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| **Organisation** | **Description** | **Operating a Reduced Service** | **Not operating / suspended for new referrals** |
| AGE UK Exeter | For older Residents | Telephone support and emergency shopping / meds deliveries for older people who are self-isolating. | Contact – 01392 202092 <https://www.ageuk.org.uk/exeter/> |
| Balloons (Devon) | For bereaved Children | For the immediate future we are switching our support to school staff and caregivers – helping them to provide the best support they can to bereaved children and young people. We will review this on a weekly basis going forwards. | Call the office on 01392 826064 – leave a message and we will get back to you as quickly as we can. You can also email the staff team:Sara Bennett – sarabennett@balloonscharity.co.ukLiz Cook – lizcook@balloonscahrity.co.ukDonna James – donnajames@balloonscharity.co.ukWe stand in solidarity with everyone, sending love and strength as we face this global pandemic together.The Balloons team xxx |
| Citizens Advice Bureau (Devon) | Legal and debt advice | People can also contact us but may have difficulty getting through due to high levels of demand. People can also contact their local Citizens Advice office using an online referral form - they can use the postcode search on the national website to find details for their local office.We will continue to contact people who are referred to us via MyVCU but it may take longer than normal due to increased demand and reduced capacity. | Adviceline  tel: 03444 11 444Honiton CAB 01404 44213<https://www.citizensadvice.org.uk/> |
| Cruse Bereavement Care (Devon) | Bereavement Service | We will be keeping our Helpline open and taking new referrals for telephone and online support either by phone or by email or post.All our staff will be working from home, so we hope to keep the service going as best we can. | **FREEPHONE 0808 808 1677**<https://www.cruse.org.uk/about-cruse> |
| Children’s Society | Support for vulnerable children | The children’s society has taken the step of asking staff to work from home. We will be offering service users the option of telephone Skype and email support.  | <https://www.childrenssociety.org.uk/> |
| South West Business Council | For victims of business fraud | The South West Business Council (formerly Devon & Cornwall Business Council) have suspended any potential face to face victim of business crime meetings, but telephone support will continue as normal, between the hours of 08:00 - 13:00 Monday to Friday. | <https://www.southwestbusinesscouncil.co.uk/>**01752 395665****INFO@SWBC.CO.UK** |
| Devon Domestic Abuse Support Service (SPLITZ) | Domestic Abuse | Have taken the decision to stop all face to face work and to limit our attendance at meetings to conference calling only. We will still be taking referrals and will be available on the telephone and by emails. | <https://www.splitz.org/devon.html>**TEL: 0345 1551074**admin.devon@splitz.org |
| Devon Family Resource | Family support | Family support work, our trauma therapist will be offering bespoke mental health and wellbeing support via phone calls, text message, email or video chat according to preference, for both existing clients, and new referrals which come through existing referral routes.  | <https://familyresource.eci.org.uk/>01392 205800 or email familyresource@eci.org.uk |
| Devon People First | Victim support for adults with learning disabilities | Devon People First will continue to accept referrals but will not be able to carry out face to face contact. We will however use whatever tech we can, either by phone or via video conversations if appropriate.  | 07702193487devonpeoplefirst.121@gmail.com<https://www.victimcaredevonandcornwall.org.uk/About-Victim-Care/> |
| Devon Link Up | Learning disabilities and Autism Charity | We have phone contact and email contact available and access to easy read information so will continue to offer support in the best way possible.  | Telephone 01404 41235Email - admin@devonlink-up.org<https://www.devonlink-up.org/home/> |
| Devon Rape Crisis and Sexual Abuse Services |  | Telephone and email service – but increasing the hours it will operate and moving it to 9am-12pm Monday to FridayReferrals by online assessmentOffering a phone-in service to the people currently in service, every afternoon 2.00pm-6.00pm | <http://www.devonrapecrisis.org.uk/>01392 204 174Mon 6.00pm-9.00pm, Wed 6.00pm-9.00pm & Fri 6.00pm-9.00pm.support@devonrapecrisis.org.uk |
| First Light – ALL SERVICES | Domestic abuse and sexual violence | Telephone, skype, email, text or other agreed social media contact.  | <https://www.firstlight.org.uk/> |
