching to telephone or online/video counselling for adults. • potential to maintain contact with young people from 11 upwards by phone, letter/cards, online. 	

		<p>This would be around the therapeutic holding of the young person while face to face therapy cannot take place.</p> <ul style="list-style-type: none"> • For 0-10s therapeutic holding through telephone contact with parent/carer <p>We are continuing with a limited amount of face to face work where this has the consent of both therapist/counsellor and client/parent although we anticipate this will become more difficult as many of the safe venues we use in the community (schools, GP surgeries etc.) become unavailable. We have introduced strict protocols around hygiene for the use of our own therapy rooms in Truro but at the moment these remain available.</p> <p>We are planning our next round of assessments for adults (scheduled for after Easter) to be done by telephone and are still taking referrals for children and adults, although this will need to be kept under constant review in light of a) the availability of counsellors and therapists and b) whether the support needed can be provided safely online or by phone. Where this is not the case we will explain why and will offer a place on our waiting list to start support when face to face work is able to recommence.</p>	
Cornwall People First		<p>Cornwall People First has suspended all groups and meetings due to the vulnerability of people with learning disabilities and Autism.</p> <p>We will be offering phone and email support and where possible Skype or facetime support.</p>	

		<p>We will be regularly checking in on those we know have little support and may need essentials.</p> <p>We will also be cascading easy read information out to people and our networks.</p>	
Cruse Bereavement Care (Cornwall)	Cornwall Cruse will continue to accept new referrals from the VCU	All support will be telephone only and all groups and Understanding your Bereavement sessions will be cancelled until further notice.	
Cruse Bereavement Care (Devon)		<p>CRUSE BEREAVEMENT CARE has issued a new directive. We will be asking all our Volunteers to stop all face to face contact with clients as of today, and we will be offering telephone or online support. We are hoping that we can offer some clients facetime support using online video chat, but we are still looking into this.</p> <p>All our Understanding Bereavement Sessions will be cancelled until further notice and we will need to suspend our Friendship Groups for the foreseeable future.</p> <p>We will be keeping our Helpline open and taking new referrals for telephone and online support either by phone or by email or post.</p> <p>All our staff will be working from home, so we hope to keep the service going as best we can.</p>	
Children's Society		The children's society has taken the step of asking staff to work from home. We will be offering service users the option of telephone Skype and email support.	

South West Business Council		The South West Business Council (formerly Devon & Cornwall Business Council) have suspended any potential face to face victim of business crime meetings, but telephone support will continue as normal, between the hours of 08:00 - 13:00 Monday to Friday.	
Devon Domestic Abuse Support Service (SPLITZ)		Have taken the decision to stop all face to face work and to limit our attendance at meetings to conference calling only. We will still be taking referrals and will be available on the telephone and by emails.	
Devon Family Resource		<p>We have taken the precaution to cancel all face to face meetings between families, children and young people (CYP) and staff, in light of official guidance to limit non-essential travel and social contact, until further notice and reviewed as the situation develops.</p> <p>However, we are keen to maintain contact with clients, referral partners and multi-agency staff where appropriate, by phone, text, email or video chat to offer and coordinate support and help combat feelings of isolation. We will be attempting to contact all current cases in the next week to explain the restrictions to the service, to check on their welfare and to link them into any community support being offered in their area.</p> <p>Devon Family Resource family support services, and parental conflict family support services, offered (subject to capacity) will be:</p> <ul style="list-style-type: none"> • Weekly phone calls, text message, email or video chat according to preference, to all current matched or case-worked clients; 	

