

**Community Partnership Board**

**Wednesday, 15 March 2023 at 2.00pm  
at the Riverside Centre, Stratford St Andrew, Suffolk, IP17 1LL**

		Pages
<b>1</b>	<b>Welcome and Apologies for Absence</b>	
<b>2</b>	<b>Minutes</b>  To confirm as a correct record the Minutes from the Meeting held on 8 December 2022.	<b>1 - 9</b>
<b>3</b>	<b>Community Partnerships Annual Forum - 3 March 2023 (Steve Gallant)</b>  - Initial outcomes and delegate feedback - Arrangements for next year	
<b>4</b>	<b>Focus on Community Partnerships (Letitia Smith)</b>  - Review the development and impact of the eight Community Partnerships in their first 3.5 years (Letitia Smith) - Aldeburgh, Leiston, Saxmundham and Villages Community Partnership (Zoe Botton, Communities Officer, ESC)	
<b>5</b>	<b>Transport and Travel Task Group Report (Norman Brooks)</b>  - Presentation on progress and discussion about next steps (Nick Khan, Strategic Director, ESC)	
	<b>Item 5a - Katch Demand Responsive Transport Pilot</b>	<b>10 - 13</b>
	<b>Item 5b - Outcome Proposal - Demand Responsive Transport Mobile Application</b>	<b>14 - 17</b>
<b>6</b>	<b>Update on two key Community Partnership Board Programmes - Well Minds East Suffolk and Ease the Squeeze</b>  Update from Nicole Rickard	<b>18 - 27</b>

7	<b>Any Other Business</b>	
8	<b>Dates of Next Meetings</b> <ul style="list-style-type: none"> <li>- 27 June 2023 at 10.00am at the Fromus Centre, Saxmundham</li> <li>- 13 September 2023 at 2.00pm in the Deben Conference Room, East Suffolk House</li> <li>- 13 December 2023 at 10.00am at Snape Maltings</li> <li>- 7 March 2024 at 2.00pm at Sizewell Visitors Centre</li> </ul>	

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<b>Unconfirmed</b>
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Minutes of a Meeting of the **Community Partnership Board** held in the  
Peter Pears Recital Room, Snape Maltings, Snape, IP17 1SP  
on Thursday, 8 December 2022 at 10.00am

**Community Partnership Board Members Present:**

Steve Gallant (Chairman of the Community Partnership Board and Leader of East Suffolk Council),  
Chris Abraham (Chief Executive of Community Action Suffolk (CAS)),  
Paul Ashdown (Chairman of the Lowestoft and Northern Parishes Community Partnership),  
Lesley Beevor (SALC representative),  
Chris Blundell (Chairman of the Kesgrave, Rushmere St Andrew, Martlesham, Carlford and Fynn Valley Community Partnership),  
Norman Brooks (Chairman of the Carlton Colville, Kessingland, Southwold and Villages Community Partnership),  
Matt Carney (East Suffolk Policing Commander, Suffolk Constabulary),  
Judy Cloke (Chairman of the Beccles, Bungay, Halesworth and Villages Community Partnership),  
Julian Cusack (Vice Chairman of the Aldeburgh, Leiston, Saxmundham and Villages Community Partnership),  
Louise Hardwick (NHS Ipswich and East Suffolk Integrated Care Board),  
Mark Jepson (Chairman of the Felixstowe Peninsula Community Partnership),  
Gary King (Locality Inspector, Suffolk Constabulary),  
Michael Ladd (Suffolk County Councillor),  
Carol Poulter (Chairman of the Framlingham, Wickham Market and Villages Community Partnership),  
Letitia Smith (ESC Cabinet Member with responsibility for Communities, Leisure and Tourism),  
Roger Wright (Chief Executive of Britten Pears Arts, Snape Maltings).

**Others present:**

Luke Bennett (Partnerships Manager, East Suffolk Council),  
Andrew Cuthbertson (Communities and VSC Lead, Suffolk County Council),  
Sharon Harkin (Communities Officer),  
Nick Khan (Strategic Director, East Suffolk Council),  
Nicole Rickard (Head of Communities, East Suffolk Council and NHS Norfolk & Waveney / Ipswich & East Suffolk Integrated Care Boards),  
Louise Thomas (Communities Officer),  
Paul Wood (Head of Economic Development and Regeneration),  
Nicola Wotton (Deputy Democratic Services Manager, East Suffolk Council)

**1. Welcome and Apologies for Absence**

Steve Gallant welcomed everyone to the meeting.

