

30th November 2020

PFC Trust
Hartlepool

Dear Andrew

Due to the generous and kind donation of the 6 Samsung Tablets that PFC Trust donated in April 2020 for families within refuges, this enabled children to complete homeschooling, homework, play age appropriate online games as well as engage with meetings, maintain contact their families due to having this access to the outside world, whilst they were isolated in lockdown.

Some examples of meetings which clients/children could attend, due to the use of the tablets were; counselling sessions, meetings with social workers, CAHMS, Schools and their families. Harbour Support Services were able to deliver face to face (virtually) sessions to clients who still needed that support but not able to leave their rooms, for some children and clients, this really is a lifeline for emotional and safety support at a time when they felt at their most vulnerable. Without these electronic tablets some clients would have felt disconnected from the outside world, this has made such a difference to peoples mental wellbeing.

The tablets have been returned when not needed (such as a family leaving refuge to live within their own homes), wiped to factory settings and re-used many times over have proved invaluable. When they haven't been needed by clients, staff have been able to use them to carry out remote working. Overall we have helped around 30 families stay connected during this very difficult time due to the kind donation from PFC Trust and are continuing to use them so expect to help at least another 20 families in the coming months. We cannot thank you enough.

With gratitude



Lesley Gibson
Chief Executive

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