

Guidance for the VCF Sector

Covid-19 Special Edition, 17th April 2020.



Who is this guidance for?

This edition covers resources and grants we are aware of at this point in time. We are working hard every day to keep updated with the latest information. If you know of funding opportunities or resources, please contact the Strategy Team at Surrey County Council, Strategyteam@surreycc.gov.uk.

This edition is aimed at the voluntary, community and faith sector (VCFS), however we have also included some information for individuals and businesses. The VCFS can also find more information regarding financial assistance including the [Surrey Community Foundation](#) who are offering small grants (up to £5k) for VCFS organisations.

Business and individuals can also find information relevant to them about what Surrey is doing during this difficult time [here](#).

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Or visit the Surrey County Council Covid-19 webpage [here](#)

1. Guidance for volunteers

I. Guidance for volunteers to keep safe to ensure that they are not at risk from COVID-19 through volunteering.

Surrey County Council has put together guidance for volunteers to ensure that they are not putting themselves, or others, at risk from COVID-19 through volunteering. It is in two parts, a checklist 'before you volunteer today' and when you are volunteering, guidance to protect you and others. This guidance also includes social distancing and Personal Protective Equipment (PPE) whilst volunteering. It can be read [here](#).

The government has also issued guideline on how best to volunteer safely. Please see [here](#) for this information.

II. Safe handling of money.

If organisations are supporting residents who are isolated due to the Coronavirus, then at some point you may need someone to get supplies on their behalf. If you do need to accept money from someone who is vulnerable or is isolating, then it will be at the residents and volunteers' risk, but there are some ideas for how to minimise these risks.

Please see the advice from Sobus [here](#) which outlines how to manage different types of payments safely on behalf of residents.

III. Safeguarding training and tips

VODA has created a library of videos each addressing a different topic about supporting volunteers during the crisis and ensuring volunteers are working safely.

Please see the animations here:

- [Supporting Volunteers](#) - aimed primarily at informal volunteering groups.
- [Staying Safe When Volunteering](#)
- [Safeguarding Tips](#)
- [Telephone Befriending Advice](#)

IV. Be vigilant against coronavirus scams

Please be extra vigilant and wary of scams related to coronavirus and aware of scammers who are trying to take advantage of the coronavirus pandemic. Those of us considered elderly, over 70, vulnerable or with underlying health conditions have been told to self-isolate, but self-isolation and staying indoors doesn't stop fraudsters and scammers from trying to take advantage.

Surrey County Council has produced information about who to contact if you think you have been scammed including calling the police on 101 as well as top tips to avoid getting tricked out of your money. Trading standards are aware of scams but if you think you have been scammed then call

the police on 101. To report a complaint relating to a coronavirus scam you can contact Trading Standards by email trading.standards@surreycc.gov.uk.

Please find the information [here](#) and top tips [here](#).

Buckinghamshire and Surrey Trading Standards business advice service remains open. We have suspended the need to register for advice.

Please just get in touch with us Monday to Friday 9am to 5pm. Tel: 0300 123 2329 or email business.advice@surreycc.gov.uk

Friends Against Scams have published advice on how to keep safe from scammers during the current pandemic including top tips on how to prevent doorstep crime, online scams, refund scams, counterfeit goods, telephone scams, donation scams and loan sharks.

Please find the information [here](#).

V. Getting you started as a Community Response Volunteer

The NHS and the Royal Voluntary Service have published guidance outlining how you can support the NHS during this challenging time. If this is applicable to you and your volunteers, please read and understand the content through so that people can be helped effectively and safely.

Please find the information [here](#) via the GoodSam website.

2. Guidance for VCFS organisations

I. Your organisation and coronavirus

National Council for Voluntary Organisations (NCVO) have produced resources and guidance aimed at charities, voluntary organisations and volunteers during the covid-19 pandemic. This includes guidance on how to help you protect your staff, volunteers and beneficiaries, and plan for financial and other impacts on your organisation.

