



# Helping Hand Team

*Katie Galvin*

*Community Support Manager*



# Our offer (Household Support Fund 2)

*\*£2.4 million from Government's Household Support Fund delivered between April – September 2022*

Food (vouchers/ foodbank referrals/ hot meal referrals/signposting to local food support organisations)

Fuel (vouchers/ grants)

White goods

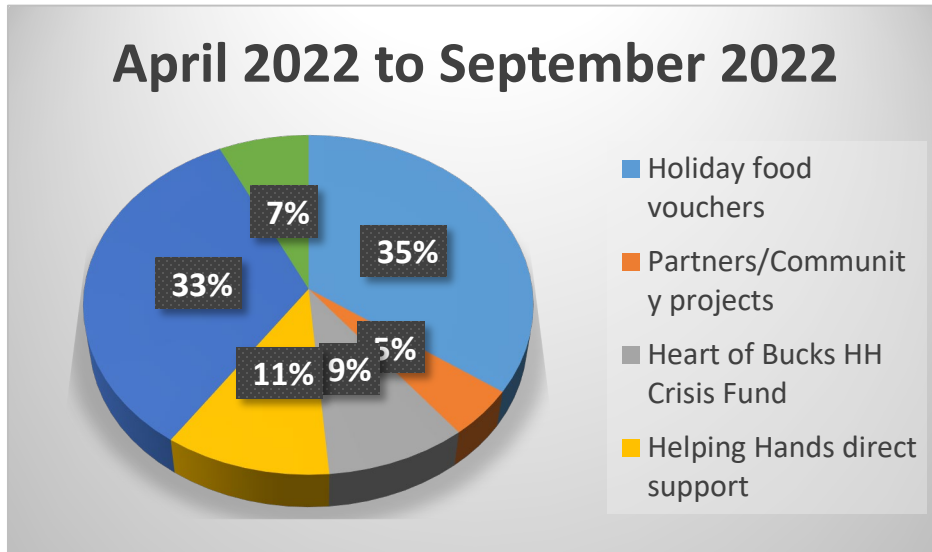
Carpet

Referrals to VCS organisations for additional support – furniture/ clothing/ children's toys/ equipment

Grants – to support with gas/ electricity/ rent/ council tax arrears etc.

# Household Support Fund – Grant 2 - £2.4m

How the funds have been allocated:



	April to September 2022
Holiday food vouchers	834,184
Partners/Community projects	£110,665
Heart of Bucks HH Crisis Fund	£222,800
Helping Hands direct support	£261,540
Pensioners	£800,000
Other	£170,000

In addition to this, an additional £70k has been added to the Heart of Bucks Crisis Scheme from CEV Fund and just over £150k from LES Base Budget funds

# Our stats (April – September 2022)

- 5,652 referrals in to the team (many are repeats requiring additional support)

<b>FOOD</b> 2,775 supermarket vouchers issued (exc. FSM holiday provision) 2,118 Foodbank referrals made	<b>FUEL</b> 1,696x Post Office vouchers issued to top up pre-payment meters 29x gas cylinders purchased 9x oil tanks topped up	<b>WHITE GOODS ORDERED</b> 263 x cookers 226 x washing machines 221 x Fridge freezers 197 x beds/ mattresses
<b>CARPET</b> (2 essential rooms) 182 households	<b>HOT MEAL REFERRALS</b> 107	<b>GRANTS</b> £270,000 awarded

# What worked well



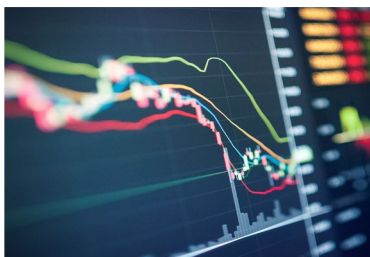
Relationship with  
Voluntary &  
Community Sector



