

## **Summary notes of virtual Interagency Meeting 25<sup>th</sup> June 2020**

**Cathryn Bartrum, B&NES SEND Partnership** – we are the information advice support service for the district. We support families who you may be having difficulties with their children including accessing education. We are looking at a different way of working. We would like to link up with anybody who is holding virtual meetings with families who think it might be appropriate for us to join. We have a number of Parent Champions are volunteers that signposting people to a range of local services for families [www.spsbathnes.org.uk](http://www.spsbathnes.org.uk) and <https://www.facebook.com/SPSBathnes/>

**Jen Russell, B&NES HR Team** - I oversee the safeguarding training for B&NES including the wider children's workforce. Many of our courses and learning is online. We have created a volunteer handbook and we have looked at the training needs of new volunteers or people who'd moved into new roles. The training is offered through the BANES Learning Pool, this is open to any organisation in BANES. <http://bathnes.learningpool.com>, [childrensandadultsworkforce\\_training@bathnes.gov.uk](mailto:childrensandadultsworkforce_training@bathnes.gov.uk) or call the team on 01225 394210.

**Claire Abraham, B&NES Carer Centre** – We've been making well-being calls to all the carers that we've got registered with us. Just checking to make sure that they're okay and signposting to services. We know that carers need to take a break from their caring role and we can't do any face-to-face, but we have been doing things like sending them an art kit, which they then come together online on a Zoom call. We've also extended our support line. We've seen a massive drop in our referrals for carers. We support carers from age five up to 100+. So we know that there's a lot of carers out there at the moment who are struggling with this situation because they may not have been able to take a break or leave the home. So I'd ask if anybody does come into contact with anybody who has an unpaid carer with them to let them know of our services. <https://www.banescarerscentre.org.uk/help-for-carers/coronavirus-hub>

**Wendy Loades, Trading Standards Illegal Lending team** – I cover the Southwest. We investigate and prosecute illegal money lenders and loan sharks and help the victims get their lives back on track. At the moment, we're getting a lot more referrals and a lot of people have lost their jobs, especially in the hospitality industry, and have turned to loan sharks. We've also had people turn to loan sharks to pay for people's funerals. Unfortunately, because of the situation we are getting busier and busier. We have a hotline, which is manned 24 hours a day, seven days a week. So, you know, if anybody this borrowed from a loan shark, if they say they borrow from a friend or a friend of a friend, that's a red light to us. If you have a team meeting I am happy to talk about our service. [wendy.loades@birmingham.gov.uk](mailto:wendy.loades@birmingham.gov.uk) / Tel: 07557 203145 / [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

**Councillor Tim Ball, B&NES Cabinet Member for Housing** – the Council is currently in a financial crisis with £53 million deficit in this year's budget. The government have agreed to pay £10 million, but it still leaves a large deficit. We have managed to find the money through efficiency savings and also reducing some services and other measure. A report will go to Cabinet in July setting out the financial situation. The Council has three local plans which we are developing including a focus on environmental issues. We are also looking at bringing forward supplementary planning documents on purpose-built student accommodation, and we are also looking at other issues that affect the way people live.

**Mike Plows, Volunteer Service** – In my normal day job I am the manager for the community volunteer services but I have been redeployed to the Compassionate Community Hub where I'm

responsible for the triage team. We have helped lots of people and taken over 6000 calls since we've started. We have continued to offer support through the Volunteer Service, albeit remotely. We have been in touch with all organisations to understand their needs but we are getting lots of bounce backs as many people are furloughed.

