



— SUFFOLK — INFORMATION PARTNERSHIP

Welcome to August 😊 School holidays are in full swing, and whilst the weather so far has not been that great hopefully it will improve over the coming weeks. Please see below for the stats and some other items for July:

1. Stats for July 2023:



July 2023:
306 Warm
Handover Referrals

Total: 118 Partners

Organisations wishing to join the Warm Handover Referral Scheme as well as the SIP are now required to complete a [HealthCheck self-assessment](#)

July Warm Handovers received by:

Customer First 122 Communities Together East Anglia 18 Citizens Advice Sudbury and District 11 Citizens Advice East Suffolk 11 Citizens Advice Mid Suffolk 10 Suffolk Mind 8 Suffolk Fire and Rescue Prevention Service 8 Citizens Advice West Suffolk 8 Suffolk Family Carers 7 Stepping Home 7 Disability Advice Service, East Suffolk 5 Disability Advice North East Suffolk DANES 5 Wellbeing Suffolk 5 Connect for Health 5 The Befriending Network 4 Anglia Care Trust 4 Alzheimer's Society 4 LifeLink West Suffolk 4 Home-Start in Suffolk 3 Suffolk Sight 3 Families Together Suffolk 3 Connect for Health - Central 3 Lefty Heights CIC 2 Suffolk Community Service Falls 2 Suffolk Libraries 2 Access Community Trust 2 Medequip Connect 2 Anglia Care Trust 2 East Suffolk Council Customer Services 2 Anglia Care Trust 2 Green Light Trust 2 Wednesday's Child 2 The Befriending Scheme 2 Abbecroft Leisure: Active Living Exercise on Referral 2 Orwell Housing 2 Warm Homes Healthy People 1 ihAg - Ipswich Housing Action Group 1 Realise Futures 1 Volunteering Matters 1 Storehouse 1 SPOT Wellbeing 1 Independent Living Suffolk ILS 1 Suffolk Coastal Debt Centre CAP 1 West Suffolk Council Customer Services Team 1 Babergh and Mid Suffolk Council Housing solutions 1 Emmaus Suffolk 1 Sharing Parenting 1 Gatehouse 1 Inside Out Community 1 REACH Community Projects 1 PACT Parents and Carers Together 1 Anglia Care Trust 1 Connect for Health 1 ActivLives 1 The ACE Project 1 Abbecroft Leisure: Active Communities 1 Rural Coffee Caravan 1 Connect for Health 1

Who's new?

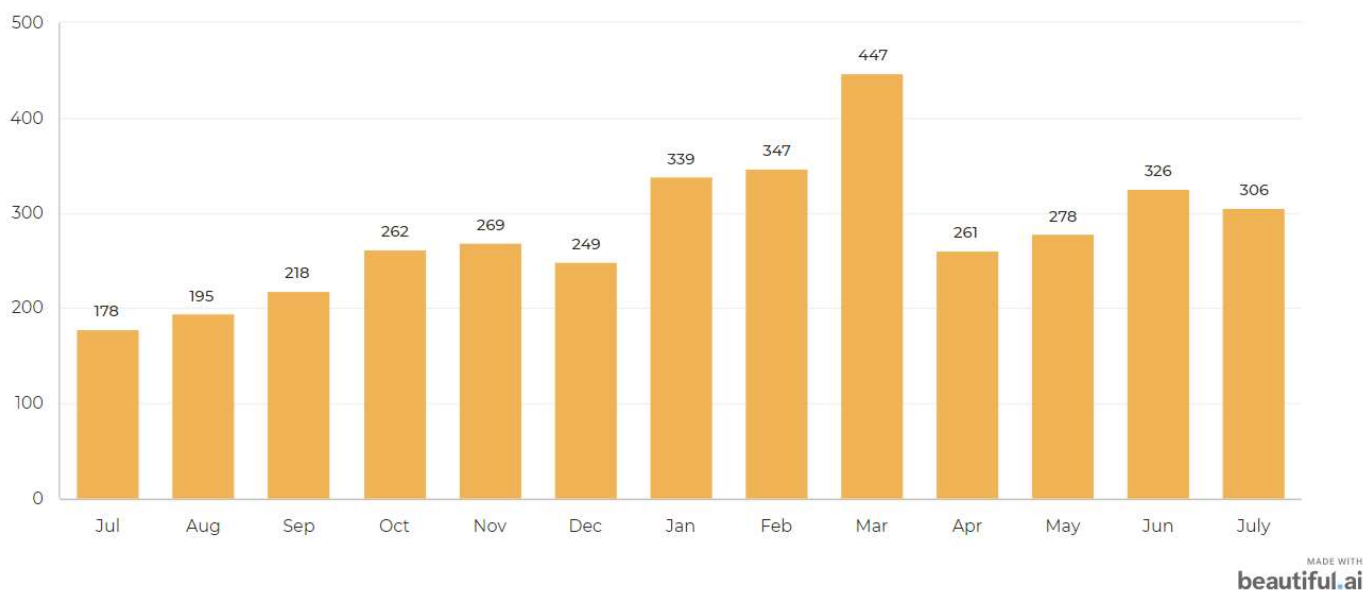


Orwell Housing Association providing a range of services including housing, support, and care services



Cutlers Hill Surgery a GP surgery covering Halesworth & surrounding villages. Supporting patients and signposting to local services

2022/2023 SIP referrals



2. New Partners



A warm welcome to Orwell Housing Association who provide a range of services including housing, support, and care services. The majority of Orwell's housing is located in the Ipswich and Lowestoft town areas; however, in recent years Orwell has evolved and has properties in all districts within Suffolk, South Norfolk, North Essex and Cambridgeshire. Orwell also manages (as well as owning the majority of) five sheltered housing schemes, twelve extra care housing schemes, eight schemes supporting adults with learning difficulties and eight temporary supported housing schemes including two women's refuges.