Please find the information [here](#) as well as guidance for:

- [New procurement guidance: implications for charities](#)
- [Coronavirus and governance: what charity trustees need to think about](#)
- [Coronavirus and charity funding](#)
- A free [webinar](#) hosted with Bates Wells Solicitors covering key coronavirus legal issues for charities explained.
- [Advice for Trustees regarding meetings and annual returns](#) via Civil Society
- [Guidance for the Charity Sector](#) via the Charity Commission.

II. Digital Skills

There are free digital resources for VCF organisations to ensure there is enough digital support across the sector during social distancing. NCVO has made membership free to all organisations during the current pandemic and have guidance on [how to conduct events, board meetings and AGM's](#) as well as guidance for:

- [Remote working via Civil Society](#)
- [Considerations when working from home via Zurich](#)
- [Digital guidance and support for charities via Catalyst](#)
- [Guide specifically for remote meeting via CAST](#)
- [Free one hour of digital guidance for charities via Digital Candle](#)

NCVO has suspended training but are conducting workshops and training sessions remotely. Please see [here](#) for further information or contact them [here](#).

III. Guidance on how to involve and manage volunteers.

The NCVO has also made their member-only resources free to everyone because of the current situation. This includes their advice on how to involve and manage volunteers during the coronavirus outbreak. Advice includes:

- [How volunteers can make a difference](#)
- [Redirecting them if you cannot take on any more](#)
- [How volunteers are affected by the lockdown](#)
- [Volunteers in key worker roles](#)
- [Volunteer expenses](#)

- [Paying for goods or services](#)
- [Data protection](#)
- [Spotting and reporting scams](#)
- [Volunteers responding to coronavirus](#)

There is an also a free HR helpline run by the NCVO trusted supplier Croner that is now available for all voluntary sector organisations. When calling please state the name of your organisation. The number is 0844 561 8133 and please see [here](#) for more information.

IV. Assessing and managing risk including safeguarding

Volunteering matters has produced guidance regarding how to assess and manage risk including templates. They also have a quick guide regarding background checks and DBS checks to ensure that volunteers are volunteering safely with your organisation. Please see [here](#) for more information.

The government has also produced a safeguarding and a DBS factsheet. Please see [here](#) for more information.

V. GDPR, Data Sharing and Covid-19

The Information Commissioners Office Have published guidance about how communities and VCF organisations can handle sensitive personal information and share it with others during Covid-19 whilst taking into account data protection law.

Please see [here](#) for more information.

VI. Insurance and volunteering

Community resilience activities are very low risk and are unlikely to put volunteers or the public in any danger. Depending on what your volunteers are doing, you should check that they have the insurance cover they need in order to carry out activities with confidence. If you are in doubt always check with your insurer. These FAQs should help you and further information can be found [here](#) via the Surrey County Council website.

ABI motor and home insurance have also published guidance reassuring people that its motor insurance members are offering enhanced help and support all their customers who may be affected by the impact of coronavirus. This includes **not needing to contact your car insurance provider if you are a volunteer helping the fight against Coronavirus.**

Please find the information [here](#).

VII. Mutual Aid and community support: how volunteers are getting involved.

Covid-19 Mutual Aid UK is a group of volunteers supporting local community groups organising mutual aid throughout the Covid-19 outbreak in the UK. The basic idea is to coordinate care efforts for people who are self-isolating, especially if they are part of a more at-risk demographic including the elderly, disabled and people with pre-existing health issues. [Please find the information here.](#)

The NCVO published case studies of Mutual Aid groups from across the country guidance including how they help set up groups, what they did and how it is going so far. You may find this useful when responding to your own community needs. Please find the information [here](#)

VIII. Printable and digital assets for VCF organisations

Surrey County Council has produced materials such as posters and flyers that can be printed off, or digital assets that can be used on social media, for use in your community to publicise our Surrey Coronavirus public information campaign. There are also accessible formats available such as easy read.

Please find the general resources [here](#) along with social media assets, Facebook, Instagram, Twitter. Please find the accessible formats [here](#).

