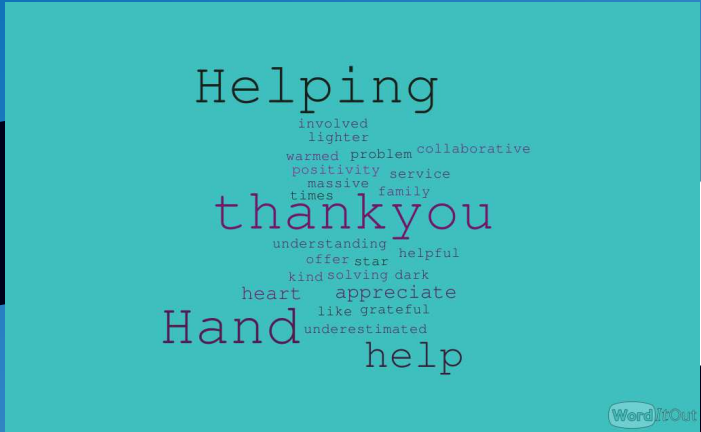




# Support Hub & Helping Hand update

12 February 2021



# Support Hub Service continues

Support **17,629** residents shielding with:

- Access to food including supermarket delivery slots
  - Prescription collection support
  - Regular keeping in touch calls
  - Other general support with finances etc.
- 
- If anyone is struggling, ask them to call **01296 395000**

# Support provided since 20 December

**17,629** residents shielding

- 394 new additions to the shielding list
- 523 calls to check on welfare
- 30 requests for befriending calls
- 17 requests for support to access food
- 10 for financial advice information
- 10 support with getting medicine

# Helping Hand Service (using the Winter Grant Fund)



Supporting ANY resident who has food & warmth concerns or needs extra support this winter:

- Providing vouchers, referrals or grants to residents who are struggling
- Working closely with community and voluntary groups
- Making use of existing energy schemes





helping  
hand

## Grants available for fuel

- **Citizens Advice** £49 fuel voucher for those with pre-payment meters, plus free impartial advice on keeping warm
- **Citizens Advice Fuel Grant** voucher for those with Direct Debits for fuel
- **Heart of Bucks Winter Warmth Grant** up to £500 for fuel bills, warm bedding, boiler repairs, winter clothing etc.
- **Charis Grants 'Let's Talk' Warm Home Scheme** £140 credit towards electricity bill and gas bills
- **British Gas Energy Trust** to pay off fuel debt via a grant, supporting the resident to have a sustainable position moving forward
- **Better Housing, Better Health** – for support with boiler replacements/repairs

# Key stats from the team as of 12th February 2021



**447** cases have come into team

Grants submitted:

**44** Winter Warmth (£7,858.19 awarded so far this year)

**58** Emergency Assistance (£31,665 awarded so far)

**3** Family Angels (£1820 awarded so far)

**42** Citizens Advice fuel (£1,130 awarded so far)

**60** Pre-payment meter fuel vouchers (£1,862 awarded so far)

**126** Food Bank referrals

PLUS – furniture sourced, cookers bought, assistance with winter clothing





# Recipients matched to Community Board Area



helping  
hand

Community Board	Winter Grant support recipients	Rate per population
Wendover	16	0.08%
Aylesbury	56	0.08%
Wexham and Ivers	11	0.07%
High Wycombe	48	0.06%
Chesham and Villages	16	0.06%
Beeches	9	0.04%
Missendens	5	0.03%
Buckingham and Villages	6	0.03%
South West Chilterns	10	0.03%
North West Chilterns	10	0.03%
Denham, Gerrards Cross and Chalfonts	10	0.03%
Amersham	6	0.02%
Beaconsfield and Chepping Wye	9	0.02%
Haddenham and Waddesdon	9	0.02%
Wing and Ivinghoe	3	0.01%
Winslow and Villages	2	0.01%

As of 22/1/21

# Supporting families eligible for free school meals



- Providing £15 food vouchers (per week) for families with children and young people registered as eligible for free school meals – over 9,000 in Bucks!
- Digital vouchers can be used at the 7 main supermarkets
- Distributed via schools and pre-schools
- Helping Hand team runs the holiday offer
- Schools decide what they want to offer during term time – education team supporting this offer

# Typical cases:

## **SELF EMPLOYED DAD WITH 2 CHILDREN**

- Self-employed Carpet Fitter – not been able to work during the lockdowns plus people not happy to have him in their homes.
- Now on Universal Credit
- Rent arrears and possible eviction
- Denied gov self-employed grant

### Helping Hand Service provided:

- Applied for Emergency assistance aid grant –contribute towards essential payments (utilities, rent including groceries)
- Applied for BHBH fuel voucher for pre-payment meter
- Signposted to Bucks Business First

## MUM WITH 1 CHILD

- Self-employed driving instructor
- Now on Universal Credit
- Debts high and increasing every month.
- Accessed the self-employed grants twice this year but these only cover one month's salary each time and then affect Universal Credit in the following month
- Heating house with electric heaters of which she does not have enough of and they are extremely expensive to run. Her and son are at home 24/7 so heating bills are high.
- Cooker not in good state, microwave and kettle now broken

### Helping Hand Service provided:

- Food support – Using Vineyard for food parcels
- Fuel support – Applied for Emergency Assistance Grant to assist with her with fuel bills, more efficient heaters and debt
- Debt /Housing- P3 support put in place as at risk of becoming homeless

## **ELDERLY RESIDENT SHIELDING DUE TO CANCER DIAGNOSIS**

- Resident currently shielding due to cancer diagnosis
- Independent, would normally go out and do the grocery shopping for the household
- Can afford to pay for his food

### Helping Hand Service provided:

- Food Support – Signposting food support advice was given to the resident's family member -included information about the Morrisons Food Box and Apetito (hot meal delivery)
- Social Care Support – Information about adult social care was also given as family want to put some caring support in place

# Key themes developing

1. Current situation is impacting families previously perfectly comfortable
2. Becoming apparent that families require short, medium and potentially long term support
3. Cases are becoming more complex and distressing in nature so many require a multi agency/cross organisational approach
4. A key theme are families now 'Financially Insecure'
5. Demand for support is increasing significantly e.g. pressure on food bank support is reaching a point where a significant review is required

Helping

involved  
lighter

warmed problem collaborative

positivity service

massive family

times

thankyou

understanding helpful  
offer star

kind solving dark

heart appreciate

like grateful

Hand underestimated

help

WordItOut

# Reminder of key contacts

- Support Hub Service **01296 395000**
- Helping Hand Service **01296 531151**
- Website contact us form  **buckinghamshire.gov.uk**
- Bucks Online Directory **directory.buckinghamshire.gov.uk**
- Email for officers [helpinghands@buckinghamshire.gov.uk](mailto:helpinghands@buckinghamshire.gov.uk)