

# 6 Months & Beyond

Community Action Suffolk  
**Covid-19** Impact Report  
(July - September 2020)



# Foreword

*"It's such a crucial time and I hear from all sorts of places how you're doing so much to help..."*

I must admit, when I wrote the foreword for our last impact report "100 Days & Counting", I was hoping I wouldn't be writing a foreword for the next one with the word "beyond" in the title. No one could have imagined what a year 2020 was going to turn out to be, and as we start to turn our minds towards end of year seasonal celebrations, I am also reviewing our 3 year business plan with staff across CAS. But how do you plan for events you can't foresee, and a potential rollercoaster of service delivery and Covid 19 restrictions? Perhaps you can't – you can prepare for what you think will happen, contingency plan for what you don't know, and make various assumptions that will help your organisation to continue.

But every time we pull together what has been achieved in the previous quarter, as this report does - my spirits are lifted, my eyes drawn to all the incredible things going on around our county, the much valued and inspiring feedback from others, and the sheer determination we at CAS have to support a phenomenal sector to continue to shine as brightly as it does.

There have been many highlights this quarter -

- Our first ever fully virtual Fundraising Conference, **Fundraising 2020**, which allowed us to maintain the conference experience with keynote speakers, interactive workshops and an immersive exhibition hall for delegates to peruse at leisure;
- Moving all our **training provision** to the virtual world enabling learner and trainer interaction that is key to a successful learning environment to continue;
- The **Volunteering 2020 Vision** campaign recognising all the benefits of volunteering to the supported individual, the volunteer themselves, the host organisation and our wider communities;
- Launching our work as the **Liaison Lead for VCSEP** (Voluntary Community Sector Emergency Partnership) which, through a national network of stakeholders, can support organisations with any unmet need – our first task being to supply PPE to a local charity in Ipswich;
- Adaptation of projects to provide new services like **Buddy Up**;
- and, Contributing to national and local strategies, policies and reports through our work with national infrastructure partners and local VCSE organisations/authorities/statutory partners.

I was also delighted to join Jane Ide, Chief Executive of NAVCA in a **conversation with Baroness Diana Barran MBE**, Parliamentary Secretary of State for DCMS, to share just some of the good news stories and challenges that the VCSE sector and communities are facing or dealing with in Suffolk, and also to write to Danny Kruger MP to share a Suffolk perspective for his report to the Prime Minister on **Levelling Up**. It is conversations like these that enable the fantastic work in Suffolk to be shared nationally and influence key policy decisions and I relish these opportunities to shout about what you all do.