IX. Rapid discharge from hospitals guidance

A very quick response is needed by the sector to support the rapid discharge of patients but also in providing ongoing support to those who may still be recovering. Please see [here](#) for government guidance which sets out how health and care systems and providers should be change their discharging arrangements and the provision of community support during the coronavirus pandemic.

X. Faith Communities and Coronavirus

The Inter Faith Network have gathered information and good practice to providing support and advice as part of supporting and strengthening inter faith understanding and good inter faith relations in the UK. They have issued guidance on COVID19.

Please see [here](#) for more information.

3. Guidance for local support



I. Surrey Community Helpline

Community Helpline number: 0300 200 1008, open from Monday to Friday: 8am to 6pm, Saturday and Sunday: 10am to 2pm.

Surrey County Council have set up a new community helpline to direct residents to services that can help during the coronavirus pandemic. This community phone line is here for two things:

1. To help direct residents who need support, if friends and family are unable to help with such things as picking up shopping, prescription collections or having someone who can be a telephone friend, and other services that can help.
2. To provide advice on where to register your offer of help to support your community.

The Community Helpline will not be able to provide any public health advice (please use existing services such as 111) or answer general enquiries relating to council services (these should be directed to our [standard contact page](#)). If you need to contact [Adult Social Care](#) you can find contact details here. If you need to [contact Children's Social Care including Surrey Children's Single Point of Access](#) you can find contact details in the link.

You can also request help by filling in our online request form, found [here](#). You should expect to receive a response within 24 hours.

II. Councils for Voluntary Services in Surrey

Surrey has approximately 6,000 voluntary, community and faith sector (VCFS) organisations that benefit from infrastructure support to enable them to remain strong, efficient and effective in meeting the needs of Surrey residents. The County Council is working closely with partners to ensure the right support is in place to support the sector during this pandemic and to enable the sector to recover.

Surrey's Councils for Voluntary Service (CVSs) take the lead in providing infrastructure support to the VCFS and provide a range of services including volunteer brokerage and advice on governance and funding.

Some Councils for Voluntary Service also include [Volunteer Centres](#), please see the below for those in Surrey.

- I. [Central Surrey Voluntary Action](#)
- II. [Voluntary Action South West Surrey](#)
- III. [Voluntary Action Reigate and Banstead](#)
- IV. [Voluntary Support North Surrey](#)
- V. [Tandridge Voluntary Action](#)
- VI. [Surrey Community Action](#)

VII. Local Authorities Covid-19 information

There is a two-tier system of local government in Surrey, the county council and the 11 district and borough councils. Please see the below for each of the districts and boroughs COVID-19 response:

1. [Elmbridge Borough Council](#)
2. [Epsom and Ewell Borough Council](#)
3. [Guildford Borough Council](#)
4. [Mole Valley District Council](#)
5. [Reigate and Banstead Borough Council](#)
6. [Runnymede Borough Council](#)
7. [Spelthorne Borough Council](#)
8. [Surrey Heath Borough Council](#)
9. [Tandridge District Council](#)
10. [Waverley Borough Council](#)
11. [Woking Borough Council](#)

4.Guidance for national support



I. The National Council for Voluntary Organisations

The NCVO has some guidance to help you decide what steps you and your organisation may need to take in light of the spread of the covid-19 virus including updates on sick leave; managing finances and planning for staff/volunteers to work from home:

Please see [here](#) for more information.

II. NESTA

Is an innovation foundation. They are looking at how they can support the voluntary and community sector as they respond to COVID-19.

Please see [here](#) for more information.

III. National Association for Voluntary and Community Action (NAVCA)

Please see [here](#) for more information.

4. Guidance for funding opportunities



Please see the below for opportunities for funding available locally.

I. Surrey Crisis Fund

The Surrey Crisis Fund is a discretionary fund run by Surrey County Council providing financial help to Surrey residents who have nowhere else to turn in an emergency or after a disaster.

