



SUFFOLK INFORMATION PARTNERSHIP

October 2017

Welcome to the latest edition of the quarterly Suffolk Information Partnership newsletter which gives you updates from the Warm Handover partner organisations, details of new organisations that have joined the referral process 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

The new fields that were added to the referral form earlier this summer are working well and lots of referrals have been made since the last newsletter.

Remember that ACS and County Council staff 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 September.

Sep-17			
Sent from		Sent to	
Age UK Suffolk	4	Age UK Suffolk	21
East Felixstowe (ACS)	2	Customer First	39
East Transitions and LD (ACS)	1	Suffolk Family Carers	9
Fire Prevention (SFRS)	1	Suffolk Mind	1
Haverhill Library	1	Sue Ryder	2
Local Area Co-ordinator	3	Orbit East Care and Repair	1
Lofty Heights	1	Access Community Trust	1
NESCAB	3	Fire Prevention (SFRS)	9
North Cluster 1 (ACS)	3	Local Area Co-ordinator	1
South IP1 (ACS)	1	Lofty Heights	3
South IP3 and IP4 (ACS)	1	Warm Homes Healthy People	1
South Rural (ACS)	2	Trading Standards	2
Sue Ryder	9	Total	90
Suffolk Family Carers	33		
Warm Homes Healthy People	2		
West Bury Town ACS)	4		
West Haverhill (ACS)	2		
West Mildenhall / Lakenheath (ACS)	1		
West Sudbury (ACS)	1		
Total	75		

New partners

We will soon be welcoming Total Voice Suffolk to the referral form. TVS is a partnership led by VoiceAbility that offers a variety of advocacy services. Click [here](#) to find out more.

Another partner joining us very soon will be the Disability Advice Service, East Suffolk. There will be more about them in the next newsletter, but to find out what services they provide here is a link to their [website](#).

The Home First and Adult Protection teams within the Council's Adult and Community Services directorate will also be joining the form so that they can

make referrals. You will not be able to refer directly to these teams, but will need to refer to Customer First who will direct referrals to the appropriate teams within ACS.

Please remember that the referral form should not be used for safeguarding concerns. If you wish to report a safeguarding issue use the [Adult Safeguarding Referral Form](#) or find information about reporting a child at risk of harm, abuse or neglect [here](#).

A few years ago the Suffolk based disability support organisation Optua was taken over by Avenues East, which covers a much bigger geographical area. They have recently decided that they are no longer able to maintain membership of the Suffolk Information Partnership and warm handover, so are withdrawing from the referral form. Please do not send any referrals to Avenues East.

Partner Feature



Royal visit helps Papworth Trust celebrate 100th anniversary
The Duchess of Gloucester paid a special visit to Papworth Trust as part of the charity's 100th anniversary celebrations in September. Staff, volunteers and customers across the charity joined together to celebrate the special birthday of the Trust, which started life as a tuberculosis colony in 1917. They were joined by the Duchess, a patron of Papworth Trust, who

visited an exhibition detailing the Trust's rich history. She was given a commemorative anniversary book, entitled '100 Stories', which features historic anecdotes alongside interviews with staff, volunteers and customers about what Papworth Trust means to them.

Papworth Trust also organised a 'Virtual Birthday Party' where businesses and the charity's centres showed their support by hosting a cake-themed event and sharing photos on social media using the #PapworthTrust100 hashtag. Parties were also held in the charity's headquarters as well as the OWL Centre in Sawston and its centres in Cambridge and Huntingdon.

The 100 Stories anniversary book includes excerpts and news cuttings detailing how the charity was formed by Sir Pendrill Varrier-Jones and the many royal visits, starting with Queen Mary in 1918. It also includes interviews with many disabled people supported by the charity as well as staff members, volunteers and local supporters.

Linda Moss, who has lived in Papworth since 1970 and has held seven different positions within the charity, wrote: "I have always enjoyed the people, both within the village and the Trust. I think the main thing (that has changed) ...is we have actively encouraged more independent living and people who were in care homes now have their own homes, have got married and had children – all things we take for granted. They have been given more freedom and that is how it should be. There are similarities between Papworth Trust and Varrier-Jones' vision 100 years ago. He had a focus on the importance of work and housing – just as the Trust still does today."

A digital version of the 100 Stories book, including stories from Suffolk, can be viewed [here](#).

Papworth Trust offers support and care to disabled and older people, their families and carers. We help people of all ages to live independently in their

own homes, to learn new skills, and to find and keep jobs that are right for them. To find out more about the charity please go to www.papworthtrust.org.uk

Partner news and updates



What a difference a call makes.....

Loneliness affects people of all ages but factors such as poor health, retirement and bereavement can make old age a very lonely experience for many. Age UK Suffolk offers a free telephone befriending service seeking to reduce loneliness and social isolation.

The service is provided by carefully selected volunteers. Befriending Coordinators Nicola and Lynn, based at our office in Claydon, take care to match the interests of volunteers and older people. Through a weekly phone call our volunteers can make a real difference and many volunteers would argue that they gain as much as they give.