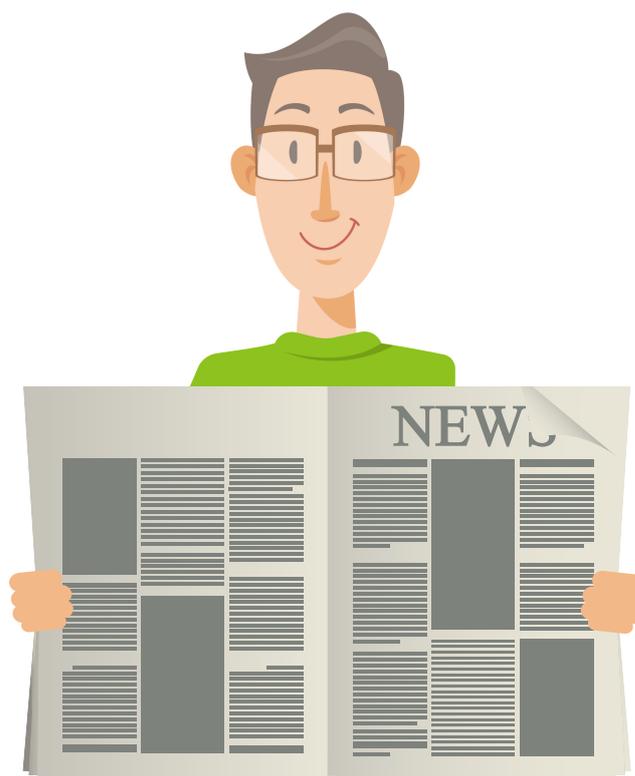
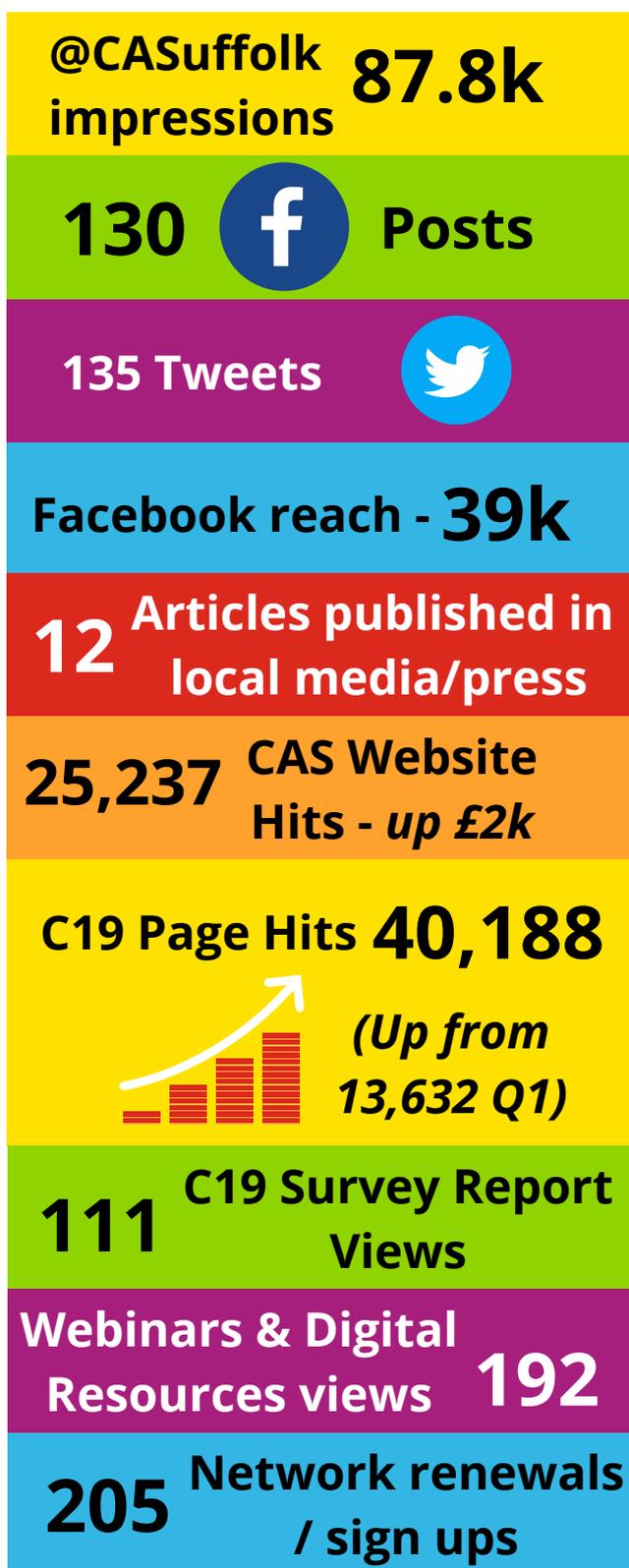
The national theme didn't stop there this quarter - our website is being accessed by organisations across England with recent recognition from as far afield as Wales, and our **Safeguarding training** has gone national across the ACRE network receiving excellent feedback from other local infrastructure organisations. This has also led to CAS being instrumental in developing the latest **Safeguarding guidance for Village Halls** to be launched by ACRE.

In addition to all this, it has been a real privilege this quarter to see the services we provide in Suffolk used to support others nationally and to showcase some of the fantastic activities that happen in our county at national events. Our GNS Development Officer, Jane, and Head of Voluntary & Community Action, Sally, have taken several opportunities to attend, take part in, and speak at various national online networking and learning sessions. They have raised the profile of the **Suffolk Good Neighbour Network** and made links with various Communities Officers now working to bring GNS to their areas.