Please note, this scheme **cannot** assist with replacement household items; if you require assistance with such, please visit your local Citizen's Advice office where they may be able to refer you to a local charity.

Please see [here](#) for further information including an eligibility criteria. You can also donate to the Surrey Crisis Fund [here](#) as they are currently seeking further support.

II. Community Foundation for Surrey

The Community response fund has launched to support local charities and voluntary organisations that are assisting some of Surrey's most vulnerable people.

The aim of the fund and its priority is to support community and voluntary groups assisting in the relief effort, in easing the immediate difficulties communities are facing and to support their recovery over the coming weeks and months. Priority will be given to voluntary organisations providing support to the most vulnerable and isolated, including:

- Older people
- People with disabilities
- People with mental health needs
- People on low incomes; and
- Families with young children

The fund is offering grants of up to £5,000. The criteria and more information regarding apply can be found on their [website](#). You can also donate to the [fund](#) here as they are currently seeking further support from its network of generous donors and supporters.

III. Surrey Heath Borough Council Covid-19 Emergency Charity Grant Scheme

Surrey Heath Borough Council has launched a rapid response fund to help smaller charitable organisations affected by the impact of Covid-19. This grant scheme will fund individual grants of up to £20,000 and is designed to retain the support within our community for those in the highest need.

It is aimed at locally based charities in Surrey Heath who have continued to operate, and/or have specifically changed their service, to support their at-risk clients.

Priority will be given to organisations who currently receive Revenue Grants from the Council.

This is intended as a rapid response fund, where the Council aims to make payments to selected organisations within 14 days of application.

The Council anticipates a high number of applications and may not be able to offer a grant to all eligible applicants. Only one application is allowed per organisation.

For more information and to apply, please see [here](#).

IV. GRANTfinder

GRANTfinder is the UK's leading grants and funding database for charitable organisations, carrying in excess of 6,000 UK and EU funding programmes – a reservoir of information that is constantly growing and regularly updated.

Funding opportunities are identified through searching on key criteria; location, total project value, who is applying for the funding, what the funding will be used for, size of the organisation and more.

GRANTfinder also allows you to scan the database for a particular programme or provider, without a specific project in mind.

Your local Voluntary Actions are able to search for funding opportunities through GRANTfinder. Please contact them if you wish to do so and you can find a full list on page 8.

Please see the below for opportunities for funding available nationally.

V. Coronavirus Mental Health Response Fund (CMHRF)

With support from the Government, Mind is administering a £5m grant fund in partnership with other leading mental health providers in England.

From 16 April 2020 voluntary sector, mental health organisations in England can apply for grants to help them provide additional coronavirus support.

The National Survivor User Network (NSUN) will administer part of the fund to ensure that smaller community organisations who might not meet all the standard eligibility criteria can apply. Details will be available from Monday 20 April on [the NSUN website](#).

You can find out more about the fund and how to apply on both the [Association of Mental Health Providers website](#) and the [Mind's website](#).

VI. The Frederick's Loan

The Fredericks Foundation's mission is to provide access to small business loans to people excluded from mainstream credit in order to create choice not charity, and to give individuals the opportunity to transform their lives, and to build a society based on dignity not on handouts.

Loans are up to £35,000 with three loan products available:

1. Poor credit loans up to £16,000

2. Start-up and Growth Revolving Loans up to £15,000
3. Growth Company Revolving Loans up to £35,000

Please see [here](#) for more information.

VII. Charities Aid Foundation (CAF)-Coronavirus Emergency Fund

Charities Aid Foundation has launched a **small grants scheme for smaller charitable organisations**. It's for grants of up to £10,000 for smaller organisations affected by the virus outbreak.

Please see [here](#) for further information.

VIII. Arts Council England – Emergency Funding

Arts Council England has announced a cash injection to help artists, venues and freelancers in the cultural sector. The Arts Council's support package includes £20m for individuals (made up of grants of up to £2,500 each), £90m for National Portfolio Organisations, venues and others that get annual funding, and £50m for organisations outside that scheme.