		<ul style="list-style-type: none">• Welfare checks/assessment by phone or video chat for new referrals who are waiting to be matched with a family support worker;• For high priority cases/referrals, telephone, email or video chat safety and wellbeing planning. High priority cases/referrals might include the following:<ul style="list-style-type: none">○ Cases that have been stepped down in the last two months where concern is still high○ Cases that have been subject to a MASH consultation/referral in the last two months○ Cases that have little/no other agency input○ Cases where there is existing parental conflict○ Cases where there is concern about mental health of parents or CYP○ Cases where parents are concerned about the incidence of aggression from CYP○ Cases that have little/no extended family/community support• Regular updates and useful information about parenting during the crisis via email and information on our website and social media channels. <p>In addition to family support work, our trauma therapist will be offering bespoke mental health and wellbeing support via phone calls, text message, email or video chat according to preference, for both existing clients, and new referrals which come through existing referral routes. Please contact Sanchia Hylton-Smith directly to discuss, if helpful, on the number below.</p>	
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Devon People First	.	<p>As of next week Devon People First will continue to accept referrals but will not be able to carry out face to face contact. We will however use whatever tech we can, either by phone or via video conversations if appropriate.</p>	
Devon Link Up		<p>Devon Link Up has suspended all groups and meetings due to the vulnerability of people with learning disabilities and Autism. We have phone contact and email contact available and access to easy read information so will continue to offer support in the best way possible.</p>	
Devon Rape Crisis and Sexual Abuse Services		<p>We have stopped offering face to face sessions and are focusing on; Maintaining our telephone helpline service – but increasing the hours it will operate and moving it to 9am-12pm Monday to Friday Maintaining our email support service Keeping our business line open and continuing to take referrals but doing initial assessments online Offering a phone-in service to the people currently in service, every afternoon 2.00pm-6.00pm Maintaining support to victims on our waiting list by undertaking 'holding calls' as usual, every 6 weeks.</p>	

First Light – ALL SERVICES		We are stopping all face to face contact with clients with immediate effect and resorting to telephone, skype, email, text or other agreed social media contact.	
Headway Devon		<p>Headway Devon will continue to operate Community Outreach services as normal, although we have had a number of clients and workers go into voluntary self-isolation.</p> <p>All of our day centres are now shut though until further notice.</p> <p>We do not have much capacity to take on additional work during this period, but we are still able to take referrals with a delay in arranging appointments.</p>	
Hikmat Devon CIC		<p>We can definitely offer clients; one to one video calling, telephone contact, emails and texting. We are developing a social media options to reduce social isolation, which we will update on shortly. We support those from black or minority ethnic communities and have trained staff who can speak a variety of languages.</p> <p>Thank you and I will update shortly on more activities we can offer.</p>	
Hollywell Housing Trust		Existing referrals will still be processed.	Hollywell will not be taking any new referrals for the time being and our Tenant Forum will be postponed.

Intercom Trust		We have been setting up our staff team to work from home and to provide what remote support we can to our clients as well as ensuring our helpline is as accessible as possible. And we are exploring innovative ways of still running groups via online platforms or similar.	
Living Options Devon			
North Devon Against Domestic Abuse (NDADA)		North Devon Against Domestic abuse has also suspended all groups and face to face meetings within the outreach service. We will continue to support clients and new referrals via phone and email contact.	Our refuge is currently closed to new referrals
Operation Emotion	Operation Emotion services are operating as normal.		
Plymouth & Devon Racial Equality Council		We will be working from home and will continue to provide victim care support over the phone, by email and by other methods including Whatsap and Skype. This includes liaising with Police and other statutory organisations	Plymouth and Devon Racial Equality Council has suspended all face-to-face meetings from today, in response to the Governments request for people to avoid social contact and work from home wherever possible.
Routeways Centre Limited		Routeways are limiting all face to face contact until further notice. Our service will continue to take referrals as usual and support will be by telephone and email.	
Safer Stronger Consortium		I can confirm that SSC are still taking referrals, and that we will be looking at alternative delivery methods rather than face to face, such as Skype, telephone, emails	