I am very proud of the organisation we are and the difference we make as part of such a wonderful sector in Suffolk. So today, as I invite you to read on and learn a bit more about CAS and what we have been up to this quarter, I echo the sentiment from an external partner saying hello to a new member of the CAS team recently –

*"Welcome to CAS - a great organisation, full of wonderful people!"*





**CAS C19 News delivered  3,719 times, opened 5,182**

**CAS Network News delivered 11,718 times, opened 11,641**

**C19 Community Response Bulletin delivered 3,719 times, opened 5,182**

**Volunteer Network News delivered 2,270 times, opened 2,675**

\*CAS C19 Newsletter delivered once during the period before merging to CAS Network News

**"A big thank you from all of us... You have kept us going with all the up to date advice & it's been much appreciated."** *Chair of Ousden VH Committee*

[www.communityactionsuffolk.org.uk](http://www.communityactionsuffolk.org.uk)

[info@communityactionsuffolk.org.uk](mailto:info@communityactionsuffolk.org.uk)



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Community Action Suffolk





We continued our 6 weekly impact surveys, here's what you told us

**49%**

**HAVE SUFFICIENT FUNDS TO CONTINUE BEYOND 12 MONTHS**

*(April 2020 - 60% reported expected closure in the same period without additional funds)*

**86%**



**REDUCED SERVICES IN PREVIOUS 3-6 MONTHS**

However...

**SOCIAL DISTANCING = MAJOR REASON FOR REDUCED SERVICES**

67% & 68% IN PREVIOUS SURVEYS



**94%**



**64%**

**EXPECT TO RESUME MORE SERVICES IN THE NEXT 3-6 MONTHS**



**WFH**

**STAFF/VOLUNTEER EXPERIENCE:**



- 24% Developed new ways of working & supporting others
- 37% Miss social aspects of offices
- 13% Found it difficult at first but have adapted
- 11% Struggle to deliver services remotely



**59%**  
**REQUIRE <£500 PCM TO REMAIN OPERATIONAL**

**58%**  
**HAVE ACCESSED GOVERNMENT GRANTS/LOANS**



*(Up from June 2020)*

**30%** REQUIRE UP TO **£2500 PCM**



**83 ORGANISATIONS** Intend to develop a **BUSINESS CONTINUITY PLAN**



**VOLUNTEERING**

**SUFFOLK'S VOLUNTEERS HAVE BEEN INCREDIBLE**



*However, concerns remain for VOLUNTEER RETENTION & RECRUITMENT particularly with regard to:*

- Risk Assessment Compliance
- Embracing Digital Communications
- Digital Connectivity

**Based on 198 responses received from across Suffolk's VCSE sector**

To read the full report visit:  
<https://www.communityactionsuffolk.org.uk/covid-19-surveys-reports/>



Working with key partners across Suffolk and as part of New Anglia remains an integral priority of CAS and this quarter has been no different. We continue to support the **NALEP Growth Programme** through board membership which has met twice during the quarter, specifically brokering VCSE sector input from Suffolk MIND to look at Mental Health and how we can raise the profile and importance of wellbeing considerations and economic contribution.

The **LIFT Community Grants Board** has continued to operate remotely with 3 projects approved for grants and more in the pipeline that will support people to gain confidence, skills and knowledge to move in to employment or formal accredited learning provision. Continuing along the theme of **employability and the impact of C19** on the economy, we have also this quarter, begun to look at Suffolk's youth provision specifically those facing redundancy as a result of C19, and those exiting our Minding the Gap (Building Better Opportunities) project. In it's early stages, work has started with partners to consider a mentoring programme for young people so watch this space for further updates next quarter!

5 Health & Wellbeing Updates  
Delivered 5,036 times

8 Voluntary Sector Leaders Updates  
Delivered 487 times



“... Never more so than in the last few months have we as an authority seen the value of good local infrastructure to support our communities.”

Local Authority Partner



“Well done! Someone is listening - Opened the door for sector engagement”

## Voluntary Sector Leaders Group

The **VCSE Sector Leader's group** met 13 times during Q2 to discuss and plan action to address issues arising from C19. This included consideration of questions for our C19 Impact Surveys, news of the Government rescue package for our sector, and presentations from Public Health, the Integrated Care System, and New Anglia LEP on engagement between the sector and the LEP. With meetings taking place weekly during the pandemic, the group has enabled leaders to discuss common challenges and find solutions together enabling greater collaboration and engagement. It has also led to links between and across sectors, notably connections with the LEP for some through the Apprenticeship Levy. In addition, this work has enabled our sector to feed in to the **LEP's Restart Recovery Plan** which as a result has a revised section dedicated to the VCSE sector with some comments included almost verbatim.



