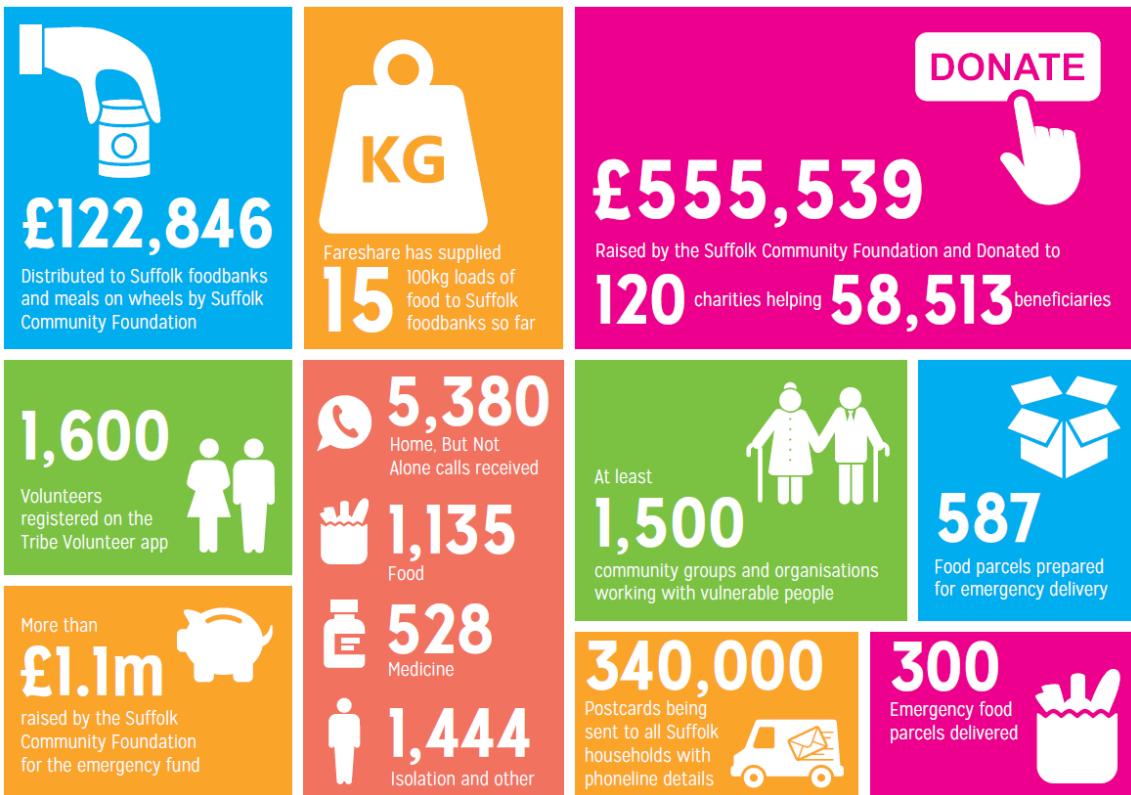


## Home But Not Alone – East Suffolk Statistics 30<sup>th</sup> March to 26<sup>th</sup> April 2020

### Suffolk



### East Suffolk

In East Suffolk we have **4,365 people** who are in what is known as the 'shielded' group. These are the people who are medically most vulnerable to Covid-19 and are required to shield for an initial period of 12 weeks (to end June 2020). This group can receive free doorstep food parcels arranged at a national level by the Government each week and/or priority supermarket online shopping slots if they cannot get help from family and friends. **1,178 people in the shielded group in East Suffolk have said that they need help to access essential supplies.** The Communities Team has supported 164 people on the shielded list with emergency food/medication and other support until they could get access to the food parcel service.

The Home But Not Alone Community Hub is a partnership project between Suffolk County Council and the five District and Borough Councils in Suffolk, which is intended to support anyone in Suffolk who is vulnerable to the impact of Covid-19 due to self-isolation, for example over 70's, those with medical conditions which increase their risk of catching Covid-19, those living alone and socially isolating etc.