Orwell is currently the largest supported housing provider in Suffolk, in partnership with a number of different agencies to provide housing management, support and care services in a wide range of accommodation.



Customer First and Adult Social Care (ACS) – please be aware that referrals into Customer First are triaged so that people at risk can be supported first.

Please help ACS by following these guidelines for a good referral:

- 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 on the referral form you can use the Adult Care Portal instead of the Warm Handover as the information submitted on a portal referral goes straight into the Council's case management system which saves staff time. Thank you.

4. Funding opportunity for Community Groups in East Suffolk

Community groups in East Suffolk are being invited to apply for up to £30,000 in capital grant funding for upgrades and improvements to facilities. East Suffolk Council are now accepting applications from local voluntary and social enterprise groups, as well as some small to medium sized businesses, for a £15,000-30,000 share in the newly launched Rural Business and Community Hub Fund (RBCHF). The fund is part of the Government's wider Rural England Prosperity Fund (REPF) and aimed at organisations that provide, or wish to provide, a multi-purpose community hub or for-public-benefit facility offering access to a range of quality, cost-effective services.

Applicants could include existing village halls, local skills providers, business and co-working spaces, health, wellbeing and mental health providers, sports and recreation providers, and arts, culture, and heritage providers.

See Page 9 in this web-link for more details: [Rural Business and Community Hub Fund guidance](#)

Prospective applicants can also contact Community Action Suffolk for further support via info@communityactionsuffolk.org.uk.

5. Promoting the SIP and Warm Handover

Are there organisations in Suffolk that you refer to or who send you referrals that are not part of the SIP/Warm Handover? If so, why not invite them to join. Send them a link to the SIP website so they can find out more and ask them to contact suffolkinformationpartnership@suffolk.gov.uk. They will be very welcome!

To show your clients or anyone looking at your website that you are part of a trusted partnership and are working together with other local organisations why not add the SIP logo and a link to the [partners page](#) to your website? If you would like a copy of the logo please contact suffolkinformationpartnership@suffolk.gov.uk

6. What Partners Do spreadsheet

We hope you are finding the What Partners Do spreadsheet helpful when making referrals. Please tell your colleagues about it as it will also help with signposting queries.

Please don't forget that if you need to make any changes or are providing new services you can easily update your information by clicking on the orange "Update your information on the spreadsheet" button. We will then make the changes and publish a new



version.

If you are not very confident using an Excel spreadsheet here are some tips:

- Use the zoom slider in the bottom right-hand corner to make the spreadsheet bigger or smaller
- Organisations are colour coded by location. The key to the colours is at the top of the spreadsheet
- The list of organisations and columns of topics have been fixed so that you can scroll up and down / left and right without losing the organisation name / topic heading
- You can sort the rows so that all organisations delivering the same service, e.g., dementia support, appear together. To do this click on the "enable editing" button at the top, select the topic column from the yellow heading box to the bottom of the list of organisations and chose the "sort A-Z" filter. In the pop-up box select "Expand the selection" and "Sort". The organisations that provide that service will appear at the top of the page. **Important:** when you close the spreadsheet select "**Don't save**"
- You can download the spreadsheet if you wish, but please remember that the version on the website will be regularly updated, so you may be using an out-of-date version. Please check the website version and replace your downloaded one and check that colleagues do this too
- To see which organisations can offer informal support with another language click on the Languages tab at the bottom of the spreadsheet. This is looking a bit empty, so please let us know if you can help by going to the "Update your information" button.

7. Warm Handover stories

Do you have a success story where you have supported a person or family using the Warm handover? We would love to hear it. Please share your story with either [Julie or Alice](#) and remove any personal details.

8. Next SIP Quarterly meeting – Note change of time

The next SIP Quarterly meeting is now scheduled to take place on Thursday 7 September 2023 **2pm – 4pm**. It will be held virtually on Microsoft Teams, and you will be able to join the meeting from 1.45pm. Invites and agenda have been circulated, however if you have not received this please get in touch and we can re-send to you.

Please get in touch with us at suffolkinformationpartnership@suffolk.gov.uk if you would like us to share your news with the partners, circulate an update about your organisation, promote your event or just let us know if there is something in particular you would like us to include in these monthly updates.

Thank you for reading and please share with your colleagues and teams.

With best wishes

Julie and Alice

Suffolk Information Partnership and Warm Handover Referral Scheme
Community Information Team
Public Health and Communities
Suffolk County Council
Endeavour House
Russell Road
Ipswich
Suffolk
IP1 2BX

Suffolk Information Partnership <http://suffolkinformationpartnership.onesuffolk.net/>
Suffolk InfoLink directory of local groups, organisations, services, and activities
www.suffolk.gov.uk/infolink



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