All those present then introduced themselves for the benefit of those who had not attended the meeting before.

Steve welcomed Lesley Beevor, who had been formally elected as the Suffolk Association of Local Councils (SALC) representative onto the Community Partnership Board, as a replacement for Russ Rainger. He stated that he looked forward to working with her.

Steve then invited Roger Wright, Chief Executive of the Britten Pears Arts at Snape Maltings, to welcome everyone to the venue and give a short update on their current work and plans.

Roger stated that he was very pleased to host the Community Partnership Board meeting and he had laid out a programme of events for each attendee, so that they could see the wide range of events taking place at Snape Maltings.

Roger updated the Board on the work undertaken to support those with Dementia and local schools and it was noted that music had the potential to transform lives. The cost of living crisis was affecting many people and Roger was pleased that Snape Maltings and the Red House in Aldeburgh were able to join the Warm Rooms scheme and offer a warm and comfortable place for people to go during this especially difficult time. He then encouraged everyone to visit the independent shops on the site, as all the profits were reinvested back into Snape Maltings and the outreach work.

Steve thanked Roger for his update and commented that Snape Maltings was a jewel in the East Suffolk district, widely recognised for excellence and well deserving of all the awards that it had won.

Apologies for absence were then received from Bobby Bennett, Tony Cooper, Melanie Craig, Susan Harvey, Rachel Hunt, James Mallinder and Tom McGarry.

## **2. Minutes**

Steve Gallant presented the Minutes from the last meeting of the Board, held on 5 September 2022. There being no comments or amendments proposed for the minutes, it was therefore

### **RESOLVED**

That the Minutes from 5 September 2022 be confirmed as a correct record.

## **3. Focus on Community Partnerships**

Letitia Smith invited Board Members to send her their comments and feedback on the latest Community Partnership Newsletter, which was circulated separately to the agenda pack. She then invited the 2 presentations to commence.

Felixstowe Peninsula Community Partnership

Mark Jepson, Chairman of the Felixstowe Peninsula CP, and Sharon Harkin, Communities Officer, gave an update on the progress made by the CP over the past year.

Back in April 2022, Felixstowe CP had reviewed the updated data pack and, as a result, refocussed their priorities. It was noted that the new priorities were:

- a) Supporting the community through the rising cost of living and fuel crisis.
- b) Improving the physical health and wellbeing of primary school children (new data revealed that Felixstowe had highest number of childhood obesity in East Suffolk – The Felixstowe Integrated Neighbourhood Team (INT) also revealed Felixstowe had the highest number of child referrals to Ipswich dentistry).
- c) Increase physical and social activity in adults over 45 and over 70 (due to the number of people working from home, those isolated at home not re-engaging with the community since COVID, which also links in with the Felixstowe INT priorities re frailty in over 70's and falls prevention).

Whilst work began on priorities b and c, it became very apparent that the cost-of-living crisis was escalating and as the Ease the Squeeze project was building, the CP decided to focus on priority a. After a cost-of-living workshop in September, £15,000 was reserved for priority a and membership of a task and finish group to approve funding was agreed. It was decided that a network of Warm Rooms would be supported, however, upon further investigation, the funding from the CP was not required in full, as the majority of the Warm Rooms were self-funding.

Therefore, at the November 2022 CP meeting, it was agreed that funding would be allocated to Top Up Comfort Food, Top Up Handy Man Project, x 50 Winter Warm Packs, Top Up Family Cooking Sessions and Top Up Pantry Project Top Up Uniform Bank. It was noted that the grant funding would be reviewed again at the January 2023 meeting.

#### Lowestoft and Northern Villages Community Partnership

Paul Ashdown, Chairman of the CP, and Louise Thomas, Communities Officer, gave an update on the progress of the CP to date.

The BACT bus service was going well, although feedback had shown that it would be helpful if people were able to use their bus passes on the service, rather than having to pay. This was being looked into further.

There were currently 12 Warm Rooms in Lowestoft, which were proving to be very popular. The Warm Rooms were available every day of the week and people were able to have free tea and coffee, donated by Balfor Beatty, and there had been many donations of games, books and puzzles to help people to pass the time. There was a wide range of people using the facility and Mental Health Took Kit Cards, paid for by Lowestoft Rising, were available at every Warm Room. Thanks were also given to Lowestoft Place Board, who had encouraged some of the network of Ambassadors to be

allocated to each Warm Room to act as Stewards and deal with any queries as they arose.