The service is available to anyone aged 60 and over who consider themselves to be lonely. Unfortunately, we do not provide a service to those with a diagnosis of dementia or complex mental health needs.

For further information or to make a referral contact 01473 353061 / 353051 or befriending@ageuksuffolk.org



Do you know the difference between a hoarded home and a cluttered one?

No that isn't the intro to a cheesy joke. With the recent tragic fire in Lowestoft support services around Suffolk are bending under the strain of the sudden focus on hoarded homes. A hoarded home does not occur overnight and as such cannot be expected to be de-hoarded quickly. If you or your team would like to know how to differentiate between clutter and hoards, tactics for working with people with these symptoms, and the practical steps on the road to finding a solution then call us.

We often tell people that we work for peanuts but with the introduction of the Living Wage our team now work for nuts and bolts. For a donation to our Van Fund Georgina or Olive can provide a dedicated training session. Whether that amounts to a hubcap or an engine they will create a bespoke package to best support your team.

For more information just call: 01473 345301 or email info@lofty-heights.org

Lofty Heights offer a complete home and garden, loft and de-cluttering service in Suffolk and is a not for profit company registered in England & Wales. Find out more on their [website](#).





Family Carers Emergency Plans

Customer First are now responsible for holding Family Carer Emergency Plans and the service is no longer run by Suffolk Careline. The plans support carers who have the main caring responsibility for someone in case of an emergency, such as an accident.

To get a plan carers need to contact Customer First, who will take down the details of family or friends who can be contacted and will support in an emergency. They will then send a key fob to the carer with Customer First's contact details and an ID number should they need to activate the plan.

The service is free and runs 24/7, 365 days a year and can be accessed through Customer First on customer.first@suffolk.gov.uk or by phoning 0808 800 4005. Further information about the service can be found on [Suffolk InfoLink](#) and the [Suffolk County Council website](#).

When sending out the key fobs, Customer First also send out literature from other areas of support, so if your organisation offers carer support please send them leaflets to include.

Carers app

Suffolk County Council has invested in the [Jointly carers app](#). Jointly is a mobile and online app designed by carers for carers, that makes caring for someone a little easier, less stressful and a lot more organised.



Help with heating and insulation

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures.

The introduction of ECO flex (or ECO 2) means that 10% of the overall ECO pot has been allocated to local authorities with each local authority able to specify how and who they would like to target, and what the eligibility will be. Suffolk has submitted a statement of intent to be able to deliver ECO flex funding across Suffolk, with help from Warm Homes Healthy People.

What this means for Suffolk is that low income households, especially those with vulnerabilities, could receive part funding for any measures that reduce the carbon emissions of their home. This is calculated on a house by house basis so a general guideline of funding amount is hard to give. However the funding is unlikely to cover the full costs of a heating system, but could cover insulation works.

if you come across any clients who may benefit from heating or insulation works please refer them to us. Please note though that the funding is not applicable to those in social housing. Contact Warm Homes Healthy People on 03456 037 686 or email whhp@eastssuffolk.gov.uk



Keeping safe with gas appliances

Cadent (previously National Grid) have a referral system for the free supply and installation of locking cooker valves. This simple safety device will help a person living in a vulnerable situation retain their independence, and provides reassurance to family, friends and carers. When the valve is locked, the gas supply is isolated which means if the cooker is unintentionally turned on or left on there is no risk of gas escaping.

Suffolk Fire and Rescue Service (SFRS) Prevention Team are now carrying leaflets containing details of this service. During their Safe and Well visits they will make families and carers aware of this safety device and recommend where appropriate. However, SFRS will not be making direct referrals themselves. For more information contact [Cadent](#).

New website

SFRS has recently launched their new [website](#). It is very interactive while getting the serious message across that fire can kill so we need to be prepared. One feature on the website is making an escape plan. Every year there are 40,000 accidental house fires in the UK. Making an escape plan can help you, and anyone you live with, escape a fire quickly and safely. By using the template on the website you can create your own personal house fire escape plan which will be emailed to you.

Suffolk Libraries

Stop buying magazines... Save money and download them for FREE!

Suffolk Libraries offer a FREE digital magazine service that is available to anyone with a library card. The service is easy to use and once you download your favourite magazines you will always have access to them and will be able to keep them forever! This fantastic service also gives you the option to download back issues as well as the latest magazine.

Our selection has recently expanded to over 60 magazines so whatever your taste we have something for you. Current titles include...

BBC Good Food Magazine, Amateur Gardening, Knit Today, Cycling weekly, HELLO!, Autocar, Good Housekeeping UK, New Scientist, Cosmopolitan, Who Do You Think You Are?, Amateur Photographer, Empire, OK and many more!