## VOLUNTEERING

### the 20/20 vision

CAS's volunteer services team has created and led the **Volunteering: the 20/20 vision** campaign. This 6 month programme was created in response to the impact of Covid 19 on volunteering across Suffolk. Together we have been asking ourselves, our network and the wider voluntary sector; What's next for Volunteering?

The campaign is aimed at those who oversee, manage, or lead volunteers. We cannot underestimate the impact of C19 for management of volunteers. During this quarter we have been reflecting & sharing how 2020 has highlighted new ways that the general public are engaging with volunteering. For many years we have talked about the future of volunteering, what this could look like & how the public may want something different - C19 has shown us the future of volunteering is now here!

Each month there has been a spotlight on a different theme inspiring us to think differently as well as stay connected with volunteer managers: **Community, 5 Ways to Wellbeing, and Local Businesses**. Together we can share ideas, inspire, support each other, and continue to engage the public with volunteering through and beyond C19.

*"Covid 19 has shown us the future of volunteering is now here!"*

## VOLUNTEERING



**SPOTLIGHT ON VOLUNTEERS**

**REBECCA WHITEFIELD**

Becky has started up a local group - Claydon and local villages Coronavirus support group - whilst continuing to work.

She has recruited loads of volunteers to help with shopping and collecting prescriptions.

**She is motivational and an inspiration to us all.**

NOMINATED AS A SUFFOLK COMMUNITY HERO



We have also led 'Let's Talk' network meetings on Community, Innovation & 5 ways to wellbeing for volunteer managers. Spotlights include a blog piece and accompanying case studies. The impact is to showcase the difference volunteers make, while supporting voluntary sector colleagues, providing an opportunity to connect & share experiences over a common subject.

## VOLUNTEERING

### the 20/20 vision



WHAT'S NEXT FOR VOLUNTEERING?

### REFLECT INSPIRE ACT



#### DO YOU OVERSEE, LEAD OR CO-ORDINATE VOLUNTEERS?

Support available for you:

Blogs

Case studies

Networking events

New ideas

Volunteer recruitment

Resources & guidance

1-2-1 surgeries

Facebook live



f t in @volunteersuffolk

**Our thanks go to all partners who have contribute to the success of the campaign and those who have got involved, shared experiences & learning - we couldn't do it without you.**

## 'THE COVID-19 PANDEMIC HAS SHAKEN THE WORLD OF VOLUNTEERING.'

BLOG



Mike Locke is co-author of The Complete Volunteer Management Handbook (4th edition), with Rob Jackson, Eddy Hogg and Rick Lynch, published by Directory of Social Change, 2019

## 'FIVE GOOD REASONS TO LOOK AFTER YOUR WELLBEING'

Let's Talk Volunteering: BLOG  
Chris Pyburn - Public Health Manager, Suffolk County Council



**190** hits -  
C19 Community Response webpage

**Volunteer Network News**  
Delivered **2,270** times  
Opened **2,675** times

**GNS Bulletin**  
Delivered **336** times  
Opened **4,445** times

- **5** young people trained - 'Introduction to the Role of a Trustee'
- Supporting **16** young people to move to become a **Young Trustee/Shadow Placement**
- **2** Virtual **Volunteer Passport** Courses - **15** learners
- **22** **Employer Support Volunteering (ESV)** placements
- **3** Parishes sets up as **Community Land Trusts**
- **75** Parishes engaged in **Rural housing**
- **3** Parishes undertaken **Housing Needs Surveys**



## What you said about us...

"The course is **very interesting, informative and overall a lot of fun** to participate in."  
(Volunteer Passport Delegate)

"I enjoyed the course although initially I was rather panic stricken by the use of 'Teams'!! Once I felt confident using that, I was happy. I missed the interaction you have in a class based course and thought that I might be too easily distracted in my home environment but that wasn't the case. I felt involved in the discussion and **thought the modules were informative and based at the right level for volunteers.**" (Framlingham Castle Volunteer)



