

## Despite the current COVID-19 crisis – we are still there for our clients!

During the lock down period we have had to modify the way we operate to ensure both the safety and well being of our staff and volunteers and that of our clients. So instead of a face to face drop in service we are operating a "Virtual Drop In" for support, emotional support and emergency issues. Clients needing help continue to contact us either by phone on the usual number between 11 am and 4 pm Monday to Friday or through a Skype call . Our floating support is being carried out remotely as our support workers are now working from home, but we are still providing food parcels when needed.



Above: Support worker Nina prepares food parcels for delivery

## Our new reserve food store (thanks VINCI)



Above: Our new food store being stocked up at VINCI

VINCI Construction is a specialist civil engineering, construction & facilities management company, whose offices in the town are only a few yards walk from our own. We were therefore delighted when they offered us the use of a lockable room on their site, for whatever purpose we needed. This came at a very opportune moment as we had, up until then, been paying rental on a storage facility near Wychbold to store our reserve foodbank stocks (there is a limit to how much we can store at Hanover House). This new store means we can hold the reserve stock in a much more organised way, as the space is considerably more than before, and we can walk to pick up extra food, rather than drive. Thanks VINCI – this is greatly appreciated!

## Thanks also to...

Loki and Lyra (left) - Loki is Amie from Vinci's son and Lyra is his sister. Loki wanted to do something to help so he used his own money to buy some toiletries. Other donors include Haybridge High School (£765), Burcot Grange Nursing (£103), Best Connections (£110), South Bromsgrove School's non-uniform day (£867), Sonny's fryer (£50), Probus Droitwich (£40), Bromsgrove Lions (£225), Coffee & cake morning by Martine Reynolds (pictured right) (£225) and £2,000 from Luke Mallett WCC fund.





## Welcome back Kennedy...and Hello to little Hallie...

In February, support worker, Kennedy (or "Ked" as she is known in the office) returned from maternity leave, after the birth of her daughter Hallie, to continue working for us. It's good to have you back, Ked, and little Hallie looks full of beans!

## ...and "Goodbye and Good Luck" to Maisie!

The return of Ked also means that we have to say "Goodbye and Good Luck" to Maisie who provided maternity cover and has now secured a new role working as a member of a mental health team. Thanks for all your hard work Maisie.

*Right: Kennedy is pictured with her daughter, Hallie*



## More "Welcomes" and "Goodbyes"...

Towards the end of 2019 we said "Goodbye" to Ami who had been our representative in Kidderminster as part of the Axis project, and her replacement is Jackie, or "Jax" as she prefers to be called. Jax has a diverse work history mainly in debt recovery and corporate estate agency but she is also an experienced foster carer with many years experience in the voluntary sector. Another new member, who has moved to us from Rooftop in the south of the county, to assist with our new contract for floating support, is Zoe, who says, "I'm looking forward to working with The Basement and continuing to support young people. The staff have made me very welcome".

*Jax is pictured left and Zoe is on the right*



## News – in brief!

- ✓ **Marina, Nina and Barb along with staff from Wyre Forest Nightstop completed a course in Conflict Resolution training which will be used in conjunction with their Mediation skills to achieve the best possible outcome for clients and family members experiencing conflict.**
- ✓ **Filming the next instalment in our Brian the Homeless Bear series started in February**
- ✓ **Work with Redditch Nightstop to provide overnight emergency accommodation in Bromsgrove continues, with 8 enquiries already.**
- ✓ **In January we were invited to Waseley High School and delivered a day of lessons on subjects including bullying/Cyber bullying, mental health/coping with me, Sexuality, crime including knife crime and homelessness. Feedback was positive from pupils and staff.**

## More thanks...

...to Ann (above) one of our regular supporters, who has donated soft toys and chocolate Easter presents, that have been gratefully received by clients and their children.

Also thanks to everyone (including One Stop in Catshill) who responded to our urgent appeal for carrier bags to help with food donations.



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