



[www.rushmoorschoolsplus.org](http://www.rushmoorschoolsplus.org)

## Rushmoor & Hart Supporting Families e-Newsletter – 19<sup>th</sup> May 2020

*The immediate aim of our Supporting Families e-Newsletters currently is to support all our organisations working to support Rushmoor and Hart children, young people and families during and as we start to emerge from the Covid-19 'lockdown'. We will try to provide up to date information from services, plus helpful resources, and we will refresh the Newsletter regularly. Please share it with anyone you think will find it useful.*

*The next Newsletter will be available during June. Anyone wanting to be added to the mailing list we have for the newsletter, both to receive any new editions and to get prompts for submitting articles, should contact [tony.mcgovern@rushmoor.gov.uk](mailto:tony.mcgovern@rushmoor.gov.uk)*

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### **GOVERNMENT & LOCAL AUTHORITY INFORMATION & SUPPORT**

#### **The Coronavirus Hampshire Helpline is LIVE**

The Coronavirus Hampshire helpline has been launched and offers **advice and practical help to vulnerable residents, who don't have family, friends or neighbours that they can call on for help.**

#### **Coronavirus Hampshire helpline: 0333 370 4000**

The helpline is open seven days a week from 9am to 5pm and anyone calling will be able to speak to an advisor about what they need and how the service can help. This could be things like information or advice; help with shopping for essential food or household supplies; collecting medicine; pet care; support with loneliness; or help with other practical issues, like putting out a bin or posting a letter.

Depending on what they need, they may be referred to the Rushmoor or Hart local response centre. If individuals have needs such as social care or health concerns, they will be referred into the appropriate care pathway.

An important element of the local response has come from the multitude of volunteers such as the A.R.C (Aldershot Response to Coronavirus), a Covid19 mutual aid group that was set up by local residents offering their support to those in Aldershot unable to get their own food shopping or prescriptions due to isolating or financial hardship, and now dealing with over 100 requests for help every week.

#### **Extremely Vulnerable People**

If the government has identified you as 'extremely vulnerable' to getting seriously ill from coronavirus because of an underlying health condition, like COPD, certain cancers and auto-immune conditions, or because you are a pregnant woman with underlying health conditions, the NHS will have contacted to you to ask you not to leave home for at least 12 weeks.

If you do not have family and friends who can help, you can register for access to food, medicine and social contact on <https://www.gov.uk/coronavirus-extremely-vulnerable> as an extremely vulnerable person page on the government's website.

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It is important to stay up to date with the current advice. **The latest COVID-19 information from the NHS** is available at: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

**The latest COVID information from government** can be found at: <https://www.gov.uk/coronavirus>

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### **Latest information and how you can get involved locally - RUSHMOOR**

The latest information is available on Rushmoor's website, <https://www.rushmoor.gov.uk/coronavirus>  
There is a Nepalese language version of this information at  
<https://www.rushmoor.gov.uk/article/11957/Nepali-translation>

There is also information for anyone who would like to volunteer at  
<https://www.rushmoor.gov.uk/article/11936/Help-for-those-in-need-and-volunteering>

### **Latest information and how you can get involved locally - HART**

The latest information about services and support available from Hart District Council and the Hart Response Hub is at <https://www.hart.gov.uk/covid-19>.

Hart District Council, in partnership with Hart Voluntary Action, created the Hub to ensure a coordinated response to supporting those in need during the current pandemic. The Hub receives referrals from the Coronavirus Hampshire Helpline.

Our Housing team can be contacted through the usual channels for information, advice and assistance to help resolve housing or homelessness issues. Email [housing@hart.gov.uk](mailto:housing@hart.gov.uk) or by phone 01252 774 239 Monday to Thursday 8.30 till 5pm and Friday 8.30 till 4.30. Further information can be found at [www.hart.gov.uk/covid-19-housing](http://www.hart.gov.uk/covid-19-housing)

You can follow the Council on Facebook [www.facebook.com/HartDistrictCouncil/](http://www.facebook.com/HartDistrictCouncil/) or Twitter <https://twitter.com/hartcouncil> for the latest updates. This week we will be marking Mental Health Awareness Week which is a national campaign led by the @mentalhealthfoundation. The theme for the week is kindness so we will be celebrating some of the wonderful acts of kindness happening across our community during this difficult time. On our website you can also find information to support health and wellbeing [www.hart.gov.uk/covid-19-health-wellbeing](http://www.hart.gov.uk/covid-19-health-wellbeing).

### **Keeping safe**

It is vital that if you are giving, or receiving help, you take precautions to ensure your safety and those of others.

All volunteers are urged to follow the government's guidance on how to volunteer safely <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

If you are receiving help, you should follow the government's social distancing and hygiene guidance.

Do not let anyone into your home, unless you have confirmation that they are a registered professional or representative of a recognised voluntary or community sector organisation. Be cautious and curious and ask volunteers for proof of ID.

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## **Rushmoor Borough Council – Information regarding funding, activities and local supermarkets**

Rushmoor Borough Council colleagues have put together the following information documents in response to the Covid-19 crisis. **All have been updated recently.**

- The first is a comprehensive list of national and local emergency funding streams available to support individuals and projects across all sectors of society



COVID-19 Funding  
(13 May 20).pdf

- The next is an update regarding supermarket opening times and arrangements, home shopping information, etc.



Supermarket\_Update\_18.05.20.pdf

- Finally, here is a link to all sorts of activities for families of children of all ages that are available online:

<https://www.rushmoor.gov.uk/article/11968/Online-activities>

PLUS, Princes Hall have all the panto downloads and youth theatre online videos available at [www.princeshall.com/intervalathome](http://www.princeshall.com/intervalathome)

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## **Oak National Academy / BBC Bitesize**

The Oak National Academy launched on 20 April. This brand-new enterprise has been created by 40 teachers from some of the leading schools across England, backed by government grant funding. It will provide 180 video lessons each week, across a broad range of subjects from maths to art to languages, for every year group from Reception through to Year 10. The BBC has also launched its own education package across TV and online.

