



# SUPPORTING INDEPENDENT LIVING AT HOME

A very warm welcome to our Spring edition!



I think many of us will be pleased to see the back of winter, the easing of Covid restrictions and the first signs of Spring appearing. But for many, the worry of rising costs will still cast a shadow over everyday life. Energy price increases, shopping bills on the up, rent rises and more, placing extra pressure on limited incomes.

One of the ways we can help is through our Warm Homes Healthy People service which provides face to face advice and signposting to vulnerable

Residents to help them access information and funding to stay warm at home.

This Suffolk wide service is particularly targeted to low-income households living in private rented or owner-occupied accommodation. Please share our details if you meet someone struggling to pay their bills – [details can be found on our website.](#)

***Teresa Howarth -  
Principal Environmental  
Health Officer (Housing)***

## What's inside?

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## A very warm welcome to our new suppliers

We are delighted to welcome new suppliers DPS-Projects and Enable Access.

We are always keen to talk to other potential suppliers, so please do drop us a line if you know of any!

## Hoarding Support Service: What does it offer?

This new service supports individuals with severe self-neglect and hoarding behaviours.

Over many years, cases of hoarding and neglect have been dealt with on an ad-hoc basis by statutory agencies, with the focus on cleaning and clearing homes. With resources stretched and no ongoing support, the incidence of relapses into further hoarding

mental and physical ill-health are common, and any re-engagement is a struggle and stretches resources even further.

Thankfully, a new pilot service is now available to provide help and support!

To find out more please see the attachment or contact [Rachael.Dodd@accessct.org](mailto:Rachael.Dodd@accessct.org)

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## 500 Suffolk Reasons: An opportunity to quietly make a difference!



An inspiring, transparent fundraising group aiming for 500 people to donate a pound a week in order to give £500 to a person, or a family in need. Run by five friends wanting to make a difference, they include representatives from the Rural Coffee Caravan and other leading Suffolk agencies.

Many things of vital importance to people who are struggling are not met by any benefit.

For example, fuel or travel expenses to see a family separated since before Covid started; car repairs/insurance

- without which employment chances diminish; school kit; tech for children to keep up with peers; furniture; carpets; mattresses for the children so they don't have to sleep on the floor, etc., etc.

To find out more, email [500SuffolkReasons@gmail.com](mailto:500SuffolkReasons@gmail.com). Once they reach 500 members, they will start accepting nominations.

All money collected beforehand will either meet nominations with exceptional circumstances or meet more than one nomination in the first few weeks.

## DFG Stat Attack! Putting it all into context

We currently have 143 cases with OT assessments waiting to progress. Clients have been advised by letter that their application will be processed in date received order and according to priority, with the focus on palliative care. Due to the sheer volume of applications they are also advised there is a delay, although we are working as efficiently as possible. In addition to this 171 cases are progressing through the application process with the client, allocated Case Officers, Technical Officers and relevant contractors.

177 DFG cases have been approved since 1 April 2021, with 167 completed (some approved in previous financial year). Covid has also impacted on contractors attending site due to the worldwide shortage of tradespeople and building materials. 32 works are currently on site/due to finish, a further 8 are awaiting start date agreement, with 19 approved and ready to proceed, making 59 in total.

# Staffing News...

## A warm welcome to our newest recruit!

### James Page, Apprentice Private Sector Housing:

“Hey! The work is quite different to my last role (Team Manager at East of England Co-op) but I’m eager to engage with a lot of the



challenges that are presented to me.

I am also undertaking level 3 Business Administration apprenticeship and feel that the balance between studying and work is complementing well, plus all of the additional training helps prepare for situations.

Everyone within the Private Sector Housing team are approachable and wonderful.

I’m thankful to be involved in such a lovely and supportive team that readily accepts the tonnes of questions I ask. This really helps my understanding and will hopefully enable me provide more for the team and our clients.

