



SUFFOLK INFORMATION PARTNERSHIP

January 2018

Dear Kate

Welcome to the latest edition of the Suffolk Information Partnership Warm Handover quarterly newsletter. Here you will find updates from the Warm Handover partner organisations, details of new organisations that have joined the referral form and changes to the form that you need to be aware of.

Please pass on to your teams and colleagues and anyone who may find it interesting.

Update on the online referral form

2017 was a very busy year for warm handover referrals. Nine new partners joined the scheme, making a total of nineteen organisations you can refer your customers to for further support and advice. The new partners are:

- Disability Advice Service, East Suffolk
- Fire Prevention, Suffolk Fire and Rescue Service
- Ipswich Citizens Advice
- Local Area Coordinators
- Lofty Heights
- Survivors in Transition
- Total Voice Suffolk
- Trading Standards
- Warm Homes Healthy People

If you are not aware of any of these organisations you can find out what services they offer, and how they can support your customers, on the [Gliffy](#) (What partners do and don't do).

This year we look forward to welcoming Suffolk Community Services (formerly Suffolk Community Healthcare) as our latest partner.

The change of encryption software from Egress to OME has caused a headache for some of the partners. We are working to sort this out, but in the meantime please be understanding if there is a delay in a referral.

Remember, if you are a member of ACS or County Council staff you can find links to the referral form, [Gliffy](#) and the Hints and Tips on mySCC under [Warm Handover Online Referrals](#).

Here are the latest figures for the number of referrals sent and received in November. You can see that new partners are receiving referrals, but they would love to get more!

Nov-17			
Sent from		Sent to	
Adult Protection Team (East)	1	Age UK Suffolk	38
Age UK Suffolk	5	Customer First	46
Customer First	1	Suffolk Family Carers	14
DAS, East Suffolk	1	Suffolk Mind	2
East Felixstowe (ACS)	3	Orbit East Care and Repair	1
East Stowmarket (ACS)	18	NESCAB	1
Fire Prevention (SFRS)	2	Fire Prevention (SFRS)	8
North Cluster 1 (ACS)	4	Local Area Co-ordinator	1
North Review Team (ACS)	3	Lofty Heights	2
South IP3 and IP4 (ACS)	1	Ipswich CAB	4
Sue Ryder	27	Total Voice Suffolk	2
Suffolk Family Carers	30	DAS, East Suffolk	2
Warm Homes Healthy People	5	Total	121
West Bury Town ACS)	2		
West Haverhill (ACS)	1		
Total	104		

Partner Feature



Helping homes with no central heating

Warm Homes Healthy People, working with Suffolk County Council, has been successful in bidding for a first time central heating fund. The fund was awarded by

Affordable Warmth Solutions and is worth over £4 million in total. The fund is aimed at any home owners or privately renting tenants who currently do not have a wet central heating system. This includes homes which only have storage heaters, gas fires, open fires or no heating at all. The client needs to be on low income, in an area of deprivation, in a low EPC rated home or spending a significant amount of their income to heat their home. In rural areas we will install oil systems and in urban areas we will connect to the gas grid where necessary and install gas fired systems.

Gary Crockett, Health Liaison Manager said "This is a really good offer for Suffolk. We know over 9,000 households in Suffolk who do not have central heating. The fund will run over the next 3 years, but we could get more funding if we find the need!"

The boiler replacement fund for those with health conditions finishes at the end of February. There is still have some funding left, so the team are very keen to be put in touch with anyone who needs a boiler replacement who also has any health condition.

For more information or to make a referral feel free to contact Gary.Crockett@eastsoffolk.gov.uk, email WHHP@eastsoffolk.gov.uk, call 03456 037 686 or use the referral form.

Partner news and updates



Take a Stand Against Scams!

Each year scams cause between £5bn and £10bn worth of detriment to UK consumers. In addition to the financial impact, scams can have a severe emotional and psychological impact on victims.

To fight back against the criminals a new initiative called Friends Against Scams has been launched in Suffolk by Suffolk Trading Standards. Friends Against Scams is a campaign which aims to protect and prevent people from becoming victims of scams by empowering communities to 'Take a Stand Against Scams.'

The aim of Friends Against Scams (a National Trading Standards Scams Team initiative) is to:

- inspire action
- highlight the scale of the problem
- change the perceptions of why people fall victim to scams

- make scams a local, regional and national topic

By completing a short online learning programme, anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and others from scams.

Suffolk Trading Standards are asking Suffolk residents to join the fight against scams by becoming a Friend Against Scams. They aim to have 500 Friends by the end of 2018 and are calling on individuals and businesses to make the pledge.

To become a Friend Against Scams please go to www.suffolk.gov.uk/Friends

As a result of this campaign staff at Customer First have agreed to do the online learning so that they can make people who contact them aware of the dangers of scams. What can you and your team do?



