



## June 2020 Newsletter

**The COVID19 pandemic has changed our days in different ways but some things have stayed the same. We have continued to provide services but to provide them through different routes.**

**What I can tell you is we really miss you and are looking forward to seeing you when it is safe enough**

**Keep safe and do email us if you like  
We love to hear from you.**



### **UPDATE**

Since March this year we have been working with the women of Tower Hamlets to make sure our services meet local needs, while keeping staff and volunteers safe. This is a little update of what we have done.

## **Welfare, legal and debt advice**

The whole money, welfare and debt advice service has moved from face to face appointments across the borough to on line services facilitated by email, web and phones. The demand has grown substantially and while other advice providers locally are reporting reduced contacts from residents ours are growing. We have established significant partnerships with a number of services and are growing referrals from the self-isolation team, boroughs social housing providers . In response to the COVID 19 emergency we have :

- Streamlined access to support and advice
- Increased staff hours on the advice team to facilitate faster turnaround time
- Bought equipment to facilitate safe on line
- Reviewed safeguarding and peer review protocols
- Increased volunteering on the project
- Implemented emergency follow up systems to ensure the service is working from client's perspectives
- developed links with food providers and food banks to make sure families have access to day to day needs

## **Nursery Provision in COVID lockdown**

The nursery is paused since March in terms of access to the venue but noting the importance of the service to local families who are more often than not living in overcrowded homes, with vulnerable family members and not outdoor play space such as gardens , the services have continued in the following ways:

- Supported parents through closed facilitated chat groups offer peer and professional support, reassurance and guidance
- Continued development of children is facilitated through the provision of 50+ weekly activity bags delivered to the local families the contents of which are relevant to the individual plans, needs and interests of the particular children
- Keypersons are continually in contact with the children (and parents) through phones and apps and some children come to account3 door to say hello to staff. These interactions are important for maintaining crucial social links and give parents short breaks and respite
- Digitalised activities are used 4 times a week, to provide structure to the days. Staff are facilitating story-time and other activities using videoed content to maximise use of the activity bags that have been delivered

A portion of the increased costs associated with provision and delivery of activity bags has been supported with £1,000 grant from Clarion Housing who also fund some of our advice work and training courses

The redesigned service ensures that children have continued access to crucial resources, are able to develop their skills, knowledge and understanding with resources that meet their needs, have some level of structure in their lives and maintain their important social networks

Over the summer break we will maintain a distanced approach to delivery and will slowly implement an evaluated post COVID opening plan and process to support full opening by September 2020

## **Vocational Training**

Our training is normally classroom based and targets BME or otherwise disadvantaged women who want to develop skills and progress into, or at, work.

We have transferred all training, for the moment, to small groups using Zoom. We recognise that this does not work for everyone not everyone has the equipment, talk less of the wifi connection and time for themselves, but we thought it was best to keep doing what we can while we plan for classroom-based training for later in the year, when it is safe to do so.

## **What Next?**

We are working on our Post Covid 19 Plan and will share that with you soon

## **Level 2 Award for Teaching Assistants**

We are also starting to recruit for our level 2 Award for Teaching Assistants. This course will be delivered on Zoom. We hope to get back to classroom-based training in September. To apply for any of our course email [admin@account3.org.uk](mailto:admin@account3.org.uk)

## **BME Women Take the Lead.**

We will be recruiting for the BME Women Leadership course shortly

Again, do let us know if you would be interested in that and we will send you more details. Email [admin@account3.org.uk](mailto:admin@account3.org.uk)

## **National Volunteering Week**

It's National Volunteering Week, so this is a great time to say thanks to all of our wonderful volunteers, those who are with us now, those from the past who have moved on to pastures new and those who have returned offering help now, when everyone needs a helping hand. You know who you are.

**A big, big Thank You to all**



account3 is committed to inclusion in aspects of life.

We are adamant that we can overcome racism in our communities by working together and challenging inequality where ever we find it

**Black Lives Matter to us**



Image created by Sabrina Qreshi ©

Thank you all, from the account3 team

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