The Game On event took place at Water Lane, it had been well attended and gave people the opportunity to play a variety of board games. This had helped to reduce social isolation and improve mental health and well-being and the costs of this fun event had been subsidised by Lowestoft Town Council. It was hoped that this event would be re-run in the future, with additional advertising and promotion, to increase participation.

The Board also noted that there were a number of Comfort Food vouchers available and that these could be used in both Morrison's café's and that children could eat for free. It was acknowledged that there was a huge demand for support in Lowestoft, at this difficult time.

Steve commented that bus passes were issued by SCC and discussions needed to take place to ensure that they could be used for Local Community Transport. It was noted that bus passes could be relinquished for a cash alternative, if requested, however, the sum of money received was very small and would not enable many journeys on Local Community Transport.

Louise Hardwick commented on the high levels of dental referrals of children in Felixstowe, mentioned earlier. She stated that many children had no access to tooth brushes or tooth paste at home. She stated that providing tooth brushes and tooth paste for use at breakfast clubs should be encouraged, instead. Judy Cloke commented that tooth brushes and paste had previously been provided at the Beccles, Bungay and Halesworth CP and had been very well received. Mark commented that the number of children accessing Free School Meals had increased by 50% in Felixstowe in recent months.

#### **4. Report from the Transport Task and Finish Task Group on the Katch electric taxi-bus service trial and the development of a new transport app**

Norman Brooks reported that he was now the temporary chair of the Transport Task and Finish Task Group, following the resignation of Alexander Nicoll, and he gave an update on the Katch electric taxi-bus trial.

It was noted that the Katch bus was popular, however, the service was not cost effective and, regrettably, SCC had decided that it would not fund the trial any longer and the service would cease on 23 December 2022. ESC was currently working alongside other providers, to see if it could create a new service, covering a similar area around Framlingham, Wickham Market, Campsea Ashe, Snape and Snape Maltings. Discussions were currently underway with SCC to see if they could provide some officer support for the replacement Katch project, instead of funding.

Nick Khan explained that the Katch bus was a demand-response service, which was booked either by using an app or by telephone. Work would commence shortly on reviewing the routes provided, as well as the number and location of the bus stops. The

additional work would ensure that the future routes were viable, scalable and would also include some multi-occupancy journeys.

Michael Ladd stated that he was Chairman of the SCC Scrutiny Committee and they had recently reviewed rural bus provision in Suffolk. The Committee had decided to write to the Minister for Transport to ask them to create legislation to support rural transport and enable S106 funds to be used for transport purposes. He commented that marketing was crucial, as everyone needed to be aware of the service being provided and it was a case of 'use it or lose it'. He reported that SCC spent £7 million each year providing free bus passes and an information campaign was planned for next year, about how to claim a free bus pass. Some people had been deterred from using public transport due to the fear of catching Covid, however, the information campaign would include that busses were safe to use.

There followed some discussion about how ESC could ensure that the service would be sustainable in the future, as it had been loss making previously. It was then agreed in principle to part fund the Katch bus scheme, using money from 2022/23 and 2023/24 budgets and it was noted that a full business case would be brought to the March 2023 meeting for consideration.

The Board noted that the development of an app to book demand-led transport was crucial for having a viable and efficient business model. Experts from IYJI Ltd had been commissioned to develop the app and once developed, it would be evaluated and possibly used for other rural transport projects in the district. Ultimately, it could possibly even be offered to other Councils to use, for a fee. It was confirmed that an inception workshop had been delivered and officers were now negotiating the scope and legal details for the app development. Steve stated that this was an exciting opportunity, with great potential. Paul raised concerns that some parts of the district had poor mobile phone coverage and reassurance was provided that transport would also be able to be booked via the app or telephone, in the longer term. It was confirmed that the Board had previously agreed funding for the development of the app, however, should that prove to be insufficient, the Board was minded to agree in principle to a relatively small increase, on the condition that a business case be brought to the next Board meeting in March 2023.