You can see our full collection of FREE digital magazines here on our website:

[FREE Digital Magazines](#)

If you need help setting up this FREE service, you can find step by step instructions here:

[Instructions for setting up the service](#)

And if you don't yet have a library card you can sign up online here:

[Get your FREE library card today](#)

Sue Ryder

Dementia Together

Alana who manages Dementia Together reports that the service has registered 461 people from April, when the service started, to the end of August. Geographically referrals are generally well spread with the largest number in Ipswich and district and lowest number in Suffolk Coastal; and slightly more people with Dementia than family carers are being supported.

The Community Memory Assessment Service made the largest number of referrals last month following a meeting Alana had to ensure Sue Ryder are receiving referrals for people not yet diagnosed but going through the assessment process – this has worked! Alana said "This means that these people will benefit from us making contact, answering questions and offering reassurance that they can contact us if they need to whilst awaiting diagnosis."

As demand for the service increases Sue Ryder needs to ensure there is enough support at a local level to signpost to. They are finding it difficult to recruit enough level 1 volunteers in order for their level 2 navigators to pass on some of their case load. So if you know someone who would like to volunteer email Alana or phone Dementia Together on 08081 688 000

The service is a finalist in this year's Health Service Journal Awards having been entered in the Integrated Commissioning for Carers category by the local Clinical Commissioning Group. They are presenting to judges on 10th October in London where they hope to take a lady living with dementia and her carer with them. The winners will be announced at the award ceremony at London's O2 in November.



Grants to make West Suffolk homes warm and safe

Decent homes are important to health both physically and in terms of wellbeing. West Suffolk councils (Forest Heath and St Edmundsbury), offer grants to help potentially vulnerable residents carry out essential repairs in their homes to make them warm, safe and free from hazards.

The grant is very useful where only a small amount of assistance is needed to prevent larger scale problems developing, but the resident does not have sufficient income or savings to do the work themselves.

Examples of what the grant can provide are replacement heating systems and boilers, insulation so homes can be kept warm at an affordable cost and remedial work on hazards ranging from £100 for minor repairs to £20,000 for major repairs. Please contact Debbie Paine on 01284 757036 or email: debbie.paine@westsuffolk.gov.uk. Further information is available on at <https://www.westsuffolk.gov.uk/housing/housinggrants.cfm?aud=resident>

The councils are working with Orbit East Care & Repair, Suffolk's Home Improvement Agency, which focuses on helping disabled residents to adapt their homes and apply for a Disabled Facilities Grant. Before applying for a grant, you will need to be seen by an Occupational Therapist (OT) who will visit your home to carry out an assessment of your needs. For further information, contact Orbit East Care and Repair at suffolkhia@orbit.org.uk or telephone 0800 1217711.



Warning to residents with solar panels after victims targeted

Suffolk Trading Standards is asking residents with solar panels to be vigilant if they receive a call from energy saving companies claiming they will be able to save them money or that they need work completed on their installation. Since the turn of the year Suffolk Trading Standards have received a large number of complaints from residents who own solar panels, with energy saving companies making various claims.

One victim, in Lowestoft, was told the lid to her water tanks was loose, which then ran the risk of overflowing onto the electrics in the house, and electrocuting her. The resident was told they would need to pay the company £7,500 up front in cash, and that work would need to start as soon as possible. The victim went straight to the bank to withdraw the money, but fortunately the bank staff contacted Suffolk Trading Standards before any money was passed over.

The second victim, in Ipswich, was told their solar panels needed to be serviced. When the trader took a look at the panels, they informed the victim that the company that had fitted them had gone out of business and that the installation was dangerous, as a power save unit had not been installed, creating a fire risk to their property. They were told the repair would cost £3,295 and the victim paid a deposit of £800. The trader has not yet returned to carry out the work and despite the victim trying to cancel the work, they have not yet received a refund.

Suffolk Trading Standards is offering advice to consumers to ensure they do not fall victim to such companies and traders.

- Never sign on the spot and check to see if the salesperson's identity is genuine.
- Be wary of special offers or warnings about your home – while it may sound worrying, if it is coming from someone who has just knocked on your door, caution should be taken.
- Shop around for the best price and before signing anything
- Read the small print, check documents carefully and double check the facts to ensure they understand the total cost of the work – including estimates, delivery, installation and arrangements for after-sales servicing.
- Speak to a trader you trust for a second opinion. Suffolk Trading Standards recommend finding a trader via [Checkatrade](#), as those working in Suffolk are vetted by them.
- Do not hand over a cash deposit and avoid handing over money before work has started. A reliable trader will never ask you to do this.

If you have any concerns about a trader, call Trading Standards via Citizens Advice Consumer Service on 03454 040506.

To keep up to date with scams and rogues targeting Suffolk, sign up to receive a weekly Trading Standards email alert here:

www.suffolk.gov.uk/JoinTheFight



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 December for inclusion in the next newsletter, which will be published in January 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 – [Sue Kennedy](#)

Customer First – [Natasha Corness](#) / [Sam Bassett](#)

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](#)

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

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

Sue Ryder – [Alana Page](#)

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 News letter

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](#).