<https://bathneshealthandcare.nhs.uk/wellness/community-volunteer-services/>

**Angela Hucker B&NES Welfare Support** – the team support people in financial crisis. We've been in existence since 2013. We are currently offering the service remotely. We help people with food, debts like rent arrears, council tax, household items, carpets, removal costs, various things. We had a lot of calls when the pandemic hit, but thankfully, when the Compassionate Community Hub came into existence. We also manage a fund for discretionary housing payments. We also offer retail vouchers. primarily for people on a low income or having a crisis, they don't have to be on benefits. Tel: 01225 477277, email: [welfare\\_support@bathnes.gov.uk](mailto:welfare_support@bathnes.gov.uk), website: <https://beta.bathnes.gov.uk/apply-welfare-support>

**Surrinder Bains, Play list for Life** - I'm the local organiser for a charity called Play list for Life. It's a music and dementia charity that encourages people to have access to a personalised playlist. We recognise that everybody will have a soundtrack to their lives and enabling people to actually have access to that. We offer training and we've got free resources that we can let people have access to. On our website there is an Easy Step-By-Step guide. I am keen to reach people who are isolated at home that don't have access to the Internet or I.T. skills and try and get information out to them. Email: [surrinder@playlistforlife.org.uk](mailto:surrinder@playlistforlife.org.uk), website [playlistforlife.org.uk](http://playlistforlife.org.uk), Mobile number 07712273949.

**Ian Jess, Bath Community Transport** – I am the chair of Bath Community Transport. We're running a very occasional service moment. Most of our team are furloughed. Our current strategy is to keep the buses available for use and protect our financial position and be ready to provide transport again when our users are able to get out and about. We have started to plan for appropriate social distancing measures in the vehicles.

**David Ollendor, West of England Care Improvement Service** – I am volunteer. We provide a service to support older people to remain independent in their homes for longer. We also provide extensive support when people return home from hospital. We are continuing to offer the service in people's homes including minor and major works including bathroom adaptations, helping people purchase equipment etc. <https://www.wecr.org.uk/>.

**Gillian Adams, Age UK** - I work in the information and advice team at Age UK. Generally speaking most of our queries relate to benefits. We offer benefit checks and help people to complete attendance allowance applications. We give advice on things like housing and can help people make applications for financial help from charities. We give advice about care at home and residential care. The office is closed but we are offering a telephone service. We can offer home visits, but only in exceptional circumstances. Our referrals have dropped by approximately 50%. We are concerned that there are a lot of people who are out there at the moment who may need our help, but not be aware of it. We are getting self referrals, but referrals from other professionals has completely dropped off. We are not currently offering our Day Centre services but hope to be up and running sometime during August or September. We have added some additional services to those that we used to provide, particularly telephone befriending. Our home care team has been doing a lot of shopping and prescriptions collections for older people and liaising quite closely with the Compassionate Community hub. <https://www.ageuk.org.uk/bathandnortheastsomerset/>

**Sim Ilyas, Bristol Credit Union** - I run the Welfare Work Initiative, which is linked to financial welfare, money at work. Money at work is a free service that we provide to employees that are working in around the Bristol and B&NES. We can help you improve your financial welfare through savings and offer a range of other services such as borrowing plan. Bristol Credit Union, like all credit unions, is a co-operative and ethical community based provider. Therefore, any profit that we make is invested back into the membership. We're always keen to establish new links and establish new relationships. <https://www.bristolcreditunion.org/changes-lending-activity-coronavirus>

**Becky Penny – B&NES People and Communities Information Service** – We provide up to date information through three websites. One Big Database includes resources for families and practical support, mental health support and direct signposting people to services and supporting children, young people with special educational needs and disabilities. This is also available on the Wellbeing options site, which is for older people supporting them to remain to live independently in their own homes. Rainbow Resource supports children with special education needs and disabilities across Banes. We also have our Rainbow Resource Scheme card which gives discounts on various locations across the Southwest. We've also developed an autism section. One Big Database Bathnes [here](#) , Wellbeing Options site [here](#) and Rainbow Resources [here](#).