		<p>etc. Where interventions are being provided that cannot be done this way, eg Equine Therapy we will be assessing and working with the clients to determine and agree alternative support that best meets their needs, if that is their wish.</p> <p>CASS+ will continue to co-ordinate our partnership delivery and will continue to provide information to those referred to us and link them to the most appropriate support.</p>	
Samaritans Exeter			
Sanctuary Supported Living (Plymouth Domestic Abuse Service)		<p>Just to update you re Sanctuary Supported Living (Plymouth Domestic Abuse Service). Our office (Prideaux Court) is now closed. All staff will be working from home with usual access available via 0800 458 2558 – we have also made this line 24 hours to help victims access the service at any time of the day/night.</p> <p>Refuge – Service manager will be based here, still one vacant room – please call 01752 562286 with any emergency referrals.</p>	
Stop Abuse For Everyone (SAFE)		<p>We will not be attending any face to face meetings or events. Staff are working from home as much as possible. All 1:1 counselling sessions will be over phone or zoom. Work in schools will start slowing up to Easter.</p>	
Stop Hate UK			
Survivors Alliance North Devon		<p>Good morning all, Survivors Alliance North Devon will continue to support current victims over the phone and temporarily suspend all face to face meetings. If there</p>	

		are any contraindications for telephone therapy we will suspend therapy but offer a check in / support only. We will continue to accept referrals over the phone.	
The Childrens Society Check Point Torbay			
The Zito Partnership CIC			X Service has closed and left the network
The Zone (Plymouth)		The Victims of Crime Counselling Service at The Zone are suspending all face-face sessions as of today. I will be supporting existing clients via telephone or Skype. Assessments will continue via telephone until further notice.	
Women's Centre Cornwall Formally Women's Rape and Sexual Abuse Centre (WRSAC)		<p>We have had to make some changes to the ways in which we can offer support, however providing support women and girls continues to be our main priority. We have made the very difficult decision to temporarily pause seeing women and girls face to face but will provide telephone support instead.</p> <p>An overview of how our service can be accessed:</p> <ul style="list-style-type: none"> From Monday 23rd March we will run a combined <i>Rape & Sexual Abuse & Domestic Abuse Helpline</i> which will be live 10-1pm Mon-Fri (any messages left outside of these times will be responded to as soon as possible) Helpline number - 01208 77099 	

		<ul style="list-style-type: none"> To access support – please refer through the Helpline telephone number anytime by leaving a message, emailing support1@womenscentrecornwall.org.uk or use the form on the website https://www.womenscentrecornwall.org.uk <p>Please also keep following us on Facebook or Twitter to keep an eye on any developments.</p>	
Victim support		<p>Victim Support will continue to offer telephone support throughout and has suspended face to face contact. Our service will continue to take referrals as usual and support will be done over the phone.</p> <p>We are also introducing a 24/7 Live Chat function that will allow clients to seek support that should be available. Davina in the OPCC will send details of this out via the cascade later when it goes live.</p>	
North Devon Sunrise		<p>Following the government guidance, we will not be having face-to-face meetings at Sunrise, but we can still support you. We can support you; online, by telephone and email, including English classes.</p> <p>Keep checking Sunrise’s Facebook page: https://www.facebook.com/northdevonsunrise or our website www.northdevonsunrise.org for updates and opportunities to join Sunrise groups</p>	

		and stay connected with others. Here is our email address: support@northdevonsunrise.org We will be checking this email regularly.	
Ubuntu		Ubuntu Counselling Services and Exeter Communities Together are suspending face-to-face meetings and support will be via email and telephone.	
Devon MIND			
Young People Cornwall		We have suspended face to face work however are providing a 12 hr a day – 9am to 9pm webchat service for any young person. Parents and professionals can also access support and information advice and guidance. 1 to 1 referrals and support are continuing via text, skype and phone.	
Cassplus		Reducing CASSPLUS services to working from home from today onwards. In the meantime, we have ensured a supply of leaflets for onsite teams who may be dealing with custody cases, or for handing out to clients who are still dropping in.	
Tor Support			
Young Devon			
Kooth			

Witness Service		<p>The Witness Service is withdrawing face to face support from courts from Monday 23rd and staff will be working remotely.</p> <p>We will continue to offer phone support to witnesses and looking at options for Skype etc.</p>	
Make Amends		<p>Make Amends are still delivering a service and are creatively managing appointments via phone or digitally. We are still accepting referrals until further notice.</p>	
Torbay Domestic Abuse Service		<p>TDAS (Torbay Domestic Abuse Service) – they have suspended face to face meetings and groups, staff are working from home. Assessments and support are being undertaken by phone and email. Referrals for accommodation go through Housing Options as normal.</p>	