Relationships with strategic  
partners e.g. housing  
associations and DWP

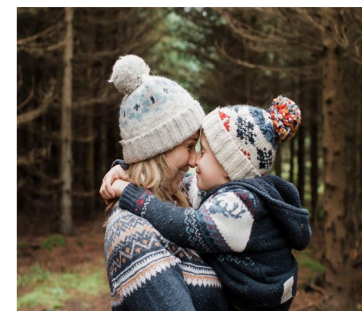


Engagement with  
internal departments



Use of data  
and insight

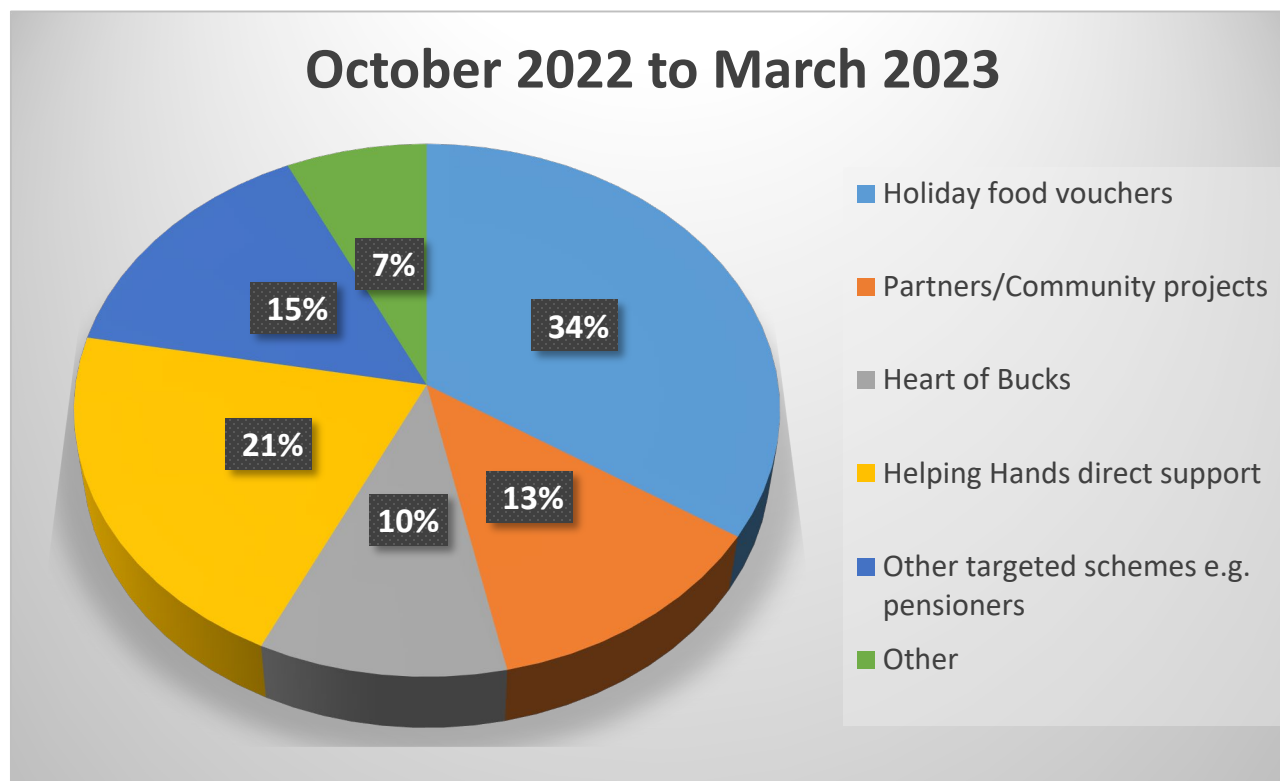
Spectrum of  
offer



# Household Support Fund – Grant 3

## Oct – March 2023 - £2.4m

### Agreed funds % allocation



The Helping Hand team continues to support individuals and families in need of food support.

We can assist with referrals to food banks and other food support organisations - [Support with food, bills and finances | Buckinghamshire Council](#)

## Are you struggling with food, fuel, bills and finances?



If you or your family are in need of support, on low income or experiencing a financial emergency or crisis, find out what help is available.

