



Case study: Norfolk and Norwich Scope Association (NANSA)

August 2021

Norfolk and Norwich Scope Association (NANSA) is a not-for-profit organisation which provides support services for people with learning disabilities, physical disabilities and sensory processing disorders in the East of England. They provide a life-long service, with services from early years to helping young people and adults develop life, educational and employment skills.

NANSA received £9,870 through the Coronavirus Community Support Fund (CCSF). The CCSF is a funding programme supported by a grant of £200 million from Government, distributed by The National Lottery Community Fund, to help organisations in England respond to the COVID-19 crisis and increase community support to people affected by the pandemic.

How was the CCSF grant used?

The COVID-19 pandemic impacted how NANSA could deliver its services, which, pre-pandemic, were mostly delivered inside their centres face-to-face. All NANSA members are clinically extremely vulnerable and were shielding meaning they could no longer receive their usual support. NANSA needed to adapt how it supported members and in April 2020 received a National Lottery (NL) Awards for All grant, which helped them quickly adapt. NANSA's CCSF grant enabled them to sustain and expand these adaptations, meaning members never lost their support.

NANSA used the NL and CCSF grants to purchase IT equipment and training so staff could work from home. This enabled NANSA to provide remote support to families and set up 'NANSA at Home', a programme of entertainment and educational activities delivered over Zoom, YouTube and social media to stand in for their face-to-face sessions. NANSA also used CCSF funding to design and deliver personalised activity packs to members during the grant period.

NL funding was used to make some of NANSA's vehicles COVID-secure so they could take members to medical appointments. Later, when restrictions allowed, NANSA used their CCSF grant to make their centres COVID-secure to allow member support bubbles. This included purchasing PPE, training and equipment, such as wipeable chairs and kettles for tea stations, to minimise the need to move around the building.



The grant meant that we could act really quickly when we needed to change something because we had the funds there... When the restrictions were lifted and we could do small [bubble] groups we could just go ahead and do it."

– Grantholder

Quick facts:

Grant period: Sept 2020 – Feb 2021

95 adult members and **33** families accessed NANSA at Home

58 members were part of support bubbles

Three key messages:

- 1 NANSA were reactive to the changing restrictions. At first it was thought no face-to-face services would be possible but when restrictions changed, NANSA quickly made their centres COVID-secure to allow bubbles.
- 2 There was initial anxiety from members about joining in with NANSA at Home as it was something new. Weekly wellbeing calls between members and their key worker helped overcome this.
- 3 Some members greatly benefited from virtual sessions, which grew their confidence. Their confidence has continued as members have returned to the centres.

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What difference did the CCSF grant make?

For people and communities

The CCSF grant meant that NANSA were able to continue to provide support to its members throughout the pandemic. The support was provided remotely, as part of NANSA at Home or through wellbeing calls with staff, to 95 adult members and 33 families of children members, as well as in-person in bubbles at their COVID-secure centres for 58 members.

For many members, attending NANSA at their centres was a key part of their social lives and weekly routines. The NL and CCSF grants helped ensure that members did not receive a sudden and prolonged cut-off from support before NANSA at Home began and, later, when bubbles started. NANSA's ability to quickly adapt positively impacted members' wellbeing as they continued to feel connected to the NANSA community and their friends, most of whom were also shielding, and became a new part of their routine. Without NANSA at Home, many may not have had the opportunity to socialise with others outside their household or struggled without a routine.



It kept us connected to our friends and... forget sometimes what was going on [in the pandemic]. So, it gave us something to focus on other than the isolation. – Beneficiary

Some members thrived through NANSA at Home and it increased their confidence. One staff member gave an example of one member who was previously anxious and quiet in the centres but after taking part in NANSA at Home, their confidence, particularly in groups, grew significantly. This has even continued as the member returned to the centre, being more involved in group sessions and starting conversations with both staff and other members too.

NANSA's ability to adapt positively impacted the families and carers of their members, many of whom were shielding. For the families of child members, NANSA provided remote support via Zoom, emails

and calls to help in any way they could throughout a challenging period. For some families, NANSA at Home provided respite and routine, giving structure to their day knowing their family member was with somebody they trusted. Some families even began joining sessions and connecting with other families who were experiencing a similar situation.



These Zoom sessions were the next nearest thing [to the centre]... It re-boosted hope for everything getting back to normal, just forgetting about Covid for a moment, listening to people laughing, joking, focusing on a game of bingo.
– Beneficiary's family member

For the organisation and its staff

The CCSF grant ensured NANSA could sustain their adapted delivery approach and be reactive to changing circumstances. Without CCSF funding, NANSA would not have been able to make their centres COVID-secure and their ability to deliver support may have been at risk until they had secured another funding source. This may have harmed members' wellbeing if NANSA had to reduce the level of support they provide.

Both NL and CCSF grants helped NANSA purchase equipment so staff could work from home and then safely return to their centres. For one staff member, CCSF stopped them going on furlough by helping adapt their previous role at NANSA to being NANSA's Head of Social Media.



It would have been a lot more stressful to organise NANSA at Home, when I was working from home I was using an iPad [at first], which although it worked, it's not convenient... It would've taken away from the quality of [my] work. – Staff member

Key legacy from the experience:

NANSA plans to continue their social media presence in the future as the pandemic highlighted the demand from members and others in the community.

Want to know more?

Website: <https://www.nansa.org.uk/nansa-at-home/>
Twitter: <https://twitter.com/nansanorfolk>
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