

Dear all,

This is the 5th newsletter sent on behalf of **The Collaborative Communities Covid-19 Board**.

As we approach the end of week 7 in lockdown, we continue to help those who need help and support in the community. Sadly, we are seeing the number of people, and the types of people, who need help grow and evolve as the pandemic continues.

As the next phase of lockdown measures are set to be announced on Sunday by Government, the board is also looking at longer-term support. There are a number of challenges within communities including domestic abuse, on-going financial difficulties for families and the impact on charities and the work they do within communities. It is important that help and support across Suffolk can adapt with changing demand.

This week we would like to update you on:

- [A round-up of the work we've done so far](#)
- [Those we've helped through The Home, But Not Alone phonenumber](#)
- [Tribe volunteer](#)
- [CAS survey](#)

[An overview of the work done:](#)

Since the Coronavirus pandemic, the Board has:

- Sent a postcard to every household in Suffolk with details of the Home, But Not Alone emergency phonenumber to ensure we reach anyone in need.
- Helped nearly 6,000 people through the Home, But Not Alone emergency phonenumber. The majority of these calls are for food support and collection of medication. Other enquiries involve isolation and loneliness, finance, social care and mental health. Phone calls are answered and cases managed by staff at each district, borough or county council depending on the type of enquiry. The call team also make proactive calls and checks on residents who are on the Government's clinically shielded list.
- Mapped, and continue to support, more than 1,500 community groups across Suffolk who help vulnerable people. Amongst other volunteering jobs, these groups support caller requests made through Home, But Not Alone phonenumber. These groups deliver thousands of tasks each week across Suffolk.
- Had more than 1,800 willing volunteers sign up to the Tribe Volunteer App. These volunteers also help with caller requests through Home, But Not Alone, either as an individual or linked to a community group.
- Distributed £177,500 across Suffolk's 42 foodbanks via the Suffolk Community Foundation's Coronavirus Community Fund.
- Delivered 4,100kgs of food to foodbanks across Suffolk through Fareshare. This equates to 1,230 individual food parcels.
- Found temporary homes for more than 175 people who urgently needed help because of Covid-19.
- Distributed nearly 500 emergency food parcels to those in urgent need of food supplies.
- Handed-out £1,802,139 grants to voluntary and community sector organisations from members of the Collaborative Communities Covid-19 Board. This includes £636, 398 from the Suffolk Community Foundation's Emergency Fund.

Home, But Not Alone

Supporting vulnerable people in **Suffolk**

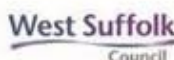
The Home, But Not Alone free phoneline is for people who need **urgent** help and support during the Coronavirus pandemic. It is only for people who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.

Coronavirus Emergency Phoneline

 **0800 876 6926**

9am–5pm every day

For all other enquiries please visit: www.suffolk.gov.uk/homebutnotalone



Here is a snapshot of the great work going on as Suffolk comes together to respond to the Covid-19 outbreak:

●A sister phoned on behalf of her elderly brother, who has learning disabilities. She said he wanted to be self-sufficient, but was not able to access online food deliveries. It also transpired that the sister, who was self-isolating, was also struggling with one-off food deliveries. The call handlers arranged for them both to access priority food delivery slots with a supermarket and are now self-sufficient for the longer-term. The sister was very thankful for this help arranged.

●A 74-year-old man recently discharged from hospital needed urgent medical supplies so arrangements were made to link him with his local town council who arranged for his supplies to be delivered that same day. Arrangements were put in place for further support should he need it.

Phone calls are answered and cases managed by staff at each district, borough or county council depending on the type of enquiry. Wherever possible we link people in need with local groups and businesses, who are doing an amazing job in our communities. This phoneline is for vulnerable people in our communities, and not for general Coronavirus enquiries.

Tribe Volunteers: Thank you to those who filled in the recent survey sent to all Tribe users. Results showed that almost two thirds are already undertaking some form of informal volunteering within their community to support local residents during the crisis. 310 respondents (63%) also said they would like to be introduced to a local Covid-19 response group, if additional volunteers were needed for undertaking tasks. In the final question, 70% indicated they would be interested in formal volunteering for a Suffolk based charity with suggested roles including befriending, driving, use of professional skills (marketing, media, finance etc) and 57 people said they would even consider a trustee role. District and borough council staff along with the CAS volunteering team are now following up with Tribe Volunteers to match them with groups and roles.

Community Action Suffolk Survey: Last week, CAS also distributed a survey to 620 Covid-19 response community groups. 170 responses were returned - a 27% response rate, above average for surveys of this type. The groups vary in size with 21% having less than 10 volunteers, but 11% having 100+ volunteers. Despite this cohort reporting a staggering 6,000 tasks a week on average, 53% are reporting they have excess volunteers for the number of tasks requested by the community. The majority of requests for help are coming from individuals or their family members with only 12% of requests from other agency referrals. 46% of these groups plan to continue beyond the crisis, 43% are unsure, and only 11% say they will not. This suggests that community resilience will be strengthened and sustained through recovery and beyond.

We hope you enjoy celebrating VE Day tomorrow from the comforts of your homes and gardens. We wait for Boris's announcement on Sunday so we can evaluate the next stages of our community work.

In the meantime, please **keep going** and continue to follow Government guidelines and **stay at home to save lives**.

With very best wishes,

Chrissie Geeson (Head of Localities and Partnerships, Suffolk County Council)

Chair of the Collaborative Communities COVID-19 Board

The Board is made up of: Community Action Suffolk, Babergh and Mid Suffolk District Councils, Church of England in Suffolk, East Suffolk Council, Ipswich Borough Council, Ipswich and East Suffolk CCG, Ministry of Defence, National Probation Service – Norfolk & Suffolk, Suffolk and North East Essex Integrated Care System, Office of the Police and Crime Commissioner, Suffolk Association of Local Councils, Suffolk Community Foundation, Suffolk Constabulary, Suffolk County Council, Suffolk Voluntary Organisations Group, West Suffolk CCG, West Suffolk Council



SuffolkCollective

Suffolk partners and agencies
working together

The Collaborative Communities COVID-19 Board