The Board then received an update on the Buzzabout Project in the Lowestoft and Norther Parishes CP area. It had been found that many residents in the villages north of Lowestoft did not have access to a car or traditional public transport, which left them feeling isolated and dependent upon other people. Buzzabout was currently operating 2 days per week, with around 60 journeys a month being provided and it was hoped that the numbers of people using the service would increase significantly over the coming months.

Norman took the opportunity to thank Alexander Nicoll for all of his hard work, whilst Chairman of the Transport Task and Finish Group.

## **5. Social Isolation and Loneliness Task and Finish Group's Plan and Proposal**

The Board noted that since the Community Partnerships were formed in 2019, Social Isolation and Loneliness had been the top priority for the Board and was identified as a priority by seven of the eight individual Community Partnerships.

At the Community Partnerships Forum at Trinity Park in March 2022, the Loneliness and Isolation workshop had focussed on key data about the topic, including new data relating to loneliness during the pandemic. This data, along with the ideas generated at the workshop in response to four key questions (below), had been presented to the Board at the September meeting. The focus questions for the interactive part of the workshop were:

- What already exists in East Suffolk to reduce isolation and loneliness?
- What are the gaps – who and where?
- If you had no budget but willing partners, what would you do to support the groups and places identified?
- If you had a magic wand and unlimited budget, what would you do to support the groups and places identified?

It was noted that the headline results were considered at the Board meeting in June and the matter was considered in detail at the September meeting. The top five ideas from the Board votes were as follows:

1. Community Hubs
2. Address Transport issues
3. Designing solutions with communities building on local assets
4. Communication – about what is already available
5. Learning from others and capacity building

Since the September Board meeting, the Government has announced a new stream of capital funding linked to the UK Shared Prosperity Fund (UKSP) – the Rural England Prosperity Fund (REPF). A priority for this fund was developing community facilities and hubs, including investment and support for digital infrastructure and circular economy projects in local community facilities. It was therefore proposed that we should try to combine East Suffolk CPB revenue funding and Rural England Prosperity Fund programme capital funding to develop a competitive grant scheme aimed at enabling, developing and supporting community hubs in and serving rural communities. This scheme would bridge business and community needs and provides critical upgrades and improvements to community facilities, so they are fit for modern day, 21st century use.

It was noted that ESC had submitted a bid for £420,000 for this project from the Rural England Prosperity Fund and it was hoped that a decision would be received shortly. It was noted that an outcome proposal was attached as Appendix A to the report, which sought Board funding - £45,000 from 2022/23 and £70,000 from 2023/24. The intention to focus on smaller market towns and rural communities was noted. Developing an enhanced network of community hubs across East Suffolk should play a key role in addressing the first (community hubs) and third (designing solutions with communities



building on local assets) of the priorities identified by the Board at/following the last meeting.

The Board acknowledged the importance of sustainable community hubs for rural areas, which would provide community facilities that would be fit for the modern day and noted the outcome proposal attached to the report. Some of the suggested improvements would include:

- Improved digital infrastructure to enable use of the space as a digital hub by local residents and businesses
- Improved kitchen facilities to enable provision of meals e.g. for a lunch club or cook and share session, use as a Meet Up Monday or for Cooking on a Budget classes
- Building extensions (or adaptations to existing rooms/space to repurpose it) to provide additional space for a community shop or pantry, outreach services to visit (for example health, money or housing outreach from public or voluntary sector organisations), a digital hub, as a co-working space or health and wellbeing activities
- Additional space for circular economic projects e.g. Men's Shed or Makers Shed
- Changes to enable use as a cultural, arts, heritage or events space
- Adaptations to outside space e.g. development of a community growing space or green gym
- Installation of EV chargers
- Net zero upgrades to improve energy efficiency of buildings
- Supporting village halls to help the hyper local economy, local activism etc

Nicole suggested that £45,000 be allocated from the 2022/23 budget and that a further £70,000 be committed from the 2023/24 budget to support this work. The Board members were very supportive and it was noted that providing sustainable community hubs would make a significant difference to many areas. It was suggested that further information be circulated on this matter via SALC, to ensure that all Town and Parish Councils were aware of the opportunities available. Steve stated that there would be a media campaign around this, in due course, to raise awareness.

Paul expressed his disappointment that Lowestoft was not able to participate in this initiative, however, reassurance was provided that some of the smaller northern parishes would be able to.