Oak national academy: <https://www.thenational.academy>

BBC's education package: <https://www.bbc.co.uk/bitesize>

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## **Rushmoor and Hart Schools**

*We are encouraging our schools to let us know about their arrangements during the lockdown process, and thanks to those that have contacted us with information. Our continuing thanks and good wishes go to everyone working in Hart and Rushmoor schools, especially as they consider how to safely open to larger numbers of children.*

## Pinewood Infant School

Pinewood Infant School is open every weekday (including Bank Holidays) from 8:30am – 3:15pm for vulnerable pupils and pupils of critical workers. The school office is open during these hours; please don't hesitate to contact us.

The school kitchen is providing hot food / food hampers for families who are eligible for FSM (Free School Meals).

The school website contains information for home learning and is updated on a weekly basis:  
<https://pinewoodinfants.co.uk/home-learning-opportunities/>

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## Manor Junior School

We are operating 8.45am to 3.15pm for pupils of key workers and those defined as vulnerable by the DfE. We are providing some after school care for key worker families based on the numbers of pupils needing support and staff availability.

Pupils working at home should be accessing learning resources through the School website [www.manorjunior.com](http://www.manorjunior.com) They will find age appropriate resources in the pupil section under their respective year page. Completed activities can be emailed to the school to be uploaded onto the pupil gallery.

[Home | Manor Junior School](#)

Manor Junior School. Headteacher's Stars of the week ending 20/03/20: Xavier (3L), Freddie (3T), Polly (4B), Ellie (4F), Aimee (5G), Karen (5M), Emily S (5N), Oliver ...  
[www.manorjunior.com](http://www.manorjunior.com)

Pupils without appropriate access to the internet or website can request learning packs which are prepared every fortnight. Please contact the school via email [adminoffice@manor-junior.hants.sch.uk](mailto:adminoffice@manor-junior.hants.sch.uk) or telephone 01252 544 072 if you need to be added to the distribution list.

The website also provides support for parents and offers links to other broader resources. This can be found in the parent section under 'Useful Links'.

We are communicating regularly with pupils through phone calls, letters, emails and the website and welcome all the responses we are receiving in return.

Weekly food parcels are being collated and provided for pupils eligible for Free School Meals. These are ordered every Tuesday for distribution the following Monday. If you are eligible and not yet claiming the weekly food parcel please contact the school to be added to the list.

*We hope you are all staying safe and well and want to remind everyone that we are at the end of the phone / email if you need support.*

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### **Guillemont Junior School**

Guillemont is open for childcare 8.30am to 3.25pm Monday to Friday inclusive. This can be extended to 7.45am to 6.00pm using the BASC.

The school kitchen is open and serves hot food daily. Hampers are provided for families eligible for FSM. These are to be collected 12pm on Mondays from outside the reception doors. There is also the voucher system offered to parents and carers.

The school website contains information that is updated daily and there is work set on the Learning at Home page (called School Closure). Any family is welcome to access these resources.

<http://www.guillemont.org.uk/>  
<http://www.guillemont.org.uk/For-Parents/School-Closure>

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### **Alderwood School**

Alderwood School are operating our keyworker and vulnerable provision for YR to Y10 pupils all on the infant site. It is running 8.30am to 3.30pm every day. Currently only available to Alderwood pupils and parents must complete an eligibility form to be approved by the school first.

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### **St. Michael's CE Infant School**

The school is open from 8.30 - 3.30 every weekday for vulnerable children and those of key workers. A hot lunch is available for children in school. For those at home, families entitled to free school meals will receive food vouchers via email. Children were supplied with home learning packs when schools closed, and teachers are updating our website frequently with further ideas for home learning. The most important thing is for our families to keep well and happy in these difficult times.

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### **St. Peter's Junior School**

The school is continuing to send out a weekly newsletter to the families at St. Peter's Junior School, with weekly ideas for resilience / well-being - in addition to the weekly home learning activities being set by the class teachers. Families are encouraged to send in their photos of home learning and outcomes as a way of keeping in touch, providing inspiration and celebrating the children's achievements.

Newsletters can be viewed at the school website. Other schools are welcome to view in case they should be of inspiration.

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### **Grange Junior School**

The school is open for childcare from 8.30am-3.15pm Monday to Friday for children of keyworkers or those who are vulnerable. The school office is open daily and there are duty teachers and a Designated Safeguarding Lead on site every day. Teachers will routinely contact the children in their class during their duty week.

All families who are eligible for FSM can order a food hamper which will be available for collection from school every Monday.

Home learning can be accessed from the school website under the home learning tab. Anyone who requests work in hard copy form may come into school to collect it. Google classroom will be available to pupils from Monday 20 April.

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### **Robert May's School**

The school is closed to the majority of students. Online learning for students of all year groups who are staying safe at home has been provided by teaching staff who are also working remotely.

Volunteer staff have been running the school's emergency critical key worker/vulnerable children childcare facility, which came into being following government announcements, on 23rd March.

From Monday 20th April, emergency childcare provision, solely for the children of critical key workers and vulnerable families will continue to be provided on the school site. Families who are eligible to use this service are asked to provide their children with packed lunches, healthy snacks and drinks.

Fresh remote learning materials for RMS students who are staying safe at home will be provided on the school's Virtual Learning Environment and through Google Classroom from Tuesday 21st April. The school is aiming to reach out soon to current Year 6 students in the area, who are planning to attend RMS in September 2020.

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### **Church Crookham Junior School**

Church Crookham Junior School is currently open between 8.30am and 3.20pm, to provide care for vulnerable pupils and the children of key workers. We are also providing daily timetables and home learning for our pupils who are learning at home. Our daily offering includes year group specific academic subjects, as well as a wellbeing activity; a whole-school enrichment task; a song and an 'Everyone Active' task, to encourage fitness and physical wellbeing. We send a message to parents each day which includes words of encouragement and support, as well as updates in line with government announcements.

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### **Government package to support online learning**

The Education Secretary recently announced a major new package of measures to support online learning. These measures will ensure vulnerable children and disadvantaged young people at vital stages of their education have access to essential resources at home.

As part of the package, it was announced that vulnerable and disadvantaged young people across the country will receive free laptops. Devices will be ordered for children in the most vital stages of their education and those who receive support from a social worker and care leavers. The government will also provide 4G routers to make sure disadvantaged secondary school pupils and care leavers can access the internet – where those families do not already have mobile or broadband internet in the household. The announcement: <https://www.gov.uk/government/news/new-major-package-to-support-online-learning>

New guidance was published for parents on how best to support their child's education and development, alongside separate information, guidance and support for teachers and leaders on educating children and how to follow safeguarding procedures during the coronavirus outbreak. Both pages will be updated regularly to include further resources and reflect the latest information and developments.