"Gosh the Government are keeping you all busy with their announcements. Hope you are coping and still smiling... I've completed my **risk assessment and thanks for you templates - they were invaluable!**"  
(Community Response Volunteer)



## Community Project Updates

During this quarter, the **Lowestoft Community Capacity Enablers** have been hard at work supporting the 3 ward communities of **Kirkley, Harbour and Kessingland**. Designed specifically to support local communities with 4 distinct outcomes, the enablers have been hard at work supporting local organisations and groups adapt activities to align with C19 restrictions and be Covid secure. From helping with food supplies, supporting craft and book groups, to community outreach and local resident associations, their work has been varied and vital to those living in the wards. They have also been working hard to support local events and activities that have had to change overnight and in some cases be postponed - these include the First Light festival, support for community hubs and cafes (notably a Memories Cafe at The Seagull Theatre) and various beach activities. These events and activities are central to health & wellbeing of local residents and the team have enjoyed supporting organisers to ensure social isolation and loneliness is limited as much as possible during these difficult times and that smiles and kindness are front and centre in local communities.



*"It's lovely to see Fred so involved in music, it's like he used to be"*  
*(Memories Cafe attendee)*

### Outcomes...

1. Social capital & improved resilience in neighbourhoods in Lowestoft
2. Improved understanding of the challenges & opportunities of communities & better connected services
3. Improved sense of "Pride and Place" through involving communities & delivering work that reflects communities
4. Residents better connected in their communities, resulting in reduced social isolation



## Spotlight On... Puddlebrook Pump Track

Over the last few months access to outdoor space following lockdown has been key and the Puddlebrook Pump Track has been a focal point for many where meeting with friends, developing riding skills, having fun and relaxing is in abundance. Residents see the track as an asset for their community and are developing their voice and ownership of this space supported by the **Haverhill South Local Conversation Project**.

Following his father's involvement with the development of the track, one such resident is Leon who has become an integral member of the track's community. Riding several times a week, Leon has actively posted on social media, including a post about a litter pick at the site which Leon took it upon himself to undertake. Leon has also shared information about other activities within the project on social media. He set up and administers a Puddlebrook Pump Track Instagram with 62 followers and has been present at Zoom meetings helping set up BMX and scooter coaching sessions asking all the pertinent questions when speaking to representatives from coaching companies.

Living in the locality all of his life, he is well connected with members of the community both in and outside of the track facility. Seeing the pump track come together from its roots has given him a great oversight of what can be achieved and the importance of working alongside partner organisations. He is well placed to be a real driving force within the project's outside spaces ambitions and is in a perfect position to share his enthusiasm and 'we can do this' attitude with members of the community for the project as a whole. He is a true asset and inspiration to others.



**c4.5k**  
visits to the  
track!



## Good Neighbour Network & Mutual Aid Groups

Across Suffolk, we continue to support many communities and their volunteers leading Covid-19 response/emergency mutual aid support groups to help make their activities safe & sustainable, and through this work we've **welcomed 5 new groups to the Suffolk Good Neighbour Network.**

Our **Good Neighbours Volunteer Info Pack** has been **reviewed, refreshed and updated** to ensure it continues to provide helpful, up to date and safe information to support volunteers with the knowledge they might need when taking part in their Good Neighbour activities and to induct them into their new voluntary roles, and this has been provided to **12 new and forming groups**, alongside being available to our existing Suffolk Good Neighbour Network members.

As Government C-19 guidance and restrictions changed and in preparation for the pausing of shielding, our **bumper July Good Neighbour Network Bulletin** focused on restarting more Good Neighbour activities safely such as offering transport to essential medical appointments, or hosting socially distanced social opportunities. We updated risk assessment templates to provide a basis to work from, and shared info about PPE, C-19 Government/NHS guidelines, and how to mitigate risk while trying to return to some kind of 'normality' in order to alleviate isolation, loneliness and resident support needs in our communities.

As a result of this and our **Risk Assessment, PPE & returning to Volunteering session**, we're aware of a number of Good Neighbour Schemes & groups that have resumed lifts to medical appointments, or restarted Covid secure social opportunities.