## **RESOLVED**

- 1 That the priority ideas identified through the September Board meeting (and subsequent survey) for reducing isolation and loneliness in East Suffolk be noted.
- 2 That the outcome proposal attached as Appendix A to this report and the proposal to allocate £45,000 from the 2022/23 budget and commit a further £70,000 from the 2023/24 budget be approved.
- 3 That an update report would be brought to the March 2023 Board meeting.

## **6 Update on the Shared Prosperity Fund and Rural England Prosperity Fund**

The Board received a presentation from Paul Wood, ESC Head of Economic Development and Regeneration. He reported that a national £2.6 billion fund had been launched in March 2022, as part of the Government's Levelling Up programme. It was noted that East Suffolk Council (ESC) had been allocated £2.75 million over 3 years, which was additional to the £3.75 million Multiply element of the UK Shared Prosperity Fund (UKSPF), which was led by SCC and replaced elements of the EU structural funds.

The primary goal of the UKSPF was to build pride in place and increase life chances across the UK. It was based around three investment priorities:

- a. Communities and Place
- b. Supporting Local Business
- c. People and Skills

The scheme commenced October 2022 and would end in March 2025 and full Investment Plan approval was received from DLUCH on 5 December 2022.

The Board noted the individual project work planned for the themes of Communities and Place, Business Support Programme, Move to Net Zero, Workforce Capital Skills Programme, Suffolk-Wide Skills, Local Economy Led Skills and Community Skills and the Personal Development Service.

The Rural England Prosperity Fund (REPF) comprised of the rural business investment fund, which would support net zero / green business adaptations, SME investments and diversification and agriculture and farm diversification. The 21st century community and business hub grant programme included a community hub grant programme crossing between business and community needs, provided critical upgrades and improvements to community facilities so fit for 21st century use, open to village halls, churches, community buildings and commercial space looking to have new focus.

It was noted that the Community Partnership Board had an important role in the governance of the Funds. The Board would undertake the role of the local stakeholder group and, as such, would receive annual updates on activity, progress and outcomes. It would also support the development of the economy led skills programme for 2024/25.

The Board were extremely supportive of the work being undertaken and noted the links with other organisations and partners. It was confirmed that the presentation slides would be circulated to the Board and put on the website, after the meeting.

## **7 Update on the Ease the Squeeze Programme**

Nicole Rickard provided the Board with an update on the Ease the Squeeze programme. The Board were impressed by the number and variety of different projects underway. It was noted that the Warm Rooms initiative had received £90,000 of funding and it had made a significant difference to many people who were struggling. The only project that had not been undertaken was the Food Network Co-ordinator role.

It was noted that many people were feeling desperate and lots of people were being affected by the cost of living crisis, who had never been in financial difficulty before. The winter warmth packs, which helped heat the person and not the home, were very popular and made a big difference. Nicole thanked SALC for their help in sharing information widely and enabling more referrals for support to take place.

There followed some discussion about the Warm Rooms and Warm Spaces, which were available across the district, which were often used by people who would not normally engage with the Council or Communities Team. Therefore, they were a good opportunity to share information on the help and support that was available. It was noted that refreshments, games and books were provided to help people pass the time and to mix socially. Reassurance was provided that support was on hand to ensure that the Warm Rooms and Warm Spaces did not get too crowded or too noisy.

In response to the 'future focus' idea to established a mobile community pantry, Louise Hardwick took the opportunity to report that the 'vaccination bus' was currently not being used and she suggested that it could be put to use as a mobile food pantry for rural areas instead. It was agreed that this was a great idea and further discussion about this would take place outside of the meeting.

## **8 Any Other Business**

Julian Cusack reported that at the Aldeburgh, Leiston, Saxmundham and Villages Community Partnership meeting last night, anecdotal concerns had been raised about knife crime and vandalism taking place involving young people. He felt that there was a lack of people willing to be Youth Workers in that area, mainly because it was felt that there was no training or support available to them. He asked if any training was available for potential volunteers? Chris Abraham from Community Action Suffolk (CAS) reported that training and support was available, however, there was a lack of people willing to become youth workers across Suffolk. Anyone interested in becoming a Youth Worker should contact CAS and they would be provided with more information about the training and support that was available.

## **9 Date of Next Meeting**

It was noted that the next meeting would be held on Wednesday, 15 March 2023 at 2.00 pm in the Riverside Centre, Stratford St Andrew.