Guidance for parents: <https://www.gov.uk/guidance/supporting-your-childrens-education-during-coronavirus-covid-19>

Guidance for teachers: <https://www.gov.uk/guidance/remote-education-during-coronavirus-covid-19>

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### **Hampshire Children's Services**

Reporting concerns and general guidance should continue to be done in the normal way via <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/contacts> or by phone at 0300 555 1384.

The separate 'Professionals line' also continues as normal. For single issue low level concerns the Family Support Service Level 2 request form should continue to be used.

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## **COMMUNITY SUPPORT INFORMATION**

### **Foodbank Services**

#### **RUSHMOOR SERVICES**

The **Farnborough Foodbank** (Trussell Trust) is continuing to operate at the following times:

In Farnborough at the **Christ Church in Cove Road**, Wednesdays 12noon to 2.30pm

In Aldershot currently operating from **Princes Hall in Princes Avenue** on Tuesdays and Thursdays, 1pm to 2.30pm.

Agencies can currently issue vouchers by email where it's not possible to issue physical vouchers. Email the foodbank office with the voucher details (sending the paper voucher in the post). Clients can then visit in the normal way and receive a pre-packed parcel.

[Info@farnborough.foodbank.org.uk](mailto:info@farnborough.foodbank.org.uk)

<https://farnborough.foodbank.org.uk/>

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The **Church of the Good Shepherd Larder** provides emergency food parcels to individuals and families in need. The Larder is currently delivering each weekday (Monday – Friday). The dedicated Larder phone number is 07501 202 546.

IF YOU REQUIRE A FOOD PARCEL: The Larder will need someone professional to refer you for a food parcel. This can be: Your Key Worker/Social Worker, Your Children's school, Your Doctors Surgery, Housing Association, Citizen's Advice Bureau, Rushmoor Borough Council, Christians Against Poverty (CAP). If they are happy to refer you, they will need to call the Larder Phone and leave a message with your details. We can then deliver a food parcel to you.

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The **Vine Centre** in Aldershot is also offering food packages of simple home cooked meals to Isolated people. The number to call is 01252 400 196 or email [info@thevinecentre.org.uk](mailto:info@thevinecentre.org.uk)

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#### **HART SERVICES**

There are three Foodbanks (Trussell Trust) based in Hart, in place to support people who can't afford to buy food. Referral agencies are able to issue clients with a voucher or make arrangements with the foodbanks for support to be accessed. Clients can then collect pre-packed parcels during opening hours

or arrange for a delivery in the case of the Hook service, or where the person isn't able to collect their parcels themselves.

Contact details and opening hours:

**Fleet / Hartley Wintney / Crondall**, Monday and Thursdays 1pm – 3pm: telephone 07783 821 356 outside these hours

**Darby Green / Yateley / Blackwater**, Monday and Thursdays 1pm – 3pm; telephone 07858 759 218 outside these hours

**Hook** – deliveries only; telephone 07849 198 179

See [www.hart.foodbank.org.uk](http://www.hart.foodbank.org.uk)

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**Fleet Phoenix** are currently running a food distribution centre out of The Point Youth Centre in Fleet. If you are a vulnerable person, you are struggling financially to get essential food items for you and your family or unable to leave your house and have no other family who can do this for you - please contact us by email [charlotte.tickner@fleetphoenix.co.uk](mailto:charlotte.tickner@fleetphoenix.co.uk) or send a message through our Facebook page. We will do all we can to help you through these tough and uncertain times.

Members of the Fleet Phoenix team are at **The Point, Monday to Friday 10am - 2pm** but please do not come to The Point without contacting us first. For any further information, please email Charlotte Tickner, visit our Facebook page or website.

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### **Domestic Abuse**

Unfortunately for many families, being in isolation and facing uncertain times can lead to an increase in the frequency and severity of domestic abuse. Support is available for all those who need to access this, and services are able to respond to both crisis situation as well as if you are worried and would like to talk to someone about your situation. Advice and support can be provided to create or adapt safety plans, and to help you talk to your children about how to call for help.

Where someone may be worried about their own behaviour and the impact that this is having on their partner and children, help is available through the Hampton Trust who can assist with helping you to cope in these difficult times without resorting to abusive or violent behaviour.

Neighbours, colleagues, family members and friends are also encouraged to be alert to signs that someone may be at risk, or experiencing domestic abuse and to contact the police if you are worried about someone.

### **In an emergency, please call 999**

#### Local support services:

Aurora New Dawn 24-hour helpline: 02394 216816

Stop Domestic Abuse: 0330 0165112 Monday – Thursday 9.30am – 5.30pm and Friday 9.30am – 5pm (24 hr service to enable access to refuge accommodation).

Facebook Messenger is available 9.30am – 11.30am; 3 – 5pm and 6-8pm Monday to Fridays.

Victim Care Service: 0808 1781641 Monday – Friday 9am – 5pm (0808 1689111 outside these hours).

A new, free 24/7 live chat service is now available for all victims of crime:

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

They have also launched 'My Support Space' which is a free, secure online platform containing interactive guides, tips and videos on topics such as difficult emotions, coping strategies, trauma and sleep which are common issues that people may experience after crime, but may be intensified during the coronavirus pandemic.



