.**friendship Matters Groups: Frequently Asked Questions**

**As Covid-19 restrictions ease and we welcome back service users to our hubs across Greater Manchester for our various Friendship Matters groups, we want to let you know about what to expect when you attend groups, and the measures we have put in place to reduce the spread of Covid-19.**

**How many people are allowed to attend our groups?**

**Henshaws Friendship Matters groups are facilitated in a number of ways at present, as a direct response to the impacts of Covid-19.**

**Our Enablement Officers are currently providing telephone friendship matters groups, and a number of our Hubs are slowly opening back up to members of the community.**

**We want to ensure that your attendance at groups, whether you are returning or are new, is as relaxed and easy as possible.**

**It is also our duty of care to ensure the safety of those who attend our services, including volunteers and staff.**

**In order for us to ensure the environment is a safe as possible, we have been advised to reduce numbers for each of the groups and build slowly over the coming months. This will mean that most Friendship Matters groups will have a waiting list as we try to ensure over the coming months people are invited back. As the numbers of people allowed to attend groups differ due to the size of the room/venue, it’s always best to give us a call.**

**Some of our telephone groups may also have waiting lists due to the maximum number of people we can fit onto a conference call, but if you speak with a member of our team we will add your interest to a waiting list and contact you when a space comes available.**

**Do adults have to wear face coverings?**

**We are asking all visitors to groups/hubs to wear a face covering when moving around, out of courtesy and protection for themselves and others. If you have a valid exemption, please make this known to a member of staff prior to your visit.**

**Please note that some hubs in which we are a tenant, it is a requirement of our Landlord for Henshaws’ visitors to wear a mask when moving around unless exempt.**

**Do we need to enforce social distancing?**

**Let’s help each other out and when possible, ensure we are keeping a reasonable distance from one another. We are all in this together and just want people to be safe and enjoy our services with peace of mind.**

**What should I expect on my return to our Hubs/Groups in person?**

**Always give us a call and let us know you are coming, as even though we will always do our best to support you, we may be full to capacity whilst we slowly build our numbers up safely.**

**Unless you are exempt from wearing a face covering, please bring one along with you or ask a member of staff to provide you with one. Once you are seated and settled, you are welcome to remove it.**

**We ask you to stay at home if you feel unwell and let us know if you need any support via the telephone.**

**We will ensure windows and doors where possible are opened and the rooms are well ventilated.**

**We can still provide you with a cold or hot drink to welcome you.**

**We will make sure that seats and tables are spaced out enough so that there is space between everyone, but not too much so that you cannot catch up with friends.**

**If you would like to attend one of our groups or would like more information about the measures outlined above, please give us a call on 0300 222 5555, and one of our First Steps Advisors will put you in contact with the relevant Enablement Officer.**