| Headway Devon | For people with head injuries | All of our day centres are now shut though until further notice.We do not have much capacity to take on additional work during this period, but we are still able to take referrals with a delay in arranging appointments. | 01392 211822info@headwaydevon.org.uk[www.headwaydevon.org.uk](http://www.headwaydevon.org.uk/) |
| Hikmat Devon CIC | Supporting minority groups in Devon – Translation services | We can definitely offer clients; one to one video calling, telephone contact, emails and texting.  We are developing a social media options to reduce social isolation, which we will update on shortly. We support those from black or minority ethnic communities and have trained staff who can speak a variety of languages. Thank you and I will update shortly on more activities we can offer.  | <https://www.hikmatdevon.co.uk/>01392 75722007837577814 |
| Hollywell Housing Trust | Specialist housing support | Existing referrals will still be processed. | Hollywell will not be taking any new referrals for the time being and our Tenant Forum will be postponed. |
| Intercom Trust | Support for LGB and trans community | We have been setting up our staff team to work from home and to provide what remote support we can to our clients as well as ensuring our helpline is as accessible as possible. And we are exploring innovative ways of still running groups via online platforms or similar.  | 08006123010<https://www.intercomtrust.org.uk/about> |
| Living Options Devon | Supporting Disabled and Deaf people to live independently | All staff working for home | telephone 01392 459222  or SMS: 07958 517919<https://www.livingoptions.org/> Facetime – info@livingoptions.org, Facebook – [Deaf Led Services](https://www.facebook.com/DeafLedServicesDevon), Email info@livingoptions.org or Text: 07591 200704  British Sign Language information on the cononavirus can be found on the [Sign Health](https://www.signhealth.org.uk/) website. |
| Operation Emotion | For men who have been sexually abused | Operation Emotion services are operating as normal. | <https://operationemotion.co.uk/contact>opem@pm.me**David Ball T: 07539 810096** **Steve Canning: T:  07837 321514** |
| Plymouth & Devon Racial Equality Council |  | We will be working from home and will continue to provide victim care support over the phone, by email and by other methods including Whatsap and Skype.This includes liaising with Police and other statutory organisations | <https://www.plymouthanddevonrec.org.uk/>contacted on: Julie Paget, Manager j.paget@plymouthrec.org Vanessa Crosse, Community Development/ Caseworker v.crosse@plymouthrec.org Lavinia Porfir, Community Engagement/ Caseworker l.porfir@plymouthrec.org Hilary Warren, Benefit Advice Worker h.warren@plymouthrec.org Rachael Morris, Finance Officer, r.morris@plymouthrec.org |
| Samaritans Exeter | If you need someone to talk to. | Phone service only. All meetings suspended. | Free Phone 116 12303300945717 Local rate applies<https://www.samaritans.org/branches/exeter/>Webchat active |
| Stop Abuse For Everyone (SAFE) | Domestic Abuse | We will not be attending any face to face meetings or events. Staff are working from home as much as possible. All 1:1 counselling sessions will be over phone or zoom. Work in schools will start slowing up to Easter.  | <https://www.safe-services.org.uk/>hello@safe-services.org.uk03030300112 |
| Stop Hate UK | 24 hour support for hate crime | All remote communications | <https://www.stophateuk.org/>ALL – 08001381625LGB – 08088010061Trans – 08088010661Learning disability - 08088021155 |
| Victim support |  | Victim Support will continue to offer telephone support throughout and has suspended face to face contact. Our service will continue to take referrals as usual and support will be done over the phone.We are also introducing a 24/7 Live Chat function that will allow clients to seek support that should be available.  | [www.victimsupport.org.uk](http://www.victimsupport.org.uk)08081689111 |
| Ubuntu | Multicultural counselling in Devon | Ubuntu Counselling Services and Exeter Communities Together are suspending face-to-face meetings and support will be via email and telephone. | <http://ubuntucounsellingservices.org.uk/>01392 20157201392 848741info@ubuntucounsellingservices.org.uk |
| Devon MIND | Mental health support | Phone call and email only. | 01752512280admin@devonmind.com<http://www.devonmind.com/> |
| Young Devon | Support for young people age 25  | All phone services operating | Need a Voice - 0175242475908082 810155 - Generalinfo@yhoungdevon.orgAccommodation – 01752 698402 |
| Kooth | Online support for Young people | All services still in operation | <https://www.kooth.com/> |
| Make Amends |  | Make Amends are still delivering a service and are creatively managing appointments via phone or digitally. We are still accepting referrals until further notice. | 01803 222033makeamends@shekinah.co.uk |