The meeting concluded at 12.03 pm

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Chairman

## Initial Outcome Proposal to the East Suffolk Community Partnership Board – FY2022/23 (Stage 1 Proposal)

### 1. Name of Project/activity that will deliver the outcome(s)

Katch Demand Responsive Transport Pilot

### 2. Key outcome(s)

This 12-month pilot will:

- Provide a new demand responsive transport (DRT) service for residents and visitors in Framlingham, Wickham Market, Campsea Ashe, Snape and surrounding Areas. The service will operate Monday to Friday from 07.30 to 18.30, Saturdays from 10:00 to 18.30, and bank holidays 10:00 to 18:00 commencing Tuesday 11 April 2023 for 12 months.
- Increase usage to a minimum of 35 adult return passenger per day from Framlingham to Campsea Ashe by the end of the 12 months which should provide long term financial viability of the service.
- Provide additional value (non-financial) to the community, with measurable outcomes against agreed targets (i.e. children into education, people into work, access to services etc.)
- Gather learnings about successful operation of a mobile application (app) which is complementary to the DRT service.
- Provide data and intelligence to support ESC and SCC in the development of new and improved DRT rural transport services, trialling the viability of initiatives such as single occupancy premium fares, peak and off-peak fares, and timed pickups alongside flexible booking periods.

### 3. How has the need been identified?

**Regional context.** Transport East report that:

- Two-thirds of our rural communities live in a ‘transport desert’, areas without an alternative transport to private vehicles. Car reliance means rural residents have higher transport costs than urban dwellers and experience greater fuel poverty.
- It is harder for rural residents to access education, training and employment by means other than car – leading to lower incomes, health inequalities and educational outcomes.
- Around half of the carbon emissions in the Transport East area are generated by non-urban areas, our regional emissions at 42% are well above the national average of 28%.
- A disproportionately high number of people in the region are over 65, creating challenges around isolation and poor access to healthcare.

**County context.** Suffolk County Council carried out extensive transport survey and data collection/analysis in 2020 which identified the need for better transport connection between the

towns of Framlingham, Wickham Market and surrounding areas, and the railway station at Campsea Ashe.

**East Suffolk Context:** Transport East Rural Access Survey – in East Suffolk, no parish scored access to buses as ‘very good’ - access to rail services is valued where it exists.

The East Suffolk Community Partnership Transport and Travel (ESCPT&T) Task Group have conducted extensive research identifying transport needs and opportunities across East Suffolk. It found that demand responsive Transport (DRT) services could be a solution to rural transport issues and social isolation. Services are currently under-utilised and there is a real opportunity to expand the customer base of community transport.

**Local context:** Framlingham, Wickham Market and Villages CP, and Aldeburgh, Leiston, Saxmundham and Villages CP have both identified Transport & Access to Service as a priority issue for their areas.

Framlingham Town Council supported a local transport survey in 2020, the population at that time being 9 518. There was evidence of need for connections to Wickham Market and the rail station at Campsea Ashe.

Following an initial pilot scheme in the area under the same name, lessons learned have been shared between relevant parties and a new, lower cost operating model has been established which is able to build on the areas of success from the original pilot. These include a dynamic grant allowance incentivising higher passenger numbers, and utilisation of available mini-bus rolling stock, rather than leasing new vehicles.

#### **4. Who will benefit from the outcomes?**

Residents living in and around Framlingham, Wickham Market, Campsea Ashe and Snape, in particular those who:

- Do not have access to a car and need/want to access services and leisure activities.
- Require transport to and from the railway station to connect to an onward journey.
- Need to travel to school, college, training or employment.

Indirectly, the wider East Suffolk population will benefit from the learnings this pilot scheme will provide to other DRT services in the district.

#### **5. How will the outcomes(s) be sustained after the funding period (if appropriate)?**

There is a genuine matter of urgency (as we had short notice that Katch was going to be closed and so limited time to plan for it). Therefore, an exemption from usual procurement rules for this service has been obtained and will only be a temporary measure for 12 months.

Information gathered indicates that there is not a commercial market left in the area. A commercial operator would not be in a position to consider running a service for the amount we could pay. We are therefore working with CATS (Coastal Accessible Transport Service), the community transport provider operating in the area of the new route to test a new financially sustainable service model prior to a tender process will be carried out.

Suffolk County Council have produced an end of service report for the original Katch pilot which has been useful in shaping the redesign of this new pilot. There are some fundamental differences that are aimed at long term sustainability as long as enough passengers use it.