Nepali Domestic and Sexual Abuse Service: 07741 261387  
You Trust (support with target hardening and their health advocacy project): 0800 9169878  
Hampton Trust (perpetrator interventions): 02380 009898 Monday – Friday 9am – 5pm with service available until 8pm on Tuesdays and Thursdays  
Rushmoor and Hart Housing Team: 01252 398634  
Hart Housing Team: 01252 774420  
Citizens Advice Rushmoor: 0300 3309046  
Citizens Advice Hart: 03444 111 306

National Domestic Abuse Helplines and websites

24-hour Domestic Abuse helpline (female victims): 0808 2000247; [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)  
Male Advice line: 0808 8010327; [www.mensadvice.org.uk](http://www.mensadvice.org.uk)  
Mankind Initiative: 01823 334244; [www.mankind.org.uk](http://www.mankind.org.uk)  
National LGBT+ Domestic Abuse helpline: 0800 9995428; [www.galop.org.uk](http://www.galop.org.uk)  
Respect National helpline (perpetrator help): 0808 8024040; [www.respect.uk.net](http://www.respect.uk.net)

The **Target Hardening** Service is available for people who require additional security measure to their homes and referrals can be made through Hampshire Domestic Abuse Service - 0330 016 5112  
[advice@stopdomesticabuse.uk](mailto:advice@stopdomesticabuse.uk)

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**Citizens Advice Help available during Coronavirus lockdown period**

**Hart Citizens Advice**

**Adviceline**

Tel: 0344 4111 306

Email : [citizensadvice@hartcab.cabnet.org.uk](mailto:citizensadvice@hartcab.cabnet.org.uk)

**Joining Forces for Families:** advice and support service provided by Citizens Advice offices for Hart and Rushmoor in North East Hampshire specifically for the serving armed forces and particularly their families.

**Referral Tel: 01252 749 265**

online [Joining forces for families](#)

E-mail [joiningforces@hartcab.cabnet.org.uk](mailto:joiningforces@hartcab.cabnet.org.uk)

**Citizens Advice Hampshire Macmillan Service:** advice service, including benefits, housing, employment and debt. For anyone with cancer who is being treated in or living in Hampshire,

Tel: 0344 847 7727

Email: [macmillan.cahampshire@cabnet.org](mailto:macmillan.cahampshire@cabnet.org)

**Citizens Advice Rushmoor**

**Local Help:**

Tel: 01252 513 051

Referral - for agencies to use to refer people who can't contact us direct

<https://citizensadvicrushmoor.org.uk/referral/>

Direct Email – local help via form on website

<https://citizensadvicrushmoor.org.uk/home/contact-us/>

**Adviceline:**

Tel 0300 3309 046

**Help to Claim Universal Credit:**

Tel: 0800 1448 444

**Consumer Helpline:**

Tel: 0800 3161 442

**Nepali Language Adviceline:**

Tel: 01252 894 280

**National Citizens Advice resources (updated daily)**

<https://www.citizensadvice.org.uk/>

Coronavirus Page

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Universal Credit - "Help to Claim" service (includes online chat)

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

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**Hart & Rushmoor Family Support Service**

The Family Support Service has put together three helpful documents for families, young people and support professionals during the lockdown period.



FSS - Concerned for a child.pdf



FSS - Support for Parents.pdf



FSS - Young person support.pdf

Family Links have joined forces with Net Mums and they are offering their Nurture Programme free of charge and online! <https://www.netmums.com/support/netmums-parenting-course-welcome>

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**Useful Armed Forces Resources**

NHS Armed Forces Covenant weekly updates.

<https://www.armedforcescovenant.gov.uk/covenantinaction/>

The Forces Connect App - search 'Forces Connect in the App Store. A useful signposting tool for members of the armed forces communities, with a new section under 'crisis support' containing useful links for Covid-19 specific information.

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**Inclusion Hampshire - Support websites / phone numbers for vulnerable children**

**Young Minds** have lots of help and advice - both for mental health support and specifically around the Coronavirus - [www.youngminds.org.uk](http://www.youngminds.org.uk) . They also have a helpline for parents on 0808 802 55 44

**Beat Eating Disorders** have got lots of advice for people with an eating disorder who might be finding it difficult at this time - as well as The Sanctuary, an online chatroom where you keep in touch with others sharing the same experiences. [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

**OCD UK** have some great support and tips [www.ocduk.org/ocd-and-coronavirus-survival-tips/](http://www.ocduk.org/ocd-and-coronavirus-survival-tips/)

**Shout Text** service for anyone in crisis - just text shout to 85258

**Childline** - [www.childline.org.uk/](http://www.childline.org.uk/) or call 0800 1111

**NSPCC** - [www.nspcc.org.uk/](http://www.nspcc.org.uk/)

**Catch 22** - [www.catch-22.org.uk/our-services/](http://www.catch-22.org.uk/our-services/)

**Anxiety UK** have a helpline open from 9.30am- 10pm on 03444 775 774

**Emerging Minds** also have great resources <https://emergingminds.org.uk/resources/>

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### **Hampshire CAMHS Covid-19 response**

Kindly provided by the CCG is an update of the services that continue to be provided by Hampshire CAMHS:



Hampshire CAMHS  
COVID Response.pdf

Also, some guidance regarding Child Sexual Abuse:



COVID19 Child  
Sexual Abuse briefir

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### **Talkplus service open as usual**

**TalkPlus are open as usual, accepting referrals for free NHS Counselling and CBT (Cognitive Behavioural Therapy). Due to Stay Safe, Stay at home guidelines we are offering telephone, video call and instant messaging sessions as usual but are unable to offer face to face at the moment. We are offering online webinars instead of our courses - Please ask for more details on your referral form.**

*Additionally, we have launched **Single Session Therapy**. You will learn coping strategies in one session and receive a review call a month later to see how you got on. Please request this type of therapy if you're feeling really motivated to take the first steps overcoming a specific difficulty at the moment, like anxiety over the pandemic or feeling overwhelmed by work stress.*

**Did you know that the TalkPlus website has lots of useful information? MP3 downloads for different types of relaxation exercises , video clips and leaflets on how to deal with anxiety, depression and worry. We have some video clips in Nepalese. Check out our social media for regular tips and updates on wellbeing Facebook @talkplusapt, Twitter @TalkPlusNHS, Instagram @talkplus\_nhs, <https://www.talkplus.org.uk>**

To refer please go to: <https://www.talkplus.org.uk/self-referraloptin>. We are not currently answering the phone, but if you are unable to get online you can leave a message and one of our friendly admin staff will give you a call back 01252 533 355"

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## **Mental Health & Wellbeing Services**

The **Community Mental Health Team** are operating routine appointments by telephone only and are not doing home visits. Urgent cases are discussed on an individual basis. Their contact number is 01252 335 566. Referrals to this service is still the same via a GP.

