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**Frequently Asked Questions**

**We know that you will probably have a lot of questions about us giving notice on the Old Street office and finding new premises. We thought it would be really helpful to put down some of the initial questions in a list to see if this helps.**

**Why are you moving?**

Running our face-to face sessions in the small rooms at Old Street will not allow us to adhere to the [Government's rules around social distancing](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july). We would not be able to maintain the safety of our staff and clients if we were to reopen these premises. That is why we will be looking for more suitable premises which allow us to run the service safely. We hope that by using new premises we will be able to reach more people and find new opportunities.   
  
**Why now?**

Social distancing will be in place for the foreseeable future and we are eager to start our face-to-face provision again. We understand how valuable face-to-face meetings are and we look forward to seeing you all again.

**Will we lose our sense of community and connection?**

As soon as we went into lockdown in March, we launched a virtual online community and service provision for our clients. We know from really positive client feedback that this has helped people to continue to feel supported and connected. As part of the co-production process, we’ll be working in partnership with our clients to identify the best spaces to hold our sessions to maintain a sense of community.

**Where will the new office be?**

We’re unsure at this stage, but we will involve you and keep you updated with any developments.

**Will the service still be operating?**

We remain dedicated to supporting our clients in North Somerset. Our online offering is still operating and will be working really hard to get back to face-to-face support as soon as we can.

**Are you planning any further changes?**

We have to respond to the current guidelines around the covid-19 pandemic, so there may be further changes as Government advice dictates. We will keep you fully involved and updated.

**What if I have belongings at the Old Street Office that I need back?**

Rest assured, we will be putting all items from the Old Street Office into storage, and when it is safe to do so, we will arrange for you to have them back. If you urgently need an item, please get in touch with us.

**What if I don’t have access to the internet?**

Not a problem, you can still dial in to the Zoom co-production meeting. Please get in touch with us and we talk you through setting this up.

**How do I get in touch?**

Please come to our online co-production meeting on 16 September with any questions or thoughts you may have. If you are unable to do this, please send your questions and comments to [NSWellbeing@second-step.co.uk](mailto:NSWellbeing@second-step.co.uk) or call us on **0333 023 3504.**