The money has been found by diverting funds from National Lottery project grants and development funds, and from emergency reserves. The first payments are expected to be made within six weeks.

Please see [here](#) for further information.

IX. National Heritage Lottery Fund (NHLF) – Heritage Emergency Fund

NHLF has launched a Heritage Emergency Fund to support the UK heritage sector as an immediate response to the COVID-19 crisis. The Fund will be available over the next three-six months as short-term funding to stabilise operations and manage unforeseen risks. Grants of between £3,000-£50,000 will be available. NHLF will be investing where it is needed most including the following:

- Short-term funding for organisations delivering heritage projects or running previously funded projects, and safeguarding heritage sites the fund previously invested in to ensure they are not lost to the public
- A select number of key strategic investments where heritage is identified as at greatest risk. This could include grant increases to funded projects that are currently underway

Decisions on awards under the Heritage Emergency Fund will be made as quickly as possible to support the sector. Awards will be made on the basis of a set of criteria to identify those with the greatest need. They will also need to meet the following three requirements:

- Organisations that have received funding in the past and are either a current grantee, or still under contract following a previous grant
- Organisations with limited or no access to other emergency initiatives from other funding bodies and Lottery Distributors
- Organisations where there is limited scope to repurpose existing funding for a project

Please see [here](#) for further information including requirements.

X. The National Lottery Community Fund

All the funding decisions National Lottery Community Fund will make for the next six months (up to £300m of National Lottery funding) will be devoted to addressing the current crisis. In addition, they will accelerate the cash part of this funding as much as they can, so that they can get money to where it needs to be. This is not new money, but it will be faster money. To reach those groups best placed to support their communities at this vital time, they will prioritise the following faster payments for existing grant holders and applicants using the following criteria:

- Activities specifically geared to supporting communities through this crisis
- Helping organisations overcome any liquidity issues caused by COVID-19

Things are moving at pace and they will keep their approach under constant review. They are also going to continue their exploration of how this crisis is changing how we live as communities and how civil society itself is changed.

Please see [here](#) for further information.

XX. Sport England - Community Emergency Fund

Sport England has set up the new £20 million Community Emergency Fund as part of a £195 million package to help the sport and physical activity sector through the coronavirus (COVID-19) crisis. It is specifically targeted at organisations, including those not currently supported by Sport England, who have a role in supporting the nation to be active but who are experiencing short-term financial hardship or the ceasing of operations due to the impact of coronavirus (COVID-19). Grants of between £300 and £10,000 are available to the following organisations:

- Local sports clubs
- Voluntary and community sector organisations that deliver or enable sport and/or physical activity, including organisations that are not solely or primarily sports organisations and have an important role to play in keeping people active, that may need support for other parts of their organisation to remain open
- Small charitable trusts that do not qualify for financial help elsewhere
 - Regional or county level organisations or leagues that have already paid out funds for activities that are now cancelled and are not able to claim funds from elsewhere

The fund has been developed to help community sport and physical activity organisations meet their obligations, in particular fixed costs, which are no longer supported with revenue as a result of coronavirus. This might cover expenditure on:

- Rent
- Utility costs
- Insurances
- Facility or equipment hire
- Core staffing costs (including casual workers) that cannot be met elsewhere by other government funds
- Retrospective losses dating from 1st March 2020

Please see [here](#) for further information including requirements with a closing date of 31st July 2020.

XXX. Armed Forces Covenant Fund Trust

The Armed Forces Covenant Fund Trust are responding to the pandemic by continuing to support the people who benefit from the grant they have awarded as well as launching programmes to support the Armed Forces Community with funding from the Covenant Fund and HM Treasury; with special attention on those who have faced hardships as a result of a pandemic; on projects to help isolated people reconnect with wider communities; projects that support improved mental health and encouraging stronger links between Armed Forced Charities.

Please see [here](#) for further information about the foundation.