**The Wellbeing Centre** in Victoria Road, Aldershot is not open. It can provide telephone support on 01252 317 481.

**The (Adult) Safe Haven** in Victoria Road, Aldershot is still open from 6pm-11pm in the evenings and 12-30pm until 11pm at the weekends and bank holidays. This is to be used for people who are in a mental health crisis only.

**The Oasis** in Cove Road, Farnborough, helping people with mental health and wellbeing difficulties. Contact free phone 0800 772 0527 or text 07879 376 286, lines will open from Monday 30 March from 6:30pm until 9:30pm, and will continue to offer support during those hours, 7 days a week until further notice. After making the initial contact a member of staff will offer you a timeslot where you can receive support. This may be via video conference, telephone or if in crisis then one to one at their location.

**The Vine Centre** in Aldershot is offering telephone support 8-30am – 3.00pm Monday, Tuesday and Friday. If they feel any individual needs additional support a trained mental health professional will contact them. The number to call is 01252 400 196.

**Branches** mental health network is not running any groups at the moment. Support is offered by the telephone on 07895 819 400 or 07729 954 910 on Monday-Thursday 11am-4pm.

The **Community Access Project** is offering telephone support to anyone who lives in the Rushmoor area who is not getting support from any other agency. They can be contacted on 07894 606 244.

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### **Headspace - Specialist Anger Management Support**

Headspace offers free services to young people and their parents, carers and supporters - here to help those who are finding the current restrictions are leading to tensions and possibly angry outbursts at home.

If you, or someone you know, are parenting, caring for, or living with a young person aged 11 to 25 years old that you can see are not managing their emotions well during these difficult days and you are concerned about, or feel threatened by their angry behaviour you can call for help and support. We can help them directly via a phone or video call or we can support parents, carers and / or supporters.

The service is confidential, except for the usual safeguarding exceptions, and gives parents or the young person, a chance to talk about what they are finding frustrating and difficult. A wide range of strategies will be taught to calm tensions, better manage frustrations and avoid escalations of confrontations and conflict. The sessions are free and offer support of male and female counsellors with specialist training of anger management counselling and working with parents and young people, so we understand the issues well and have many years of experience with this issue.

Referral is quick and easy, just email [info@headspacecharity.co.uk](mailto:info@headspacecharity.co.uk) or call or text 07464 507 974 requesting support and someone will respond within 24 hours to listen to your concerns and offer help.

#### Referral criteria

Age: Young person of secondary school age (year 7) 11 years up to 25 years old

Issue: Uncharacteristic emerging angry behaviour, or escalating angry behaviour  
Any form of threatening behaviour and any form of destructive behaviour  
Aggressive or violent behaviour may be targeting siblings or parents and or carers  
Controlling, manipulative behaviour by young person  
Behaviour may be pre-existing or new, bought on by or made more intense by lockdown conditions

Parents and carers: and those supporting young people in this age group dealing with or aware of these types of behaviour that is becoming challenging to manage and/ or concerned for their or others safety.  
Area: Rushmoor and Hart, Basingstoke if capacity.

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### **121 Youth Counselling is offering Video Counselling Sessions for Hart Young People aged 11-25**

Are you struggling with the current situation?  
Are you feeling lonely?  
Are you feeling anxious?

Up to 6 free online video Counselling Sessions

- Confidential
- Open to anyone 11- 25 years old who lives in Hart, goes to a school in the Hart District, or is registered with a Hart GP surgery

If you are interested in having Counselling then please either:

- Visit our website at <https://www.hartvolaction.org.uk/services-for-residents/youth-counselling/> and complete the referral form available here
- Or phone 01252 815652 and we can complete a referral form for you over the phone

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### **Step by Step – Young people counselling**

Step by Step are currently offering video or telephone counselling to young people aged 11-17 with a GP in Hampshire or up to 25 for young people with a Surrey GP.

If you have a Hampshire GP, young people or families can complete our online referral form on our website - <https://www.stepbystep.org.uk/young-people/mental-health/counselling/>

If you have a Surrey GP, the referral route is slightly different and details of this can be found on our website.

For further details or if you have any queries please call 01252 346 120 or email [counselling@stepbystep.org.uk](mailto:counselling@stepbystep.org.uk)

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### **VIVID Housing – Tenancy Support**

VIVID continues to provide a range of tenancy support services including foodbank vouchers, access to welfare funds for electric/ gas, mobile phone top ups. These are being delivered by phone – see attached flyer.



VIVID Tenancy  
Support.docx

## **The Vine Centre, Aldershot – Current projects**

Week 5 Art Prompt Landscape: Week 5 Prompt: Landscape. You can go as detailed or as simple with this as you like, it can be a real place or something you've created! If you do this one, do let us know where your inspiration came from for your landscape and if it's real, where in the world it is. Share artworks on social media under the hashtag #thevineart20 or email to [emma.boast@thevinecentre.org.uk](mailto:emma.boast@thevinecentre.org.uk) and we will share on our Facebook page.

Digital Skills Campaign: We are running a campaign this month to get people more digitally skilled through signing up to Learn My Way and going through their training modules. Improving our digital skills at this time is highly beneficial with a lot of essential services moving online. To help encourage you to get online and more digitally skilled we're running a competition that anyone who completed these two modules – Online Safety and Online Basics will be put into a draw to win a £20 voucher every Friday in May.

If you need any help signing up or completing any of the tasks support is available Mondays and Wednesdays 10am – 2pm. 01252 400 196.

To register: <https://www.learnmyway.com/user#!/register>. Our centre number is 8000051.

Mental Health Awareness Week 18 - 24 May: Theme Kindness.

We love this year's Mental Health Awareness Weeks' theme, kindness. Kindness is defined by the quality of being friendly, generous and considerate – whether that be to yourself or others and motivated by the genuine desire to make a positive difference. We've seen such an increase in kindness during this crisis and although it's due to awful reasons, it is lovely seeing people come together to support each other. We hope this will continue long after the threat of the virus has passed. We'll be sharing your acts of kindness stories over the course of the week, please feel free to send us your own – whether that is your own kindness towards yourself or others, or a thank you to someone who has been particularly kind to you recently – we can anonymise if you would prefer! Please send any kindness stories to be shared to [emma.boast@thevinecentre.org.uk](mailto:emma.boast@thevinecentre.org.uk)

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## **Rushmoor & Hart School Nursing Service**

The chat health texting service is still running 8.30am-4.30pm Monday to Friday (excluding bank holidays). This service is for 11-19year olds and is a confidential texting service. Here is the poster that we send out to schools and partner agencies.