### Let us know if:

- you are struggling to afford food or fuel
- you cannot keep on top of your bills
- you are in debt
- you are struggling to pay for essential goods in your home

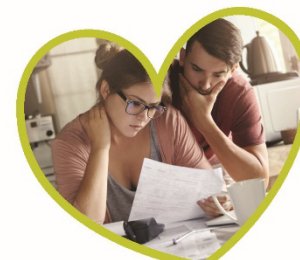
### Get in touch

- 📍 [buckinghamshire.gov.uk/helping-hand](https://www.buckinghamshire.gov.uk/helping-hand)
- ☎ 01296 531 151

Our phone lines are open:

- Monday to Thursday (9am - 5.30pm)
- Friday (9am - 5pm)

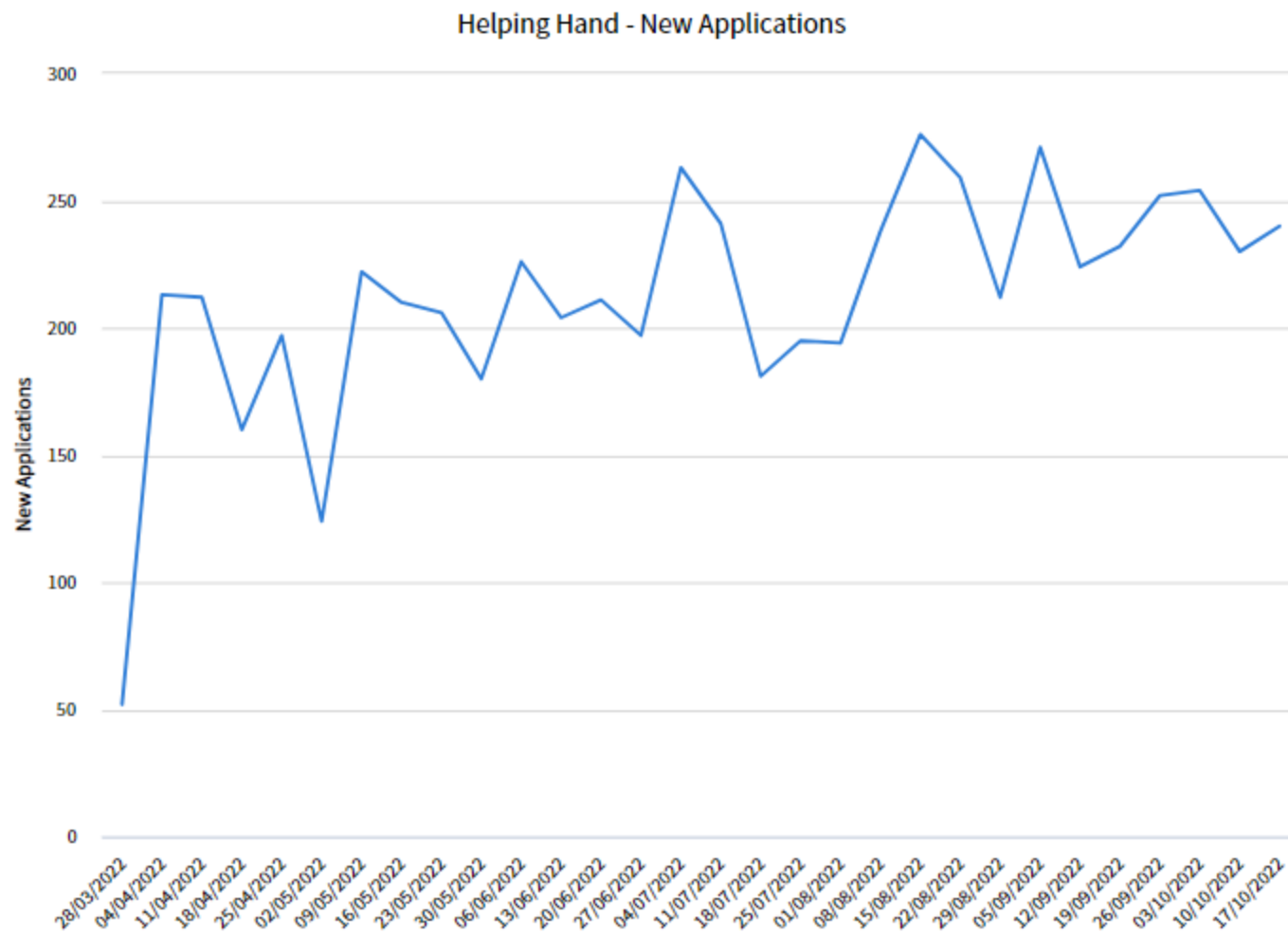
In an emergency our out-of-hours team can be contacted on 0800 999 7677.