People are encouraged to call the freephone 0800 876 6926 number, if they cannot access help from friends and family, and need support to access food, medication and other essentials or if they are feeling lonely or isolated.

Calls are routed through a triage process and dealt with by SCC and ESC Customer Services Staff depending on the needs of the customer. All East Suffolk calls are passed to the relevant Communities Officer depending on which Community Partnership area the call relates to.

624 referrals have come through the Customer Services Team and 75 have been supported through the Norse Out of House Service (weekends and bank holidays). East Suffolk Council is the only District to have a self-referral form on its website (which collects the same information as the call handlers) and we think that this is worth doing as 111 people have used the self-referral form to contact us.

The number of referrals in East Suffolk between 30<sup>th</sup> March 2020 and 26<sup>th</sup> April 2020 (a full four-week period) is 810. The breakdown of these referrals by Community Partnership area is shown below:

Community Partnership	Referrals	%
Aldeburgh, Leiston and Saxmundham	49	6%
Beccles, Bungay and Halesworth	50	6%
Carlton Colville, Kessingland and Southwold	43	5%
Felixstowe Peninsular	57	7%
Framlingham and Wickham Market	10	1%
Kesgrave and Martlesham	42	5%
Lowestoft and Northern Parishes	509	63%
Melton, Woodbridge and Deben Peninsular	50	6%

The huge disparity in the number of referrals is due to the speed and comprehensiveness of the community response, often led by the Town or Parish Council, in many areas of the District once the lock down was confirmed. Many communities have set up their own local systems and leafleted every household several times and therefore Home But Not Alone is filling in the gaps. The example below from Halesworth shows the extent of support being offered in many communities:

*"We delivered our first shop to a vulnerable and isolated person on the 23rd March. Yesterday (Saturday 25<sup>th</sup>) we helped our 350th isolated or isolating person in our community. We do over 70 shops a week, deliver prescriptions and medication to nearly 90 people a week and provide a friendly voice at the end of a phone to a further 72 people. 2 weeks ago, we received a lovely offer of help from Woottens of Wenhampton and on Friday we were able to deliver 100 plants with a welcome message from Woottens and Halesworth Volunteer Centre to the most vulnerable people in our Community. A little 'Pot of Joy' in these difficult times.*

*We continue to receive fantastic support from our amazing volunteers – in any week, over 50 volunteers are helping. The HACT bus trundles around our rural communities delivering shopping with their amazing volunteer drivers. The Foodbank is working flat out to deliver and to open for support and local people are being amazingly generous about donating food to meet the demand. Halesworth Volunteer Centre and community groups are also getting lots of support from local businesses. The Coop continue to provide practical help to our shoppers and our pharmacies and the Cutlers Hill and Sole Bay Dispensaries are working flat out to sort medication. This is a real, community effort and we are all working together to stay safe."*

The Communities Officers are working closely with these groups in each area, referring cases to them and supporting them in dealing with more complex cases. They are also receiving direct referrals which have not come through the Home But Not Alone phone line.

In Lowestoft, five staff from the Team are operating a Community Hub from the Riverside offices where we are distributing food boxes and bags and coordinating a network of 40+ volunteers to help meet people's food and medication needs and provide telephone befriending support.

Of the enquiries received to date, the needs identified are broken down as follows:

Need	Number	Percentage
Food – urgent, 1-3 days supply, 3-7 days supply, 7 days plus supply	585	59%
Medicine - urgent, 1-3 days supply, 3-7 days supply, 7 days plus supply	301	30%
Social isolation/Loneliness	72	7%
Other e.g. social work support, dog walking, pet food	39	4%
	997	100%

## Case Studies

A family of 4, the wife has an illness that means she had to shield for 12 weeks, so had to give up work and the husband has given up work in order to protect his wife and so is not getting paid by the cleaning company he works for. Both have claimed UC but were told it would be 28th April before they would get any money. They contact HBNA as their they had not been able to access the free school meal vouchers and had no money. They have been waiting for a government food parcel which has not arrived so we have sent them two food boxes and food bags (the latter donated by Morrisons), bought some fresh produce with a grant from the Hardship Fund and send the children some Easter eggs.