Chat health poster.pdf

In addition to this our Duty phone line remains open for advice and support and general queries: 01252 335 655.

During COVID 19, School nursing are following national guidance and are able to offer telephone advice/video conference calls regarding the following:

Emotional health

Healthy lifestyle,

Parenting advice: accident prevention, sleep and toilet training, behaviour management

Supporting children and young people with complex or additional health needs

Support for children and young people not in school in accessing health

The Request for support to be completed during this period is attached. In order to access support please complete all sections of the form attached and email securely to your School Nursing team with parental consent included. The email address is [SHFT.RandHSNTeam@nhs.net](mailto:SHFT.RandHSNTeam@nhs.net)



School Nursing  
Request For Support

For additional information regarding the School Nursing Service please refer to the Southern Health website [www.southernhealth.nhs.uk/schoolnursing](http://www.southernhealth.nhs.uk/schoolnursing)

School Nursing also offer Chat Health Texting Service for Young people between the ages of 11-19 years old. This service offers confidential support and advice and operates 09:00-16:30 Monday to Friday (excluding bank holidays).

The 11-19 Chat Health Service contact number is 07507 332 160.

Some exciting news- a new service being offered by School Nursing! From the **1<sup>st</sup> of June 2020**, parents of children 5 – 19 can utilise their very own ChatHealth texting service for support and guidance. The number for this service is 07507332417 and will operate 09:00-16:30 Monday to Thursday and 09:00-16:00 on Friday's. This service will begin operating 1st of June 2020.

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### **Jigsaw - Bereavement Charity Helpline for Children/Young People**

Jigsaw charity provides online support to bereaved children/young people when facing the loss of a loved one.

Usually at least 50% of their referrals come from schools; with schools closed at present, some families may not be aware that this organisation is able to help.

Please find attached flyer for this service. The service would usually be available mostly across Surrey but has been extended to include all of Hampshire during COVID.



JigsawSurreyC19Hel  
pline.pdf

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### **Mencap TV launched**

Mencap launches new online channel – Mencap TV has been co-created with people with a learning disability in response to the current coronavirus outbreak. It is a collection of fun and instructional short videos released daily. <https://www.youtube.com/channel/UCSiocetlJtiJvtZkCOxrJ6g>

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### **Parkside (Aldershot & District Learning Disability) Covid 19 update**

Due to the Coronavirus pandemic we have suspended our Childrens Saturday Clubs. The two groups **Saturday Scene and Our Zone** are suspended until June 6<sup>th</sup> June. We are not able to advise any amendment to this date at present, but we continue to follow Government guidelines closely to keep our children safe. Updates are shared on our website and Facebook page. [www.parksidealdershot.co.uk](http://www.parksidealdershot.co.uk)

If you are interested in a place when we re-open, depending on which club (they run on alternate Saturdays 10-3pm) please contact us email [angie.morris@parksidedershot.co.uk](mailto:angie.morris@parksidedershot.co.uk) . Parental contribution is £16 per session, all children must have a Gateway card available via Hampshire County Council Shortbreaks <https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/specialneeds/shortbreaks/gatewaycard>

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### **Mustard Seed Autism Trust**

Mustard Seed Autism Trust have added new resources to their website to support families and schools during Covid19. These include social stories, visual timetables and sensory regulation activities. If you need something more bespoke, please email [info@mustardseedautism.co.uk](mailto:info@mustardseedautism.co.uk)

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### **Hart & Rushmoor Young Carers**

We have been keeping in regular contact with our young carers' families, checking in with them by text and/or phone call to ensure they are getting the support they need. We have access to the local foodbanks so have been collecting food parcels for a number of our more vulnerable families and dropping off at their homes, as well as picking up medication for a few. We have also made a number of referrals for our most vulnerable families to a couple of local projects which are delivering care packages (toiletries, basic food provisions and hot meals) to people's homes.

Also, for the past three weeks we have been out most mornings delivering food donated to us by our Food Share partner, Fleet Co-op, to some of our more vulnerable young carers' families, so have been catching up with parents/carers on doorsteps.

We are still making initial contact with all new referrals and sending project details and club flyers out to parents/carers, but explaining that we cannot agree dates for home visits at this time.

Our young carers clubs are cancelled until further notice. However, we are currently holding Zoom sessions for our young carers each week on Monday from 7-8pm (Years 11+), Wednesday from 4-5pm (Yrs 7-10) and Friday from 4-5pm (Yrs 3-6), where we chat and play games online. We have also created an Instagram page for our young carers aged 13+ years. This is a private group for the young people only and intended to keep them updated on what is going on at the moment and enable them to chat with other young carers in the group plus the staff and volunteers.

Contact with families is also still being maintained through the project Facebook page (<https://www.facebook.com/HartandRushmoorYC/>), where we have been posting ideas for home based activities for families, together with information on any local support groups. We have also been sharing any posts which we think may be useful to our families, including guidance given on the Gov.uk website.

To find out more, please contact Team Lead Lindsay Graham by e-mail at [youngcarers@hartvolaction.org.uk](mailto:youngcarers@hartvolaction.org.uk) or phone on 07983 030 689.

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## **Home-Start Hampshire**

Our team of dedicated staff and volunteers are still working and providing remote support to families in need.

We are still accepting new referrals, however as our offices are currently closed, we are only able to accept referrals electronically. Our referral form can be downloaded from our [website](#), where you can also find email addresses for each of our offices or you can send completed referrals to [info@hshants.org.uk](mailto:info@hshants.org.uk)

During this time, we are continuing to work with our partner agencies to sign post where families can find additional support around essential food or household supplies, collection of medication or advice round finance.

Finally, although the way we are working at the moment is different to usual, our commitment to supporting families across Hampshire remains unchanged.

PLUS, exciting news of a charity single promoting the work of Home-Start



Home-Start  
Hampshire presents

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## **Inclusion Hampshire – Mental Health Awareness Week**

### **A Little Act of Kindness can go a long way**

It's Mental Health Awareness Week from 18th - 24th May and the theme this year is kindness.

