

Newsletter

July 2020

THE BUREAU

A Message from Sophie Glinka – Chief Officer of The Bureau



Wow! What a few months. COVID-19 has brought challenges for us all, but also overwhelming kindness, generosity and support from people, both working and freely giving their time within our community.

We've been really busy working with our local neighbourhood teams and our army of volunteers old and new, supporting our 1400 existing clients as well as over 200 new clients with needs due to COVID-19.

We have registered and trained 96 new COVID-19 volunteers to help and together we are supporting people to get their prescriptions, ensure they have enough food and that they aren't feeling lonely.

We are still going strong and are keeping busy planning the recovery phase for our services. We are still taking referrals and delivering as much of our normal services as possible. We are working slowly to open up again and we will share changes as we go along.

We look forward to seeing you all soon!

Services Update...

As an organisation, deciding how to recover from this pandemic has been extremely difficult. However, we feel positive about moving forwards and attempting to regain some sort of normality again.

We are looking at how we can start having face-to-face meetings with our clients and volunteers, and how we can open up our office again to allow room bookings to other groups and users.

We can't wait to have a busy office again, full of energy and ideas! We will be in touch as things progress, but do let us know if you have any requirements or support needs that we might be able to help with.

Grants Funding Update...

We have been working with local community groups to support them through the coronavirus pandemic. Over the last few months we have been able to provide over £18k of funding to a wide range of causes, including:

- The People of Whitfield and Hadfield Coming Together received over £4.5k between them to support their increase in demand for food parcels
- Glossop Arts Project received over £4k to adapt their Arts for Wellbeing project to allow more home-based activities
- PC Refurb received £8.9k to support their digital literacy project to tackle the digital divide

Keep your eyes peeled for further information...



REFERRALS

Between March 2020 and May 2020 we provided support to 213 people just with issues arising from the coronavirus pandemic



TELEPHONE BEFRIENDING

47 people were connected in to our Covid Chat and Connect project to provide friendly phone calls every week



PRESCRIPTIONS

We supported 152 people to collect their much needed medications from local pharmacies



EMERGENCY SUPPLIES

We provided 36 people with an emergency food parcel and also referred 11 more to the Foodbank to access ongoing support

Spotlight on... Community Navigation

Our Community Navigation Team is comprised of manager Natalie, Community Navigators Lisa, Bev and Ruth (who is currently on maternity leave) and Janice, our PCN Link Worker.

They have been tirelessly working over the last 4 months in particular, taking record-breaking numbers of referrals from new clients and supporting our existing clients over the telephone.

The whole team work closely with other community groups and local organisations as well as statutory services and the NHS, ensuring that everyone in Glossopdale can access the help and support they need, as and when they need it.

Well done everyone!

Client Case Study...

Marjorie, aged 68, joined the K9 Connections Project in October 2019. She was referred into the Project via The Bureau's Community Navigation Team.

She had become very isolated and had lost her confidence, due to suffering a bereavement. She had a passion and life-long interest in dogs. After meeting the team, she quickly embraced this activity, and the social contact it provided her. She attended every week.

Marjorie was asked for her views on the Project: *"I feel so much better in myself. I can do exercise and have a good chat. Everyone is friendly and the volunteers are great at listening and encouraging me. The dogs are lovely as well."*

To find out more, call us or email!

Welcome to The Bureau! New Health and Wellbeing Manager Natalie Rhodes



Natalie joined us in May, and despite the chaos of COVID-19 is settling in nicely supporting our team of Community Navigators & other streams of work. Welcome!

Contact us...



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