Male living alone, was working on brick weave pavement laying. Has lung disease and was told to isolate. Still awaiting UC payment after 4 weeks and has used all his money on electricity for his bedsit as his GP told him to keep warm due to his lung condition. Has no food in the house so was provided with a food parcel and Morrisons bag and we used the Hardship Fund to put £20 of electric on his card so he can keep using electricity.

Male who burnt his feet and was having to go to his GP 3 times a week to dress them. Spent all his money on taxi fares to GP surgery. We provided him with a food parcel and also set him up with free Taxi trips to his surgery (via 515151 Taxis using some funding secured through Business in the Community to support our response) So now he can get treatment without using all of his benefits on getting his feet dressed.

## Hardship Fund

In addition, the Council has created a Hardship Fund, with each Councillor contributing £1,000 of their Enabling Communities Budget and £20,000 from the Community Partnership Board, giving a total initial fund of £74,000. £57,000 of this funding has been allocated to date through grants to 38 different groups:

<b>Community Partnership</b>	<b>Groups Funded</b>
Aldeburgh, Leiston and Saxmundham	Aldeburgh Good Neighbour Scheme, Citizens Advice Leiston & Saxmundham Leiston Good Neighbour Scheme IP17 Good Neighbour Scheme
Beccles, Bungay and Halesworth	Beccles During Covid-19 Bungay Town Council Coming Together Waveney Halesworth Volunteer Centre St Margaret South Elham Village Hall
Carlton Colville, Kessingland and Southwold	Southwold Town Council Reydon Town Council
Felixstowe Peninsular	Explorers at Felixstowe Salvation Army Levington and Stratton Hall PC
Framlingham and Wickham Market	Earl Soham PC Hour Community/Framlingham TC Yoxford Covid-19 Support
Kesgrave and Martlesham	Kesgrave Emergency Support
Lowestoft and Northern Parishes	Access Community Trust – Sam's Café Allsorts Support Service Baby Basics Lowestoft Corton Parish Council Feed Waveney Community Supporting Lowestoft
Melton, Woodbridge and Deben Peninsular	Bromeswell PC Melton Good Neighbour Scheme Rendlesham Good Neighbour Scheme Teapot Project Transition Woodbridge Village Voices magazine Woodbridge Emergency Response Group
East Suffolk wide	Age UK Suffolk Aspect Living Foundation Disability Advice North East Suffolk Green Light Trust Headway Suffolk Liquid 11 (GNS phone tree) Parents and Children Together (PACT) Royal Mencap Society

Most ESC Councillors have agreed to top up the Hardship Fund with a further £1,000 each and another £20,000 has been allocated from the Communities Budget. This will bring the total funding now available back up to just over £80,000. We are happy to accept repeat applications from groups but have asked that they provide some evidence about the impact achieved with their first grant.

## Tribe Volunteer

As shown in the infographic at the top of this briefing, almost 1600 Suffolk residents signed up to the Tribe volunteer app. The Communities Team now has access to this app and has contacted all the key groups we are referring into to see whether they would welcome additional volunteers. The relevant Communities Officer will then lead a matching process to link Tribe volunteers to their nearest community group in need of support.

## Home But Not Alone Promotion

A postcard is being delivered to every house in Suffolk during the week beginning Monday 4<sup>th</sup> May. This is likely to cause a spike in new referrals although hopefully between the local community schemes and promotion of Home But Not Alone to date we will have reached most people in need already.



The poster features a large blue 'X' graphic in the background. At the top, the text 'Home, But Not Alone' is displayed in large white letters, with 'Supporting vulnerable people in Suffolk' in smaller white letters below it. In the center, there is a large orange phone icon followed by the number '0800 876 6926'. Below the phone number, the text '9am-5pm every day' and 'For all other enquiries please visit: [www.suffolk.gov.uk/homebutnotalone](http://www.suffolk.gov.uk/homebutnotalone)' is provided.



Nicole Rickard

Head of Communities, East Suffolk Council

April 2020