This year we want to help promote the idea that little acts of kindness can create an impact and show our learners what a real difference this can make to people's lives and our community.

We are asking people to make 'A Little Act of Kindness Pledge,' a promise you make during Mental Health Awareness week to do something to try and be kinder. This small change could be something like only making positive comments on social media, rather than texting a friend - ring them, taking the time to talk or letting your partner/sibling pick what's on TV or making the dinner. Any small action that would make for a kinder day and help support all our mental health and wellbeing.

We also want to create a bank of stories of some of the kind actions people have experienced, how this has made them feel and what a difference this has made. Not only can these be personal stories, but also anything you may have seen recently that has made a real impact - things like communities working together to do the shopping for vulnerable people or sending flowers to someone who is self-isolating to show they are not alone.

Take a look at some of the examples we've already received and if you feel inspired, visit our website at [www.inclusionhampshire.org.uk](http://www.inclusionhampshire.org.uk) to make your own pledge or share your story of kindness.

We think this is an amazing theme, and gives us some real opportunities to demonstrate to our learners, the public and the wider Inclusion Hampshire family how important kindness, care and support of one another is to our mental health and well-being. We can't wait to hear your pledge!

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## Hampshire Parent Carer Network

### **Virtual Meet the SEN Team**

Hampshire Parent Carer Network are pleased to share an opportunity to meet the local SEN team. There will be senior managers from the local authority's education, health and social care departments on hand to give presentations and answer your questions.

**Thursday 21st May 2020 - 10am - 11am.**

To access the ZOOM Link and Password for the meeting, please email [participation@hpcn.org.uk](mailto:participation@hpcn.org.uk)

### **Virtual Hampshire Parent Carer Network Get Togethers**

Hampshire Parent Carer Network run a Get Together for parents and carers of children with additional needs in Hart and Rushmoor. This is a friendly session which gives parents an opportunity to share their experiences. These sessions are now running via Zoom.

Hampshire's Shortbreaks budget is proposed to be cut by up to £696,000 - how will this affect YOU? Join us at our Get Together to hear more from the Shortbreaks Team.

**June 4<sup>th</sup>: 10.30am - 11.30am. The Shortbreaks Team will join us from 11.30am - 12pm.**

**July 2<sup>nd</sup>: 11am - 12noon.**

To find out more, email [participation@hpcn.org.uk](mailto:participation@hpcn.org.uk)

### **Virtual Hampshire Parent Carer Network Future in Mind Sessions**

Do you have a child who is attending, or waiting to attend CAMHS sessions?

Have you attended a Future in Mind Session before? The sessions are now running via Zoom.

**11th June 11th - 11am - 12pm**

**July 9th - 11am - 12pm**

If you'd like to find out more, email [participation@hpcn.org.uk](mailto:participation@hpcn.org.uk)

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## Hampshire School Games Daily Challenge – School Games Mark May

Whilst schools are closed/partially closed all the school games organisers across Hampshire are working together providing daily physical challenges for primary and secondary school. We have named it #HSGDailyChallenge.

We are promoting on Facebook and Twitter and sending weekly to teachers to send out to parents.

Parents can receive the weekly challenges for their child by emailing Rushmoor & Hart's School Games Organiser Catherine at [C.Mckeracher@samuelcody.hants.sch.uk](mailto:C.Mckeracher@samuelcody.hants.sch.uk)

Parents/pupils are sending in their results and prizes can be won. It is not a competition, more of personal best for the pupils and different activities to keep them active. Olympians Steph Twell, Kate Grey and Toby Garbett have been taking part in the challenges and videoing themselves, which has been fantastic,

Facebook - Hampshire SGOs

Twitter - @HampshireSGOs

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## Runway's End Outdoor Centre

Runway's End Outdoor Centre, located between Aldershot and Farnborough, have created a range of activities for young people aged 5+ to try at home. The activities are focussed around outdoor learning and are linked to the activities which we deliver at our centre. Give these a try and let us know how you get on using #OutdoorCentresathome.

Sock Archery – An adaptation of our archery sessions using a homemade target and ‘sock arrows’.  
<http://www.hants.gov.uk/images/marketing/hocarchery.pdf>

Climbing knots – Learn how to tie a re-threaded figure of 8 knot which is used worldwide by climbers.  
<http://www.hants.gov.uk/images/marketing/hocclimbing.pdf>

Sound Mapping – A fantastic activity for mindfulness encouraging children to sit and listen to their surroundings. <http://www.hants.gov.uk/images/marketing/hocsound.pdf>

Our centre is currently closed due to COVID but will be open again to offer fantastic outdoor activities as well as relaxing stays in our camping pods as soon as it is safe to do so.

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### **Farnborough Rotary Club**

Rotary is still active and open for business. Though you won't see us in public view for a while we are still working with the community. In the Farnborough club we have reasonable funds available both for general charitable purposes and for immediate COVID-19 needs. Just ask and we'll see if can help. General charity requests will go through our regular assessment procedures of review, ranking in terms of need, judgement as to whether we contribute and if so what amount. COVID-19 requests can be assessed more quickly. In either case we view most favourably those which are local and are for a specific purpose. We like to see our contribution making a difference. After all most of our money comes from you and we are very conscious of your magnificent response to our Christmas collections. Recently for example we have bought material for a group making PPE, particularly scrubs, for local care homes.

So, if you think you have a case contact our secretary Tony Myers on 01252 657574.

Rotary is fun. What we all give is our time. We're always open to people who'd like to join us. We're also open to those short of time but are willing to pitch in and help on our events and so. Again, give Tony a call to find out more.

Shame about the Donkey Derby. But cancelling it was the right thing to do. Cross fingers we'll be back in 2021!

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### **Farnborough College of Technology**

#### **Applications Are Still Open**

School leavers are reminded that applications are still open to study at Farnborough College of Technology this September and will remain open during the lockdown procedures. Applications can be made online through the College's website. Please visit [www.farn-ct.ac.uk/applying-for-a-course-during-the-coronavirus-outbreak/](http://www.farn-ct.ac.uk/applying-for-a-course-during-the-coronavirus-outbreak/) for full details and to apply.

Applicants will be contacted by a member of college staff after the Easter break. If an interview is required, this will take place via telephone.

