

# Possability People, Covid-19 (Coronavirus) Service Update

## 12 January 2021

Possability People is trying to run as close to normal a service as possible while keeping all of us safe. Therefore, many of our services will be offered by telephone, virtual meeting apps or by email for the foreseeable future.

We know that for lots of us, the social contact that coming into an office or service provides is incredibly important, helping us to feel we aren't on our own. Where we can't offer our usual service or meeting, we will do our best to find alternatives.

Because the current situation is changing quickly, these plans are likely to change. Look out for updates on our website, Facebook and Twitter feeds. (links below).

We also have some pages on our website where latest information and activities you can do from home will be posted. Visit <https://www.possabilitypeople.org.uk/coronavirus/>

### The Advice Centre

The telephone line and email are operating as usual. All appointments are now by phone and/or Zoom or WhatsApp. When you ring us, please leave a message and someone will call you back. The phone lines are monitored Monday to Friday. Or email [advice@possabilitypeople.org.uk](mailto:advice@possabilitypeople.org.uk)

\*Current update from the DWP (Department for Work and Pensions) is available on our website:

[DWP Update for benefit claimants](#) & [Universal Credit update for Covid-19 \(Coronavirus\)](#)

### Contact us

Telephone: 01273 89 40 50.

Email: [advice@possabilitypeople.org.uk](mailto:advice@possabilitypeople.org.uk)

### At Home

At Home clients are being supported as usual. Arrangements are being made to ensure continuity of a safe service. Please check back for updates.

### Contact us

Telephone: 01273 89 40 70.

Email: [support@possabilitypeople.org.uk](mailto:support@possabilitypeople.org.uk)

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## The Community Employment Service (Get Set, Get Set Opening Doors)

The service is taking new referrals. It offers participants one to one support with weekly calls and email workshops, as well as running courses remotely via Zoom video or free calls. The focus is on enabling people to take steps towards their goals and work, managing their health and to start to feel connected to each other and the community again.

### Contact us

Phone: Brighton 01273 89 40 44; Hastings 01424 23 44 64; Surrey 01483 94 09 64

Email: [work@possabilitypeople.org.uk](mailto:work@possabilitypeople.org.uk)

## The Disability Collective

The Disability Collective meetings now take place online. Members are sharing information specifically related to their work supporting disabled people through the pandemic and we are collating and sharing their updates across the network each week.

Please email [collective@possabilitypeople.org.uk](mailto:collective@possabilitypeople.org.uk) with any specific questions or information relating to access to services.

### Contact us

Email: [collective@possabilitypeople.org.uk](mailto:collective@possabilitypeople.org.uk)

## Get Involved Group (GIG)

The team will offer regular telephone or email contact with members who are concerned about the impact of being isolated. Fortnightly socials via Zoom, details via [GIG Facebook group](#) or email [gig@possabilitypeople.org.uk](mailto:gig@possabilitypeople.org.uk) or phone Graeme, 07712 524892.

### Contact us

Telephone: 01273 20 89 34.

Email: [gig@possabilitypeople.org.uk](mailto:gig@possabilitypeople.org.uk)

## Link Back and Early Response Service

The Link Back and Early Response Services are running as usual and prioritising support that will enable patients to return home and remain safe and supported.

All staff are remote working and phone based assessment and written support has replaced home visits.

### Contact us

Telephone: 01273 06 98 51 (leave a message on the answerphone)

Email: [linkback@possabilitypeople.org.uk](mailto:linkback@possabilitypeople.org.uk)

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## Montague House Reception

Reception is now closed to all visitors. Phone lines will remain open, please leave a voicemail and we will get back to you.

### Contact us

Phone: 01273 89 40 40

Email: [hello@possabilitypeople.org.uk](mailto:hello@possabilitypeople.org.uk)

## MSK Service

Telephone appointments and check ins are being offered to MSK (musculoskeletal) patients in Brighton and Hove, Mid Sussex, Crawley and Horsham instead of face to face meetings. Staff and volunteers are working remotely, or volunteer shifts have been cancelled where this is not possible.

The Steady On course is being offered remotely.

### Contact us

Phone: 01273 06 98 50

Email: [right-track@possabilitypeople.org.uk](mailto:right-track@possabilitypeople.org.uk)

## Payroll and Supported Bank Accounts

The payroll and SBA team will continue working from home to support you during these challenging times. Our advisors are available Monday to Friday, 9am to 5pm, excluding bank holidays.

Phone lines are remaining open, but we can only receive messages and not pick up calls. Please leave your name and your telephone number, with a brief message and we will call you back as soon as we can. If you have access to email, please email us your message.

We aim to action your messages and e-mails within 5 working days, though it may take a little longer during busy periods.

We require timesheets to be submitted to payroll for processing 5 working days before the payroll date.

Using your direct payments during the coronavirus outbreak: [full guidance for people receiving direct payments and personal assistants.](#)

### Contact us

Phone: 01273 89 40 60

Email: [payroll@possabilitypeople.org.uk](mailto:payroll@possabilitypeople.org.uk)

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## Possability Place

Poss Place is open for bookings. Please phone or email us for more information.

Contact us

Phone: 01273 89 40 40

Email: [rooms@possabilitypeople.org.uk](mailto:rooms@possabilitypeople.org.uk)

## Shopmobility

Shopmobility is closed in line with non-essential retail, but we welcome enquiries from people who are in need.

Contact us

Phone: 01273 89 40 40

## Volunteering

Volunteering enquiries are being handled by phone and email only at the moment. We are not doing interviews, shadowing or induction training at the moment.

Contact us

Phone: 01273 89 40 40

Email: [volunteer@possabilitypeople.org.uk](mailto:volunteer@possabilitypeople.org.uk)

## In case helpful

An easy read version of the current Coronavirus hygiene guidance is available from Healthwatch's website: [easyread Coronavirus information](#)

[A British Sign Language guide to Covid-19 \(Coronavirus\)](#)

[The UK Government has launched a GOV.UK Coronavirus Information service on WhatsApp. Please follow this link to learn how to access this service on your mobile.](#)

[Guidance for people receiving direct payments](#)

It is [mandatory for people to wear a face covering when using public transport](#). Visit Brighton and Hove Bus Company's website for more information, and for a [Helping Hand exemption card](#) which disabled people can carry with them.

[Coronavirus pages on our website](#)

[Facebook](#)

[Twitter](#)

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