**Claire Wynne Hughes, Quartet Community Foundation** – We offer grants to local organisations. We have a new fund Recovery and Resilience. It is aimed at supporting organisations rather than projects. We've awarded across the Quartet area 180 grants at a value of £850,000 in the past two and a half months. <https://quartetcf.org.uk/>

**Tom Glyn, Cycling Project** - We are usually based at Odd Down Cycle circuit. All of our activities have stopped temporarily. Cycling is becoming really, really popular at the moment for everybody. I am keen to find out what other organisations have planned. In the future we hope to deliver our disability cycling activity in small groups of up to four or five people. We have been doing a lot of bike loans out to families of individuals that have disabilities. <https://cycling.org.uk/locations/bath-west-wheels-for-all>

**Ralph Lillywhite, St Mungos** – We have been working with Age UK, Creative Works, Bath Mind 3SG and Wellbeing College to create well-being packs for people who have no internet or very limited Internet. We've been producing about 400 packs every fortnight. We're also running a peer mentoring scheme with AWP. We're now developing volunteering training via zoom. We have updated the Hope Guide which is now online and will be updated every two weeks. To add activity to wellbeing pack, email: [contact@3sg.org.uk](mailto:contact@3sg.org.uk) Packs can be downloaded from <https://www.3sg.org.uk/pages/wellbeing-resources> Hope Guide and other resources available here: [www.bridges2wellbeing.co.uk](http://www.bridges2wellbeing.co.uk)

**Cllr David Veal, Clutton Parish Council** – Interested to hear the discussion and find out what services are available.

**Heather Cullimore, Sevenside Community Rail Partnership** – Normally we would be actively encouraging people to use trains but we are in a rather unusual position of currently doing the opposite and discouraging trips only the essential travel. The remit of the community rail partnership is quite broad. We have a number of volunteers. Our volunteer co-ordinator has been making well-being calls. Volunteers have all been itching to get back at their stations. Great Western Railways have issued the new guidelines and risk assessments around access

for volunteers on the stations on a limited basis. We are busy encouraging the use of face coverings on public transport, which became compulsory. Particularly like to mention a funding programme, Community Rail Development Fund that is open to applications of up to £25k. It doesn't necessarily have to have a project that directly impacts on the local stations or rail service, but it does need to align with the core pillars of the community rail strategy.

<https://www.sevenside-rail.org.uk/>

**Chris Essex, Saltford Community Association** – I am the Hon Treasurer of Saltford Community Association and I have set up and run the Saltford Covid 19 Support Hub which has handled nearly 500 calls and continues to do so. We have provided over 900 free hot meals on a Saturday night to the vulnerable and 400 afternoon teas on VE Day and Queens Official birthday. Saltford Hall intends to reopen on Monday 10 August to some of the many groups that want to try and restart. <https://saltfordhall.co.uk/>

**Pat Foster, Healthwatch BANES** - Healthwatch Bath and North East Somerset is keen to hear from people about issues they have with health and care services. We have recently heard about people trying to access dental services and have a survey looking at Mental Health issues during COVID. Contact us 01225 232401 or email [info@healthwatchbathnes.co.uk](mailto:info@healthwatchbathnes.co.uk)

**Debbie Willis, St Moncia's Trust** - I'm am involved in managing the grants programme. All of our funding is for older people and older people's projects. From the age of 40 years plus. The fast track scheme was really in response to two emergency needs that came up at the beginning of the crisis. And for that reason, the fast track scheme will finish at the end of this month, although people will still be able to apply to us through our ongoing scheme. We also funding organisations and I am trying to pull together themes for funding that might be coming up over the over the next six to 12 months. <https://www.stmonicastrust.org.uk/supporting-communities/community-giving>

**Denise Perrin, Village Agents** – I'm project manager for the village agents, mostly in the Chew Valley, but also many of the other rural parts of banes. The service is mostly for older people, although we do take referrals for any age above 18. During lockdown, we've all been working from home, mostly doing welfare calls. We have been working with a lot of local groups who have emerged with their volunteers to help deliver foods and prescriptions, etc. People are starting to leave their homes with great trepidation, there is a lot of fear. My colleague, Dick Whittington has been supporting lots of management committees for village halls. They are approaching a time when they could potentially start opening and there is a lot of new procedures they will need to put in place. For updates and support regarding Village Halls, visit our website [www.wern.org.uk/villagehalls](http://www.wern.org.uk/villagehalls). Referrals to our Village Agents to secure email: [denise.perrin@nhs.net](mailto:denise.perrin@nhs.net)

