

**Notes from the Suffolk Information Partnership meeting held on Thursday 22 April 2021 on Microsoft Teams**

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| **1.** | **Welcome, introductions and housekeeping** – Kate Turner, Suffolk County Council |
| **2.** | **Warm Handover Referrals update –** Kate Turner  **Statistics**  Kate shared a graph summarising how the Warm Handover referrals have grown since October 2020. The number has mainly increased due to the Suffolk Advice and Support Service (SASS), part of the Covid-19 response for Suffolk County Council, using Warm Handovers and an increase in new partners. Since January there has been a sharp rise due to the number of referrals for Winter Fuel Payments and to Warm Homes, Healthy People. March saw a peak of 388 referrals made. April so far is lower.  As clients have needs all year round please remember to continue to use the Warm Handover scheme over the coming months to refer clients to a wide range of support and organisations.  **Tools and support**  What do partners do? Finding the right organisation  It is not easy to find the most appropriate service to refer a client to using the “What partners do” section of the SIP website so the SIP team are working on a spreadsheet of partners, with columns for service topics and geographical location. Kate will circulate a draft for comment and welcomes feedback such as addition headings and filters. Once finalised it will be available on the SIP website, so that you can access the most up to date version.  Introductory / refresher training on the Warm Handover Referral Scheme  Feedback from the January SIP meeting requested training on the referral process and two sessions have been held so far. Lasting an hour and limited to 10 people these are a good opportunity to see how to complete the referral form, meet other partners and ask questions. You can book anyone in your team. Dates for future sessions:   * Thurs 6th May 11am-12pm Book through Eventbrite: <https://tinyurl.com/SIPeventbriteMay> * Weds 16th June 2-3pm Book through Eventbrite: <https://tinyurl.com/SIPeventbriteJune>   SIP website – how do we know who the new partners are?  Following feedback the SIP team has added a flash to new organisations on the Partners page of the website and listed them at the top of the page.  <http://suffolkinformationpartnership.onesuffolk.net/partners/>  **Payments**  VCS partners who make and / or receive a referral will receive a payment per referral (October - December 2020 = £10; January – March 2021 = £20). Purchase Orders (PO) were sent out in January for 2020 payments; March (Jan – Feb payments) and earlier this week (March payments). Once you receive a PO your finance team will need to raise an invoice to Suffolk County Council.  Please note: Kate is unable to deal with finance queries directly and can only pass them on.  Public Health managers at Suffolk County Council have agreed to make payments from April to the end of June 2021(£20 for each referral).  We are looking at an alternative, easier payment method where the payment will go straight into your bank account without the need to invoice SCC. More details to follow.  For the continuation of payments it is really important to have evidence from partners of how you are using the money and what benefit it brings to your organisation. Please complete this short survey. Replies wanted by 30 April: <https://forms.office.com/r/4u6m54QnYp>  **Webinar for Adult Social Care (ACS) staff, Suffolk County Council**  During the pandemic ACS has been running regular staff webinars on topics including care homes, designated settings and racial equality to keep staff updated. It has been suggested that they have a webinar on the SIP and Warm Handovers to remind ACS teams to use the referral form. Kate is looking for SIP volunteers to be part of a discussion about what the Warm Handover is and to raise awareness of some of the partner organisations.  **DATE: Wednesday 19th May, 1-2pm**  At the webinar Cathy Cunningham-Elliott will also be talking about the Macmillan Benefits Service, which is part of ACS’s Financial Information and Advice Service.  Tim Jenkins, Janet John and Claudio Flores offered to be involved.  **New partners, joining since the previous meeting**  **Fishermen’s Mission –Tim Jenkins**  [LowestoftCentre@fishermensmission.org.uk](mailto:LowestoftCentre@fishermensmission.org.uk)  Tim is based in Lowestoft and works full-time, with 2 part-time staff, supporting the fishing community, i.e. current and retired fishermen or widows of fishermen. Between the counties of Norfolk, Suffolk and Essex they have about 500 clients. Last month was the busiest Tim has known, largely due to queries about and supporting the planning of funerals. Their role is to offer support and signposting and they can release money to people in financial hardship, such as to buy a washing machine or provide heating. £1.5 million in grants has been distributed to people over the past 14 years.  One example of support was to someone whose only access to running water was from the bath. He had no running water in the kitchen and flushed the toilet with buckets of water. There were years of unopened post at the front door, and this entrance to the house was blocked. The Mission was able to help install central heating and a new kitchen and bathroom.  Fishermen work all hours, so Tim has to be available to support them. Fishing remains one of the most dangerous types of work, so the organisation is very much needed.  **Felixstowe Christian Action against Poverty and Debt (CAP) - Steve Lineham**  <https://capuk.org/>  Helping people in Felixstowe and the surrounding area the service offers debt counselling and money management courses. CAP can negotiate with creditors and work out a budget with the person, which they can commit to. Recently held managing money courses include one at Laydens Community Café, a young person’s money course for 500 students at a local secondary school and Warren Hill Prison for prisoners due to be released. They would like help in identifying people who might benefit from the course.  **Related support from other partners (taken from the meeting chat):**   * Chiara, Leiston Citizens Advice ([supervisor@leistoncab.cabnet.org.uk](mailto:supervisor@leistoncab.cabnet.org.uk)) – run courses for people who have had a change in their lives, such as young people moving on. <https://www.leistoncab.org/> * On the CAP website you can find other CAP centres in Suffolk <https://capuk.org/> * Lesley Crompton - Trading Standards can help with fraud and scam awareness.   Please get in touch! [lesley.crompton@suffolk.gov.uk](mailto:lesley.crompton@suffolk.gov.uk)   * Kimberley Roberts - Citizens Advice Mid-Suffolk do scam awareness sessions   **Wellbeing Suffolk and Norfolk and Suffolk Foundation Trust (NSFT)**  [www.wellbeingnands.co.uk/suffolk/](http://www.wellbeingnands.co.uk/suffolk/)  Sharon Lee was unable to attend the meeting but wanted to share that you can use the Warm Handover to refer people with low level mental health issues such as anxiety, depression, low mood to the Wellbeing Service. More formal referral routes exist for people with acute mental ill health, so you cannot use the Warm Handover for these clients. However NSFT mental health teams in West Suffolk are now part of the Warm Handover so you may receive referrals from them.  **Case study**  “There’s a person behind every case” – Lesley Crompton, Trading Standards  Lesley shared a good news story of how the Warm Handover had helped a family. TS had responded to what they thought was a routine complaint about dangerous furniture. In conversation with the lady other needs were identified and Lesley made a WH referral. Within minutes, she had a response from Home-Start, who were able to provide volunteer support. The lady’s daughter was also put in touch with the Wellbeing Service.  Without the SIP, TS would not have been able to provide wider help, as the lady did not qualify for a safeguarding referral. The lady also got other help from Suffolk County Council as the Fire Service gave advice regarding the unsafe furniture. The lady appreciated the reassurance from organisations being involved and helping her.  A couple of people commented in the meeting chat on how important people feel supported is. Tim Jenkins, from Fishermen’s Mission, mentioned that a big thing for the people they help is that “somebody cares about us and how we’re doing”. It’s so important for them to know they’re not being forgotten, and that people are willing to help. |
| **Actions:**   * Kate – circulate What organisations do spreadsheet for feedback * All – complete survey by 30 April * Kate – contact Tim, Janet and Claudio re the ACS webinar | |
| **3.** | **Referring to Customer First (social care), Suffolk County Council - Eve Hardwicke, Team Leader**  The Customer First team, (route into the Council for adult and children’s social care), deals with up to 1000 phone calls, 500 emails and 50 portal referrals daily.  What a good referral into Customer First looks like:   * Include plenty of detail about the person. The more information they receive on the referral form the easier it is to refer on into social care * Every referral coming in is triaged for urgency so detail will speed this up * Give the specific issue the person is having with looking after themselves, e.g. washing, toileting (which would be seen as more urgent), feeding * Do they live with anyone or have a support network? Are they able to get up in the morning? * Describe mobility issues –struggling with the toilet, can they move around the house? * What do THEY think would help them? Has anything been tried before and not worked? (e.g. mobility aids, grab rails) * What does a typical day look like for the person?   If you are only referring to Customer First, Eve requests that you use the Adult Care Portal instead of the Warm Handover. The information submitted on a portal referral goes straight into the Council’s case management system which saves time.  Using the Adult Care Portal – Ben Ankers [Ben.ankers@suffolk.gov.uk](mailto:Ben.ankers@suffolk.gov.uk)  [www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/suffolk-adult-care-portal/](http://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/suffolk-adult-care-portal/)  Ben talked through completing the Request Support form on the Care Portal. First time use requires setting up an account with your name and email address. The system has multi-factor authentication which sends you an email when you sign in and it saves your details for 30 days so you can return to a referral later and see other referrals you have made. A team account can be set up, which is what GP surgeries use.  The headings on the form are:   * Professional Contact * Request * Your Details * Capacity, Communication and Contact (e.g. is advocacy required?) * Referral Details – care needs assessment (more details about the health and care needs of the person, what has not worked for the person in the past, e.g. a piece of equipment)   Postcode – there is the option to do xxx if the person has no fixed abode  There is no paper version of the form, as it is dynamic and changes depending on what responses you put in. |