Good news for East Suffolk Disability Advice Service

Disability Advice Service East Suffolk (DAS) has been awarded £301,210 over three years by the National Lottery through the Big Lottery Fund. The Service provides a range of advice to disabled people and carers living in the Suffolk Coastal area. This includes help with welfare benefits, and accessing housing and support services.

Jen Morcom, the manager says "This is a great opportunity for us to increase the availability of our advice service to disabled people and family carers. We will be able to get out to people living in rural areas who cannot get to our office as well as increasing the availability of telephone advice and appointments. Our customers tell us that prompt advice improves their financial and mental wellbeing and decreases their isolation. The money will help us to make sure that we are there to help everyone who needs us. Disabled people have so much to offer their local communities, but many are driven to despair by difficulties with welfare benefit claims, negotiating social care systems and the many other issues they face."

But despite this tremendous good news DAS still need to fundraise to balance their budget each year.

To find out more or if you can offer help with fundraising contact advice@daseastsuffolk.org.uk or 01394 387070.



Dementia Together

Sue Ryder is so pleased to say that Dementia Together won an award at the prestigious Health Service Journal Awards in London in November 2017. The Health Service Journal Awards have recognised, celebrated and promoted the finest achievements in the NHS for the last 36 years.

Dementia Together, a service run in partnership by national healthcare charity Sue Ryder, NHS Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups and Suffolk County Council, beat nominations from across the country to win 'CCG & Local Authority Integrated Commissioning for Carers'. The award recognises this partnership work in supporting the physical and mental wellbeing of carers.

Launched in April last year, Dementia Together supports people at all stages of the illness, from those worried about memory loss to people who have a long-standing diagnosis and are nearing the end of their lives. The service provides practical information and support for people living with dementia and their carers. It enables them to seek advice through a single point of contact, helping them access the right help at the right time and preventing them reaching crisis point.

Jo Marshall, Sue Ryder Centre Director, said: "We are absolutely delighted to have won an HSJ award. The large number of referrals we have had and positive feedback from people supported by Dementia Together demonstrate the need for such a service. The partnership working is very important and I would like to thank all the local organisations and community groups involved in helping to make the service a success, helping us enable people affected by dementia and their carers to continue to live as good a quality of life as possible.

Cllr Beccy Hopfensperger, Suffolk County Council's cabinet member for adult care, said: "Winning this national award is nothing more than the service deserves. Those running Dementia Together are making a positive difference to the lives of those living with dementia in Suffolk. I am so pleased that we have a service in the county that is so successfully protecting our most vulnerable people."

The award was presented to Dementia Together stakeholders along with the winners in 22 other categories at the HSJ Awards at London's Intercontinental O2. For more information about Dementia Together visit www.dementia-together.com



Time to Talk Day

Join Suffolk Mind on Thursday 1st February for tea, coffee and lots of conversations from 10.30am-12.30pm at Quay Place.

At the Time to Talk event at Quay Place you will be able to find information about mental health and wellbeing, and take part in activities themed around the day. Activities will include the making of stress balls and pebble art where people can decorate their own wellbeing pebble, nice for a keepsake or as a gift for someone.

Time to Change local Champions will be there to have meaningful conversations about mental health and how to become a champion. They will also have details about a fund which is available to support champions to hold their own activities.

Please do pop in on the day. If you would like more information about Time to Change or the event email marketing@suffolkmind.org.uk.

This event is just one of several taking place during February at Quay Place which is all about emotional connection. Visit the [website](#) to see what else is coming up.



Fire and Carers Together

Suffolk Family Carers no longer provides the FACT (Fire and Carers Together) register, where the Fire Service can access details of vulnerable people and any equipment they use, in case of fire in the home.

From now on if you talk to a family carer and they have concerns around fire safety, such as hazards, no smoke alarms, or escaping from their property please encourage them to self-refer for a [fire safety in the home check](#). They can do this by calling 01473 260588 or visiting the [Fire Service web page](#) to complete an online self-registration form and find fire safety information leaflets. Eligibility criteria applies.

Alternatively if you feel that the family carer is not able to do this you can use the Warm Handover referral form to directly refer them to the Fire Prevention team for a fire safety home check.



Important updates from the Fire Service

Suffolk Fire and Rescue Service have asked that any smoke alarms fitted by themselves which develop a fault be reported through the Fire Service hotline on 01473 260588 and not on the Warm Handover referral form. This will ensure they are dealt with as soon as possible, to avoid distress to customers. Safer Home Visit requests can continue to be sent via the rederral form.

From 1 January 2018 we will not have a Prevention Practitioner in the West district but will be training someone from 1 February to take over. During this time there will be a delay in responding to Safer Home Visit requests in West Suffolk and we ask that practitioners and partners are patient.