**Susan Thompson, The Advocacy People** - I'm an advocate and I work as an independent advocate. We support people across BANES to raise concerns and to help resolve those concerns with any NHS provider with whom they've come into contact. We are all working remotely now, at least for the foreseeable future. The NHS has actually paused really in terms of how it's been managing and investigating concerns because of the crisis. They will be back up and running very soon. All NHS providers have been asked to be ready to deal with patient concerns from the 1st July. So we expect referrals which have reduced during the crisis to increase. We are a free service and available to help anyone who needs support either to raise a concern, write a letter or attend a meeting. One of the things that we're seeing more of are requests by NHS providers for virtual meetings. This works for some people but a lot of people want to have a face to face meeting for with a hospital or with a GP. We hope to be able to get

back to some face to face contact very soon. Email: [susan.thompson@theadvocacyppeople.org.uk](mailto:susan.thompson@theadvocacyppeople.org.uk), Website - [www.advocacypeople.org.uk](http://www.advocacypeople.org.uk). Tel: 03304409000, advocacy service to support individuals to raise concerns about NHS care, including hospital, GP, dental, etc, can self-refer to this free service across BANES.

**Jenny Staton, Wessex Water** - We have been working through the crisis providing essential services. In my role, I'm part of a community engagement team and I'm normally organising lots of our staff to go out and about volunteering in teams all over the place. Obviously, that all came to a pause, but lots of our colleagues have been doing lots of volunteering in an individual capacity and our restaurant has been providing meals for Age UK clients who would normally attend the day clubs, as well as Southside Project, Youth Connect and Bath City Farm. We are providing this service until the end of July. We have provided about 6,500 meals. A reminder about the Wessex Water priority services <https://www.wessexwater.co.uk/help-and-advice/priority-services> and the NHS uniform washing service <https://www.wessexwater.co.uk/coronavirus/nhs-rebate>.

**Gilly Samuddin, Bath Area Play project** - I co-ordinate the Children, Young People's Network. We are providing virtual family support. Workers are meeting young people and their families in-line with the social distance rules. We are planning for our summer play schemes for children with additional needs. We have found an outdoor provider that will run climbing, canoeing, etc. We are also working in partnership with Bath City and the Rugby foundation on our summer break programme. [http://www.bapp.org.uk/](http://www.bapp.org.uk)

**Les Redwood, BANES CAB** – I am the Chief Executive for the CAB. We have been one of the pods at the Compassionate Community Hub along with other local organisations such as Bath Mind and the 3SG. It's been a huge success. We are not picking up those clients that we have been seeing in the past on a regular basis through the One stop Shop. That's a concern to us. The face to face element is something we are looking to bring back in some way as soon as possible. Clients can phone us or contact us via a web form. We are considering some options around video, around Web chats. <https://www.citizensadvicebanes.org.uk/general-enquiries-webform/>. For more information about the CAB go to: <https://www.citizensadvicebanes.org.uk/>

**Mariya Qunn, MHA** - I work for MHA in Midsomer Norton that provides sheltered accommodation for older people. And I find a lot of this information very useful. A lot of residents particularly those with dementia are struggling as they are isolated and do not have the support that they have would normally have. I'm always interested in finding out what activities could support our residents please do get in touch. Website: [https://www.mha.org.uk/news/latest-news/news\\_archive/coronavirus-covid-19/](https://www.mha.org.uk/news/latest-news/news_archive/coronavirus-covid-19/)

## **Date of next meeting**

Thursday 21st July 2020, at 12noon.