### From Mutual Aid Group to formal Good Neighbour Scheme...

Since the start of the pandemic, the upswell of mutual aid groups across Suffolk offering their time and general neighbourliness to support others has been phenomenal. The key now, is how we sustain this for the future to ensure support continues and that as we head in to the Winter months, those in need do not become socially isolated and lonely. The ultimate goal is conversion of informal mutual aid groups in to formal Good Neighbour Schemes with appropriate governance, policies and procedures, and DBS checks where necessary. This will also give the schemes access to ongoing CAS support through our GNS network providing key and up to date information and guidance, shared learning and best practice from other schemes, and of course access to 1:1 advice from our GNS Development Officer. There's no better feeling than when a group moves forward and we know another community will reap the long term benefits of the passion and enthusiasm of those involved in a GNS, as demonstrated here by Jane Arkley-Crouch:

*“Earl Soham are keen to join the network – I’ve just had a lovely call with 2 of their committee who have teaching and nursing backgrounds and they seem very keen to get on board. They already have a really good structure in place and are keen to add the last bits to this and take last few steps to being official GNS! They’ve used and praised our CAS coronavirus support documents, so already have safeguarding policies and a constitution from this in place, so I’m sending over our GNS Toolkit and other resources for them to review and adopt/update theirs as necessary.”*



# Spotlight on...



This Community Can is a project that was designed to tackle rural isolation through volunteer-led activity sessions across Suffolk and has in the previous two years successfully established many groups providing activities and volunteering opportunities across Suffolk. However, the lockdown in March 2020 meant an end to these activities and the social opportunities they afforded, so This Community Can diversified to meet the need for companionship, particularly among older people whose isolation has been compounded by the Covid crisis.

Many elderly people have been referred by social prescribers, community connectors or family members who were concerned for their mental and physical wellbeing following an extended period of isolation. Others now felt able to refer themselves for help, and following discussion, it was apparent several had been isolated before but the impact of Covid on their community and the upswell of neighbourliness meant they felt able to reach out for help in a way they never had before.

## Introducing...

# BUDDY UP!



Buddy Up is a befriending scheme recruiting volunteers who are DBS checked and matched 1:1 with an isolated individual according to location and interests. They build rapport initially with telephone calls but then meet and the plan is that the volunteer supports their friend to re-engage with the local community and activities that they may otherwise feel anxious to rejoin. This could be anything from a weekly swim to a walk to the local shop and has been widely supported by social prescribers and community connector teams who have recognised it's potential to tackle a growing crisis of increased isolation among the vulnerable across Suffolk.

To date, Buddy Up has established **42** linked pairs, with **18** people waiting for a buddy.

Unfortunately, the scheme is now at full capacity of resource, to the great dismay of referring agencies, but CAS is working hard to secure further funding to sustain the scheme for the future to ensure loneliness and social isolation is not a Covid 19 legacy for Suffolk.

To show your support for the scheme, contact **Nicky Russell, This Community Can Officer**

"When there was literally nothing else, when everywhere had closed its doors and the groups people relied upon were on hold, Buddy Up was there, offering a lifeline to our participants who can go weeks without speaking to a single person. The wellbeing benefits are not only felt by those who are socially isolated but by volunteers too. In a time when morale is low, offering a helping hand or a listening ear to someone in need can instantly put a spring back in our step. There are people out there needing a buddy and there are people out there wanting to volunteer. Nicky Russell makes it happen. Buddy Up is needed now more than ever. It would be foolish and devastating for it to end."

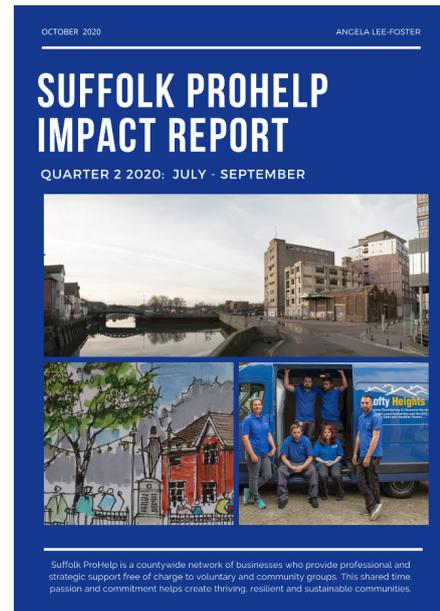
(Community Connector - Connect for Health)



It's been another busy quarter for the Organisation Support team here at CAS. **Suffolk ProHelp** received **10 applications** for support with requests including legal advice, marketing support, digital guidance and property surveys. We have welcomed **6 new members** to the network, and have continued to supplement individual work with webinars and other professional contributions to guidance for the sector.