| **Actions:**   * All – use the Adult Care Portal instead of the Warm Handover if you are only referring to Customer First | |
| **4.** | **Suffolk Constabulary - Inspector Claire Simons, Neighbourhood Partnership Team East**  [claire.simons@suffolk.police.uk](mailto:claire.simons@suffolk.police.uk)  The team’s main areas of work are community engagement and prevention. Present challenges are around scams and fraud, particularly targeting the elderly and vulnerable, which have increased dramatically during lockdown and are difficult to crack.  In 2018, the central Community Safety Team at Suffolk Constabulary was dissolved and now there are local teams working in areas such as schools liaison, youth justice, prevention and community engagement.  Claire heads up a team of Designing Out Crime Officers (DOCOs), previously Crime Reduction Officers, who have a combined expertise of over 80yrs. They are a tactical team, developing resources and planning and are part of the Collaborative Communities Board (<https://tinyurl.com/CollaborativeCommunitiesBoard>) and link to Public Health. They are not a safeguarding or vulnerability team, but this is high on their agenda and they liaise with the MASH (Multi-Agency Safeguarding Hub). Other partners they work with include Trading Standards, Access Community Trust, Lowestoft Rising Interventions, British Red Cross, Local Authority Licensing.  They provide lots of crime prevention advice under their First Principle campaign, which can be found at: [www.suffolk.police.uk/advice/crime-prevention-z](http://www.suffolk.police.uk/advice/crime-prevention-z). Please promote.  One of their big challenges at the moment is getting information to the ‘Seldom heard / hard to reach’. How do we reach a community that isn’t online and can’t access email?  As a new partner to the SIP they are still going through the information security part for joining the Warm Handover. |
| **Actions:**   * All – promote the First Principle crime prevention advice link | |
| **5.** | **Shaping the future of the SIP**  Kate explained how the County Council’s Public Health senior managers are looking at the SIP and Warm Handover as tools to support local people beyond the Covid pandemic and how the referral payments can be used to support small community based organisations who are not funded through commissioned services. They are looking for evidence of the effectiveness of the Warm Handover, case studies and the use of payments.  During the meeting Kate and Eleanor used an online survey tool to gather attendee’s feedback on the following questions:  1. What are the benefits to your organisation of being part of the SIP and Warm Handover?  2. What do you like about the SIP?  3. What do you like about the Warm Handover?  4. What do you think to the payments scheme?  5. Do you think the payments scheme is a good way to receive funding from the Suffolk County Council?  A more in depth survey will be circulated after the meeting to capture case studies and information from partners unable to attend this meeting:  **Suffolk Information Partnership and Warm Handover feedback survey**  Your responses will help us to develop the SIP and Warm Handover scheme and provide evidence for funders as to how the referral payments are working. Closing date is Friday 30 April. <https://forms.office.com/r/4u6m54QnYp> |
| **6.** | **Brief Service Updates**  **Fire Prevention Team** - reminder that they only have right of entry in response to incidents. If they are only checking smoke alarms or smoke detectors for the hard of hearing they need consent from the householder to enter the property.  **Citizens Advice North East Suffolk** – run a telephone befriending scheme. Contact Janet John, [dm@nescab.cabnet.org.uk](mailto:dm@nescab.cabnet.org.uk)  **Felixstowe Citizens Advice** - contact is the Manager, [GrahamP@felixstowecab.org.uk](mailto:GrahamP@felixstowecab.org.uk)  **Realise Futures** - are now starting to do face-to-face learning, helping people back in to work. They can also offer peer to peer support. Contact: Leanne Buss |
| **7.** | **Any Other Business**     * Eleanor Marsh will be leaving Suffolk County Council in the next few weeks. She has provided support to Kate with the meetings and organising the surveys and training sessions. Jess Solway will be taking over this work. * Free webinars by Gas Safe to help professionals spot carbon monoxide dangers in the home:   **Webinars: An introductory workshop to carbon monoxide risks in the home.** The Gas Safe Charity is offering free, on-line Zoom workshops which are aimed at front line staff who visit or work in the homes of vulnerable people. The workshop lasts about an hour and explains the sources, signs and symptoms of high- and low-level carbon monoxide risks in the home and includes relevant scenarios to explain what steps to take if carbon monoxide poisoning is suspected. Date are available for April, May, June and July. Free e-learning packages with similar content are also available and can be accessed by emailing [e-learning@gassafecharity.org.uk](mailto:e-learning@gassafecharity.org.uk)  Book a webinar: [www.eventbrite.co.uk/e/think-co-an-introductory-workshop-to-carbon-monoxide-risks-in-the-home-tickets-115618952399](http://www.eventbrite.co.uk/e/think-co-an-introductory-workshop-to-carbon-monoxide-risks-in-the-home-tickets-115618952399) |
| **8.** | **Dates and venues for next meetings**  Online on Microsoft Teams, 10am-12pm  Thurs 15th July 2021  Thurs 21st Oct 2021 |

Eleanor Marsh / Kate Turner

Suffolk County council

May 2021