XXXI. John Lewis Partnership

The John Lewis Partnership has announced new measures to support customers and the vulnerable, with a particular focus on supporting local communities, protected shopping hour for the elder and vulnerable and a new digital service such as online classes to support the self-isolated. A £1 million Community Support Fund to be distributed by Waitrose shops to local communities, and protected shopping time for elderly and vulnerable.

Please see [here](#) for further information.

XXXII. Sylvia Adams Charitable Trust - Early Years' Preventative Work

Grants are available for registered charities to support work that will improve the life chances of some of the most disadvantaged children (aged 0-3 years) by investing in early intervention and preventative work. One-off, unrestricted grants of up to £5,000 are available for registered charities in England and Wales whose last audited accounts show an income of less than £750,000.

As a response to the current pandemic, the Trust will be suspending the currently published arrangements and replacing them with new policies. Charities that can demonstrate the likelihood of increased demand for their services and/or can demonstrate a loss of anticipated income attributable to the current pandemic. There is a two-stage application process.

There will be two applications periods in 2020/21:

- Round 1: Stage 1 application can be submitted until 28th April 2020, with grants being made as soon as possible after the closing date
- Round 2: Stage 1 applications can be submitted between 5th October and 12th November 2020, with grants being made in February 2021

Please see [here](#) for further information.

Other funding opportunities

Please see the below for other funding opportunities for those people you may work with.

I. The British Film Institute (BFI) - Covid-19 Film and TV Emergency Relief Fund

The British Film Institute (BFI) has joined forces with the Film and TV Charity to create a new fund to help support the creative community, which has been severely impacted by the coronavirus pandemic. The Covid-19 Film and TV Emergency Relief Fund has been established with a £1 million donation from Netflix. It will provide emergency short-term relief to active workers and freelancers (individuals) who have been directly affected by the closure of productions across the UK.

The Fund will be open to those working in production, distribution and exhibition. The Film and TV Charity is currently working on the precise eligibility criteria and level of individual funding.

Please see [here](#) for further information.

II. Help Musicians (HM) – Coronavirus Hardship Fund

Help Musicians has created a £5m Coronavirus Hardship Fund to alleviate some of the immediate financial pressures that many professional musicians (individuals) may be facing. Applications for this fund are submitted through an online form and offers a one-off payment of £500 per applicant.

The fund is open to anyone that satisfies their general criteria for support:

- You are a professional working musician (i.e. performer, composer/creator or directly involved in the production of music, or in work for which the main qualification is a high level of musical training)
- You are self-employed or currently unemployed
- You are in need of financial help
- You satisfy the residency requirements

Please note that the funder encourages musicians **only to apply if they are indeed suffering significant financial hardship** to enable them to provide help quickly to those who need it the most. If you are successful you will be notified by email within 10 working days of the submission of your application.

Please see [here](#) for further information.

III. PRS for Music-Emergency Relief Fund

The Performance Right Society (PRS) for Music has announced an Emergency Relief Fund for artists (**individuals**) to mitigate the economic impact of the coronavirus pandemic. Money will be available for all members of PRS worldwide providing they have been part of the organisation for at least two years and earned over £500 in that time. Grants will be allocated on an individual

basis, with a maximum value of £1,000. This is a part of a wider plan to support members during the coming weeks, with further measures being explored.

Please see [here](#) for further information.

IV. The Society of Authors (SoA), Authors Emergency Fund

The Authors Licensing and Collecting Society (ALCS), the Royal Literary Fund (RLF), the T S Eliot Foundation in partnership with English PEN, and Amazon UK generously contributed financial resources to create the Authors' Emergency Fund, to help support authors impacted financially by the growing health crisis.

Applications are open to all professional authors who are resident in the UK or British subjects including all types of writers, illustrators, literary translators, scriptwriters, poets, journalists and others; for whom author-related activities make up a substantial amount of their annual income. This applies to anyone eligible for Full Membership of the SoA although membership of the SoA is not a requirement.

Grants are likely to be up to £2,000 and designed to meet urgent need with the possibility of review as the situation continues. More information, including downloading an application form can be found here including contact information.

Please see [here](#) for further information.