Beware of rogue traders

Trading Standards is urging everyone to be cautious as last autumn saw a surge in the number of rogue fish sellers. Alerts were sent out via the Police and social media advising consumers not to purchase fish products from doorstep sellers. The fish is usually very overpriced and not as described, for example, the species is generic and the weight of the packs is inaccurate.

Roofing companies have also been visiting homes offering to “weatherproof roof tiles”. Do not agree to anything offered by doorstep sellers. The work will usually be overpriced and the products used will be not as described.

Trading Standards recommends getting three quotes from companies recommended by family or friends or looking on [Checkatrade](#) for approved traders. Consumers having issues with products or services are advised to contact Citizens Advice on 03454 04 05 06.



News from The Stables Day Service

Day services provided by Sue Ryder support people aged 18 and over with neurological conditions such as multiple sclerosis, stroke, cerebral palsy, Parkinson's disease, motor neurone disease, Huntington's disease, acquired brain injury and dementia. Services are provided at The Chantry, which is set in beautiful Chantry Park in Ipswich.

They offer a friendly, welcoming and safe environment, that supports people to develop and maintain their independence and self-confidence through an exciting and challenging activity programme, and emotional, social and spiritual support.

They work with each attendee to understand their individual needs and create a personalised support plan that always focuses on what a person can do rather than on what they can't. They hold regular reviews with each of their attendees to ensure that they are meeting their needs and helping them to achieve their personal goals.

There are currently vacancies within the day service. For more details please contact Alana Page, Community Services Operations Manager, on 01473 295200 or email alana.page@sue Ryder.org

Mental Health & Wellbeing Information Service

Update on the new mental health partnership

In April 2017 Suffolk Libraries joined with Suffolk Family Carers and Suffolk Mind to create a new mental health service, IAGES (Information, Advice, Guidance and

Emotional Support). The partnership has released a summary report following on from the project's initial six month implementation phase. They have collated feedback from various sources, looked at developing current services and begun preparations for launching officially this year. The launch will include a new name, with a new website, so look out for more details.

The report can be found on the [Suffolk Libraries](https://www.suffolklibraries.co.uk) website. If you would like more information please feel free to email Sarah at Sarah.Lungley@suffolklibraries.co.uk.



New Community Connector Scheme for Holbrook and Shotley

Suffolk County Council and Suffolk Family Carers have collaborated to develop a new rural social prescribing initiative which has recently launched in the Holbrook and Shotley area. It is a mobile scheme which uses the Suffolk Family Carers bus to travel to different locations in the Shotley Peninsular.

The Community Connector Scheme aims to do just what it says! It will assist individuals to find non-clinical solutions to improve their own health and wellbeing by supporting them to connect with their local community. This can include advice and information on local services and connecting individuals to social activities, clubs, groups, and like-minded individuals in their community. The Scheme does this by offering a private face to face discussion with a "Community Connector" to explore what matters to the individual.

Individuals don't have to have a personal appointment with the Community Connector, they can simply turn up at the bus and have a chat or get involved in some of the activities and sessions that will be on offer. There will be opportunities to meet with other people working in the community, either offering advice, ideas, or new activities and initiatives.

To find out more, including the bus locations and how to refer, visit the [Community Connector](#) web page.

Do you have some news from your organisation?

Have you started a new service? Do you have a good story to share where you have used the online referral form to support a customer?

Send it to [Kate](#) by the end of March for inclusion in the next newsletter, which will be published in April 2018.

Who do you contact if you have a query about using the referral form?

The Suffolk Information Partnership Working Group / Warm Handover Reps are:

Access Community Trust – [Richard Gallard](#)

Adult and Community Services – [Kate Turner](#)

Age UK Suffolk – [Helen Taylor](#)

Customer First – [Sam Bassett](#)

Disability Advice Service, East Suffolk - [Jen Morcom](#)

Ipswich Citizens Advice - [Nicky Willshire](#)

Local Area Coordinators – [Claire Prosser](#)

Lofty Heights – [Olive Quinton](#)

North East Suffolk Citizen Advice – [Ann](#)

Orbit East Care and Repair – [Sue Robertshaw](#)

Papworth Trust - [Tom Bourne](#)

Sue Ryder – [Alana Page](#)

Suffolk Family Carers – [David Grimmer](#) / [Philip Steward](#)

Suffolk Fire and Rescue Service Prevention Team – [Julie Richer](#)

Suffolk Libraries – [Lisa Brennan](#) / [Sarah Lungley](#)

Suffolk Mind – [Carole Thain](#)

Survivors in Transition - [Fiona Ellis](#)

Total Voice Suffolk - [Carl Ward](#)

Trading Standards - [Lesley Crompton](#)

Warm Homes Healthy People - [Gary Crockett](#)

Your feedback on the Newsletter

We hope you enjoyed reading the newsletter and have found it useful. We would love to know what you think. Would you like anything else included? Please email your comments to [Kate Turner](#).