Buckinghamshire  
Council

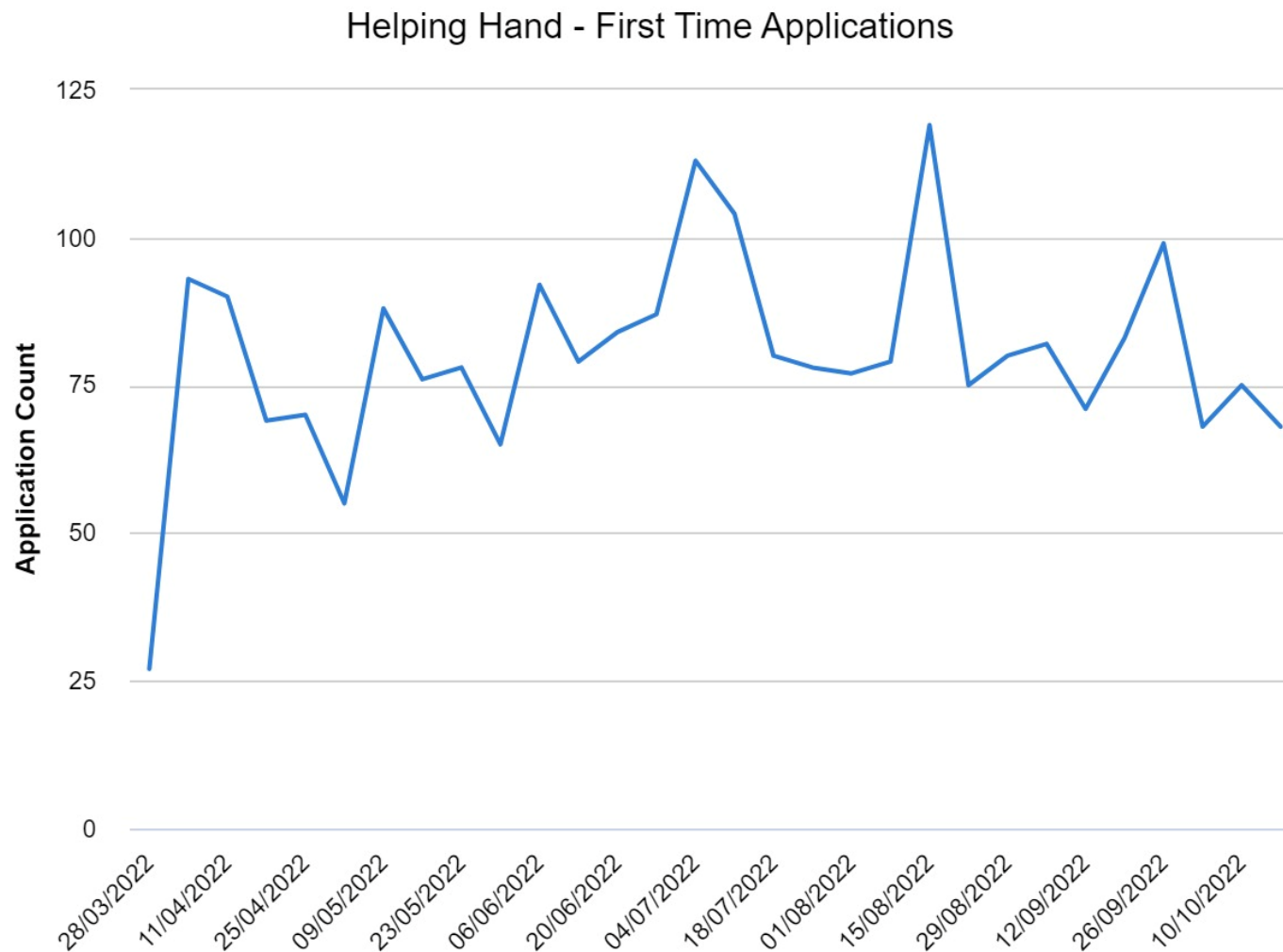


# Helping Hand Direct Support – New Applications





# Helping Hand Direct Support – First Time Applications



# Those Helping Hand has supported

Steve, a married man with two children has been unable to work due to his terminal illness. This impacted the financial stability of his family. He started to incur debts with his energy supplier as he couldn't keep up with the payments following the loss of income.