We have provided **Specialist Business Support** to **17 organisations**, with **2 business plans completed** for Fen Park Community Centre and Friends of Dip Farm. The plans allowed Fen Park to apply for a lease to SCC with future project planning in the pipeline if confirmed, and the Friends of Dip Farm have been enabled to apply for their namesake land to be referred to as 'Green Land' for community use.

**Social Investment** at CAS this quarter focused on a collaboration with Voluntary Norfolk and Big Society Capital to host **Virtual Let's Talk Good Finance**. Sold out with **50 charities, social enterprises, and community businesses** attending, groups had the opportunity to learn about social investment and finance and 'Hear from a Peer' - an extremely popular session showcasing the 'warts and all' stories of social investment journeys from At Your Own Place, and The Walled Garden. The team has now turned their attention to a New Anglia Social Investment Partnership to be launched in April 2021 providing even more support to the sector going forward.



## Virtual Safeguarding goes national...

This quarter, we delivered a national bespoke virtual Safeguarding Training session via Zoom for 50 ACRE Rural Advisers across England. Contributing to ACRE's national partnership project with the Big Lottery to upskill Village Hall staff on key safeguarding issues, the session was designed to support them and their Village Hall members recognise and report safeguarding concerns and to understand their safeguarding responsibilities.

**'Looks like we had 50 people on line at one time, that must be a record!'**

*Paul Dixon, Rural Evidence Manager, National ACRE*

**'Excellent overview of various roles and responsibilities, volunteers & VH Trustees must adopt and overall we all have safeguarding duties to be aware of and perform in our everyday lives.....'**

*Hertfordshire RCC*

**'Key points such as safeguarding is everyone's business, the key legislation, processes, safeguarding leads, the role and responsibility of hirers, the reasoning for VH's to have a policy, a lead and understand the procedures and how to make the link between the VH trustees, hirers and local Safeguarding contact.'**

**With all the above I feel better equipped to share this understanding and what needs to be done with VH's.'**

*Leicestershire & Rutland RCC*



**437 Training registrations**  
**33 Sessions**



**10 Groups received Specialist Safeguarding Support**



**23 Quality Standards in progress**  
**2 New QS Groups**

# Organisation Support during Covid 19

One of the biggest consequences for the VCSE sector of C19 has been the impact it has had on the ability to raise and secure funds to enable organisations to sustain activities and provide additional, and often new, support to the communities they serve. The Organisation Support team here at CAS, has therefore spent much of their time adapting our own services to provide support, creating information and guidance, and offering 1:1 advice alongside partners at Suffolk County Council in the form of funding surgeries to help guide organisations through these difficult times.

"I wanted to share with you that we have been awarded over £43,000 from the Coronavirus Community Support Fund, representing 6 months core funding for our organisation. I just wanted to say a massive THANK YOU to CAS because it was as a direct result of a 1:1 funding surgery we had over the summer, facilitated by you, that we even decided to apply for this funding! The award makes an enormous difference to The Somerville Foundation and means so much to us that impact of the work we do has been recognised in this way. We are a tiny team and do not currently have anyone working in an official fundraising role, so thank you so much again for putting us in touch with experts and for all your help and support."

*Rebecca Henning - Information & Resources Officer*



The **Funding4Suffolk** portal also continues to be heavily utilised by the sector to search and browse available funds, now **visited over 5,900 times** since the pandemic began (6 months).

However, the biggest endeavour of the team this quarter was our **first ever completely virtual fundraising conference...**



**163**  
Registrations

**3531**  
Impressions

In a difficult economic climate, on September 8th, this pioneering virtual conference provided a timely opportunity to connect to a wide variety of fundraising experts to strengthen the sector's knowledge and expertise. Postponed from earlier in the year due to C19, we engaged nationally and regionally recognised influencers from across the sector to inspire, innovate and offer practical solutions to funding challenges.

