

DIRECTION FOR BEDFORDSHIRE

MARCH 2020



Direction
for Bedfordshire

COVID-19 STATEMENT

YouTurn recognises that the Coronavirus (COVID-19) outbreak is a major event and that many of you will be worried about its impact on you and your families. We want this note to help reassure you that we will do everything we can to continue supporting you at this time. We are doing all we can to ensure YouTurn and the Direction for Bedfordshire service can carry on business as usual. Our online systems mean we can work from home if we need to. If a few of us are off work, it might slow us down a bit, but we expect to stay open for any queries or enquiries you may have. We may not be able to meet you in person but we are available to answer queries over the telephone or by email. Please continue to contact us in the normal way.

YouTurn

Restore, Reform & Reintegrate



Bedfordshire
Police & Crime
Commissioner

This newsletter is an overview and update for partners of all that has been going on with regards to the Direction for Bedfordshire Offender Hub in March 2020.

Written and Edited by: Lauren Cox (Offender Hub Coordinator, YouTurn Futures)

This newsletter is coming a little earlier than normal due to the turbulent situation the world and our local community finds itself in. We wanted to reassure our partners that we are still available to help yourselves and your vulnerable clients get in touch with services that they need.

Updated Service Delivery:

- We have been undertaking an **inventory of our website** by revisiting all the partners on our online directory to ensure that we have the correct contact details and to get an insight into their **current working conditions and practices** in response to COVID-19. We want to ensure that we have the latest information so that we can signpost individuals confidently and correctly.
- We have changed our working model slightly to allow anyone to contact us for **information and guidance about partners service delivery**. We have contacts across the county so we will do our best to put individuals in touch with someone who can help. If we have received notification from partners already about their current situation, then we will advise individuals accordingly.
- During this difficult time, we want to **expand our service** beyond those with complex needs or offending histories to help the wider community. We appreciate that the current state of the world will be a having a big impact on our communities, so we want to be a **recognised resource for all** if they feel they need extra support. We also want to **support local community groups** who are working hard to care for the most vulnerable in our local areas. We want to get in touch with as many of these groups as possible to publicise our service so please get in touch if you know of any!

- We have received information from **Neighbourhood Watch** about their **Community Action Response**:
<https://www.ourwatch.org.uk/news/neighbourhood-watch-response-covid-19/supporting-your-community-and-others>
- **Bedford Borough Council** have also set up a **Community Hub** to support residents in need:
<https://www.bedford.gov.uk/social-care-health-and-community/public-health/coronavirus/coronavirus-community-hub/>
- As we cannot operate our usual practice of drop-in sessions at partner agencies, we want to give an alternative service by offering **time slots** to **call** or **video chat** with professionals and service users. We are available to be contacted Monday to Friday 9am-5pm via our freephone number 0800 917 5579. We are happy to work with partners to facilitate these video chats with whatever platform works best between our IT systems. Please get in touch with us via the website, phone or email if you could like to set this up for your organisation.
- We would be willing to organise calls **out of hours** and at **weekends** where there is a prearrangement and there is a need.
- Our **Direction for Bedfordshire website** is an excellent self-help tool with a directory of services across a number of different pathway needs. This can be used as an initial resource to find out what services are working out in the community.
- We will be using our **Facebook** and **Twitter** platforms to post any updates we receive from partners and actively sharing and retweeting helpful posts, so please let us know if there is anything you would like shared beyond your own following!



PHONE:
0800 917 5579

WEBSITE:

<https://directionforbedfordshire.co.uk/>



EMAIL:

info@directionforbedfordshire.co.uk

FACEBOOK:

@direction4beds



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