For those who would like to find out more about the College's offer, Virtual Open Events are available on their website with information on their range of Apprenticeships, A Level, T Level, BTEC and Vocational courses. You can also view 360-degree photos of their facilities and find out about available support. Virtual Open Events can be viewed at [www.farn-ct.ac.uk](http://www.farn-ct.ac.uk).

## Getting In-touch

While the College campus is closed, staff are working remotely and are available during term-time to help with any questions you may have. For general information and advice, please contact [info@farn-ct.ac.uk](mailto:info@farn-ct.ac.uk)

## Coronavirus Response

The College is following government instruction during the Coronavirus pandemic to protect its staff, students, applicants, and the local community. Its students are continuing their studies remotely with support from lecturers and modern technology.

For up-to-date information on the College's response to the Coronavirus pandemic and lockdown procedures, please visit [www.farn-ct.ac.uk/coronavirus/](http://www.farn-ct.ac.uk/coronavirus/).

For the College's advice on wellbeing during the lockdown, please visit [www.farn-ct.ac.uk/student-life/remote-working-wellbeing/](http://www.farn-ct.ac.uk/student-life/remote-working-wellbeing/)

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## **The Sixth Form College Farnborough**

In line with Government advice, the College is closed. All our staff will be doing their best to ensure that there is as little impact on students' learning as possible, and we ask that the Farnborough community continues to stand together as we face these uncertain times.

Please go to <https://farnborough.ac.uk/> for all the latest information and updates from the College.

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## **National Careers Service - Free Careers Advice Available Online and Over the Phone**

The National Careers Service has announced that it is adapting the way it delivers its offering to ensure it can continue to provide an uninterrupted service to thousands of citizens across the South East.

The National Careers Service provides free, professional and impartial advice on getting a new job, changing careers, training, education and the labour market; support which is available to anyone aged 13+ and living in England. Whilst the face-to-face service is currently unavailable, individuals can now access that support using a multitude of alternative channels, including webchat, over the telephone, via video call, and through social media.

Debbie Lloyd, Assistant Director of National Careers Service South East, said; "Whether someone is needing support to find a short-term job, looking for a new career, or looking to build confidence and assess their skills, we have qualified advisers here to support them.

"At this time, there is also a great deal of opportunity to explore online learning. Our advisers are best placed to help individuals identify the right learning opportunity and have access to thousands of courses and training providers."

Our free service can support individuals to:

- Build confidence and boost morale
- Complete a skills assessment
- Identify online training opportunities
- Explore new qualifications
- Review and update CVs

- Understand current labour market information
- Use their furlough period to build their skills

The National Careers Service is completely free of charge, and accessible to anyone aged 13+ and living in England. To access the service, call 0800 100 900.

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### **Hampshire Libraries**

Hampshire Library Service is using social media to provide engaging and fun activities for children and families online. There are all kinds of activities on offer via the @HantsLibraries Facebook page, including recorded Storytime readings, Baby Rhyme Time, Virtual Construction Club, Code Club and Mini Craft Corner.

Join the team from Hampshire Libraries for RhymeTime at 10am every morning (including weekends) and Story Time at 2pm (Monday – Friday). In addition, you can find videos on crafting, coding, construction and our family quiz published at the same time every week:

- Digital showcase (for children), Wednesday at 12 noon
- Code club, Wednesday at 4pm
- eBook and audiobook recommendation, Thursday at 12 noon
- Craft for kids, Friday at 2pm
- Virtual construction club, Saturday 12 noon
- Family quiz, Sunday at 12 noon

Hampshire Libraries also have many e-books, audio books and magazines available for free download. To access the free digital resources on offer from Hampshire Libraries, visit [www.hants.gov.uk/always-open-online](http://www.hants.gov.uk/always-open-online) where you can also find links to the social media sites. Membership is available for free to anyone who lives, works, or studies in the county.

Your local library is also producing content for families on Facebook – for more information like and follow your local library.

Aldershot - <https://www.facebook.com/AldershotLibraryandLearningCentre/>

Farnborough – <https://www.facebook.com/farnboroughlibrary/>

Fleet – <https://www.facebook.com/fleetlibraryhants/>

Odiham – [https://www.facebook.com/odihamlibrary/?ref=br\\_rs](https://www.facebook.com/odihamlibrary/?ref=br_rs)

Yateley - <https://www.facebook.com/yateleylibrary/>

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### **Aldershot Military Museum / Hampshire Cultural Trust**

The wellbeing of staff, visitors and volunteers is our top priority. Following government guidance on the 16 March regarding minimising the spread of coronavirus, we have taken the difficult decision to close all Hampshire Cultural Trust venues, which includes Aldershot Military Museum, to the public from Wednesday 18 March.

Facebook: @AldershotMilitaryMuseum

Twitter: @AldershotMuseum

Instagram: Aldershot\_military\_museum

Hampshire Cultural Trust museums, galleries and arts centres may all be closed, but that doesn't mean that we'll stop bringing you the very best of arts and culture in Hampshire. [Culture on Call](#) is our new blog, which we're launching to bring culture and communities together during the challenge that is the coronavirus crisis.

### **Maple Vue Nursery**

Maple Vue Nursery is reaching out to the local community!

At Maple Vue we would like to support our local area by offering well-being packs to families during these difficult times.

Each pack contains various items to support; Health, Care Needs & Education.

Packs will be available between 10am and 2pm every Wednesday in May just inside our entrance gate.

So please help yourself!

It would be great to have your feedback on Maple Vue's Facebook page 'Maple Vue Day Nursery'

You can find us at Belle Vue Road, Aldershot, GU12 4RZ

Maple Vue Team

#supportingfamilies #childrenslinks

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### **Cove Brook Greenway Group**

Cove Brook Greenway Group work parties are still suspended until further notice.

Any children who have drawn or painted wildlife pictures, we would love to see these and invite you to ask an adult post them on our Cove Brook Facebook page. The group is hopeful that we may be able to resume our work parties in July, but it will have to be to a closed group for a while.

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**Many thanks to all the people and organisations who contributed  
Information to this Newsletter**

**The next edition will be sent out during June**

**Any contributions please to [tony.mcGovern@rushmoor.gov.uk](mailto:tony.mcGovern@rushmoor.gov.uk)**