Helping Hand were able to apply for a Heart of Bucks grant for Steve, which resulted in him being awarded £640 to clear his energy arrears. He was also signposted to the Revenue and Benefits Team, so that he could receive support with his Council Tax reduction.

David, an elderly gentleman on low income was struggling to make ends meet due to the rise in food, energy and fuel costs. He had accumulated debts as he has been using credit cards to pay for food, fuel and other essential items.

Helping Hand were able to apply for a Heart of Bucks grant for £730.80 to pay off his debts. He was also signposted to Step Change for debt support.

# Customers Helping Hand has supported

“Thank you so much for sorting this for me, it means so much and I'm so, so grateful as it has helped so much with my finances and taking away the stress and worry of wondering how I was going to get on top of things with all the other stuff we have talked about and my health.

I hope your well and have had a nice summer. I also wanted to say thanks, for calling me back whenever I asked very quickly and the conversations we had and listening to me. It helped more than you know.”

“Thank you so, so much, your help is literally a life saver, and I can't express how much I appreciate it. Currently in a very dark time of life, and you guys have shone a light and made such a huge difference. Thank You.”

“I cannot thank you all at Helping Hands for all the help you've given me to start me on my new life away from years of domestic abuse. I will be forever grateful. I appreciate everything you have helped me with, I at one time had no confidence in getting the help I most needed. Helping Hands has changed that, thank you from the bottom of my heart”

# Food Support

- [meal-plans.co.uk](https://meal-plans.co.uk) – feed your family evening meals for £20 per week (recipes provided including slow cooker/ air fryer/ vegetarian etc.)
- [Too Good To Go](#) – purchase food at a reduced price before a shop closes
- [Olio](#)
- [Community Fridges](#) – sharing excess fresh produce
- [kitche.co](#) - an app designed to reduce food waste and save you money (scan your receipt after food shop, recipes identified, reminders sent)
- Plans for Food Cycle to launch in High Wycombe in January 2023

# Useful sources

- <https://www.buckinghamshire.gov.uk/cost-of-living/> (external guidance)
- [Money Saving Expert \(Martin Lewis\)](#)
- [Buckinghamshire Online Directory](#) (Community groups)
- [Help for Households Campaign](#) (Gov.uk)
- [Healthy Start Vouchers](#) –  
(If you're pregnant or have a child under 4, the Healthy Start scheme can help you buy basic foods like milk or fruit – check eligibility)

# Cost of Living Campaign

- Buckinghamshire Council has launched a Cost of Living Campaign to support residents that are struggling financially. There is a dedicated website for residents to access support - [Help with the cost of living \(Helping Hand\) | Buckinghamshire Council](#)
- Roundtable meeting has taken place which included a number of key stakeholders that are involved in supporting residents with the cost of living
- Follow up meetings will take place to focus on key workstreams including:
  - Helping Others (volunteering and supporting communities)
  - Helping Hand Crisis Support
  - Food and essentials
  - Fuel and energy
  - Warmth (welcoming spaces)
  - Money and debt
  - Community Activity (community toolkits)
  - Support for BC staff



Don't struggle with the  
cold, visit one of our  
**Welcoming Spaces**



# Opportunity Bucks

*We want to ensure that all residents in the county have the opportunity to succeed, that nobody gets left behind and we reduce inequality within our communities.*

*We also recognise that our ambitions of developing the local economy and reducing inequalities are linked – we're aiming to break the cycle of disadvantage, improve health outcomes and grow our economy.*

- The programme will focus on 10 wards where there are significant challenges and people are facing hardship. The 10 wards are in parts of Aylesbury, High Wycombe and Chesham.
- Launch event 7<sup>th</sup> December, will bring together key stakeholders and discuss next steps of the project.
- 5 themes: health and wellbeing, standard of living, quality of public realm, jobs and education. Initial action plans are being developed.
- Developing Ward Partnership approach to ensure we take a locally-focused approach, and will be led by the local Community Boards
- Further data analysis to inform the programme and development of a Making Every Adult Matter approach.



# OPPORTUNITY BUCKS – SUCCEEDING FOR ALL

A local response to Levelling Up



# Contact Us

- Helping Hand team – 01296 531151
- Via online form - [buckinghamshire.gov.uk/helping-hand](https://buckinghamshire.gov.uk/helping-hand)