Key Note speakers included Elizabeth Chamberlain Head of Policy at NCVO who looked at the current and immediate landscape for the sector and Eric Hodges who leads the Community Impact Partnership at Orbit Housing, who addressed the theme of investing in impact. We provided a range of interactive workshops with key information on the fundamentals of fundraising and impact measurement to promote sustainability and resilience.

Workshop leaders included:

Giles Kerkham from MHA Larking Gowen accountants who addressed the need to **build resilience through charity reserves**; Andrew Laws enabled organisations to consider **ways to market their cause**; Lindsay Harood, Consultancy and Development Manager at the Foundation for Social Improvement explored **ways to implement a fundraising strategy**; Big Society Capital led a workshop on **social investment**, Christina Andreatta of Inspiring Impact explored **impact practice** and local organisations, Suffolk Observatory presented **ways into relevant data**, and Just Giving and the East of England Co-op looked at **funding opportunities**.

**"The whole exhibition was brilliant... think I liked it better than face to face. The whole concept was perfect - well done!"**

**"It gave me a really useful insight into options. I help 5 organisations on a voluntary basis & there is something for all of them which helps me work with them more effectively."**

**"... Overall, pretty darned good for £10 I'd say!"**

With special thanks to our sponsors:



building  
communities



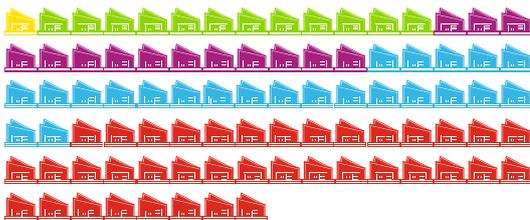
# Spotlight on...



## Village Halls & Community Buildings

Perhaps one of the most devastating community effects of Covid 19 was the overnight closure of village halls and community buildings. However, as re-opening was authorised this quarter, management committees and boards found themselves in the position of navigating reams of information and guidance to comply with new operational procedures and health & safety requirements. With the help of updated guidance from National ACRE, our Development Officer for Governance and Community Buildings was on hand to help.

With **141 direct referrals and enquiries**, support was provided in a number of ways - online group meetings, 1:1 meetings and email support, dissemination of information sheets, and online updates via the CAS website. Below is a snapshot of the support given and feedback received.



### 88 Village Hall Referrals

■ IBC ■ West Suffolk ■ East Suffolk ■ Mid Suffolk ■ Babergh



"I would like to thank you for all your hard work which has made the difficult task of re-opening easier to progress."

Temple Ewall Village Hall

[http://](http://www.communityactionsuffolk.org.uk/organisation-support/village-halls-and-community-buildings/covid-19-information/) Clicked **36,540** times!

[www.communityactionsuffolk.org.uk/organisation-support/village-halls-and-community-buildings/covid-19-information/](http://www.communityactionsuffolk.org.uk/organisation-support/village-halls-and-community-buildings/covid-19-information/)

Bucklesham Village Hall contacted CAS as they were struggling to understand Government guidance on the re-opening of village halls and community centres. They attended a Zoom session arranged on the 1st July regarding the re-opening of village halls.

"Hello Jayne, Thank you for organising the meeting this morning. I was writing vigorously all through and will digest everything that has been said. It was very helpful and well worth joining the group. Questions that were asked related to our concerns and the answers will be written up this afternoon and passed on to our Councillors at another Zoom meeting this evening. Thank you again, it was very worthwhile."



**8**  
**Online**  
**Meetings**  
**187**  
**Attendees**

Bucklesham Village Hall has since gone on to secure various funds for projects & hire telling Jayne,

"This cash was ALL generated from your initial advice, so THANK YOU!"

# And Finally...

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# Thank you



**With special thanks to all our partners, funders, volunteers & VCSE organisations - we couldn't do it without you!**



Join our network, like us, follow us or tweet us on social media, and don't forget to visit our website for up to date information & guidance during Covid 19

[www.communityactionsuffolk.org.uk/covid-19](http://www.communityactionsuffolk.org.uk/covid-19)