Out of work I love playing video games - they allow you to enter a world you would otherwise never imagine and I stay active with weightlifting and swimming.”

## Other staffing changes:

### Kevin Wegg, Project Officer/IL & Private Sector Housing (part-time):

“Dovetailing with my other part-time role as Funding Officer (Communities), yours truly is delighted to be taking up a new part-time post. It involves developing and delivering team projects in areas such as Independent Living, Assistive Technology, Traveller site planning, Long Term Empty Homes, Grant programme and external funding bids...and writing this newsletter still!

Socially, I have been writing & hosting a fun Quiz Show on subscription TV channel ‘Spedeworth TV’ – promoters of Stock Car Racing at Foxhall Stadium Ipswich, working in conjunction with others across England, Scotland & Northern Ireland. In short, think of a cross between BBC programmes ‘A Question of Sport & Have I Got News for You’, but without the big budget, celebrity fame or fortune!....”



### Eleanor Wilding, Independent Living/Private Sector Housing Administrative Assistant:

Highlighting how employees can turn an apprenticeship into a permanent role, Eleanor has been rewarded for her amazing efforts and will now undertake a range of administrative duties, including:

Processing DFG applications, updating records, raising purchase orders, running the dynamic processing competitions and providing both advice and support to customers and professional contacts on a range of project and services.

A keen walker, Eleanor aims to climb Snowdonia in April no less and then wow them on the cricket field in summer!



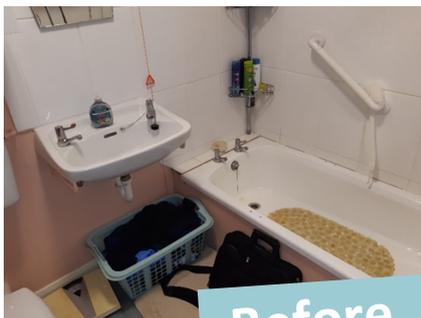
Feedback from clients is heart-warming. Here are great examples from each of our three area teams...

*"I just wanted to say thank you for arranging for the disabled ramp to be put in. Everything went great; the builders were great too (Grantchester Construction). Thanks again!"*  
**Kerry & Dawn, Huntingfield.**

*"I can't thank you all enough for the assistance we have received. With your kindness and efficiency, I can now be independent and shower by myself. The Builder (Stuart Dewell) was fantastic and took our needs into account throughout the work. We now have a lovely shower room and are warm. You helped us so much and enabled me to be discharged from hospital so I could begin my recovery at home safely."*

**Mr B, Lowestoft.**

*Works (below) for a very satisfied and complimentary Colin - Supplier: T.A.K. Building Maintenance Ltd.:*



**Before**



**After**

## Save money on heating bills!

Here's an idea that might help...

Hive is a smartphone App that allows you to control your heating, wherever you are. It has a setting called 'Ready-by'. By turning this off, your heating will only come on when you have scheduled it on your heating control panel.

A colleague did this, after discovering his heating was coming on at 5.30am, well before the set time of 7am. Consequently, he saves at least £90 per year, which would be even more if prices continue to rise!

Savings vary according to heating settings, home size and insulation, etc. Worth a look!

Other Apps/Providers are available, and we don't endorse Hive, of course!

## How to apply for a DFG

An Occupational Therapy (OT) Assessment is needed first and the client should contact the Independent Living Suffolk (ILS) at Suffolk County Council to arrange this, via [ILS@suffolk.gov.uk](mailto:ILS@suffolk.gov.uk). or Tel: 0800 121 7711.

For anything else, please see our contact details below.

## We'd love to hear from you!

Please do let us have any comments you have on the newsletter; any suggestions and questions about DFGs generally. Our contact details are below... Thank you!

## CONTACT US

[www.eastsuffolk.gov.uk/housing/adaptations-and-independent-living](http://www.eastsuffolk.gov.uk/housing/adaptations-and-independent-living)

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