To be sustainable on the proposed price, Katch needs to have 35 adult return passenger per day from Framlingham to Campsea Ashe (£7.25 return fare).

Additional, non-financial benefit targets will be set and measured to understand the true value that these services provide.

**6. Brief description of the project / activity that will deliver the outcome(s).**

Develop a new demand responsive transport service to serve residents living in the Wickham Market, Framlingham, Campsea Ash and Snape area. This is in response to the announcement just before Christmas of the closure of the previous Katch taxi bus service which operated in the same area.

East Suffolk Council are working with Coastal Accessible Transport Service (CATS), the local community transport operator to develop an on-demand minibus service that can be booked either by phone or via a new mobile app. Initially the service will run for 12 months with the intention to extend the contract if enough people are using the service.

The service can provide end to end journeys, within the defined operating area, where no alternative transport is available, or to onward transport links.

The booking and scheduling of the service will be conducted by the operator via traditional means or via the app purchased for this purpose by East Suffolk Council.

The service will be provided at £253 per day which includes driver salaries, driver training and any maintenance costs for the vehicle. The vehicle is an 11-seater (10 + 1 upfront which means they can always take a wheelchair)

Suffolk County Council have provided the artwork for the livery (to which we will add East Suffolk Council and Community Partnership logos) and any existing artwork than can simply be amended to save time and money.

Marketing plan has been drawn up. Targeting based on the previous service demographics. CATS can accept Endeavour Card (25% discount) to attract young people (16-19).

Suffolk County Council officers are providing the technical support we need to develop something new. East Suffolk Council have provided a Project Manager. Programme Management has to date been provided by EDF. The Transport and Travel Task Group are overseeing the project as part of the overall Transport and travel Program.

Start and End Dates: Start April 2023 – End March 2024

**7. Who is involved?**

**Who is involved in developing this outcome proposal?**

East Suffolk Council will be responsible for the service contract and have employed a Project Manager.

**Who will deliver the project/activity?**

Suffolk County Council have agreed a MoU with East Suffolk Council and are providing technical and practical support to support delivery of a new Katch service.

**Name of East Suffolk Community Partnerships Board Member supporting the project:**

EDF have been providing Programme Management for the Transport and travel Programme.

Norman Brooks

	CATS will deliver the service under contract with East Suffolk Council
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**8. Give information about match funding here:**

Source of match funding:	Funding confirmed?	Amount (£)
Technical support from SCC Transport Team	Yes	Value to be calculated
Programme management support from Sizewell C	Yes	Value to be calculated
Framlingham, Wickham Market and Villages Community Partnership i) driver recruitment and training ii) initiatives to incentivise people to use the service for the first time	No	3,200.00 5,324.28

Total project / activity cost (Excluding cost of staff time that will be covered by ESC/EDF/SCC)	98,524.28
Total of confirmed match funding	8,524.28
Total amount of Strategic funding required: £60,000 FY 2022-23 (agreed in principle by CP Board 8.12.22) £30,000 FY 2021-22 (underspend from app development budget of £50,000 agreed by CP Board 6.09.21)	90,000.00

**9. Identify where the Community Partnership Board Strategic Budget will be spent:**

Description of activity or item (by who and by when where appropriate)	Cost (£)
12-month contract with CATS to deliver the service	80,000.00
Budget for ESC to deliver the Marketing Plan	10,000.00
Total	90,000.00

**10. How will the project / activity be monitored, and outcomes reported (including project risks)?**

The CP Board Transport and Travel Task Group will oversee the project as part of the overall Transport and travel Programme in the following way.

A Service Level Agreement has been drawn up with CATS for the delivery of the Katch Demand Responsive Transport (DRT) service and will be subject to quarterly review to ensure that the following information is recorded daily and provided to East Suffolk Council in quarterly monitoring returns:

- total single and return journeys performed
- multiple occupancy journeys
- the fares charged
- demographic information about passengers
- highlight of popular and less used routes
- any issue indicating lack of viability and reasons for it (seasonal trends, etc)

**Community Partnership Board Member Declaration:**

I confirm that I support this proposal:  
Name: Norman Brooks  
Date: 6.3.2023

## Initial Outcome Proposal to the East Suffolk Community Partnership Board – FY2022/23

### (Stage 1 Proposal)

#### 1. Name of Project/activity that will deliver the outcome(s)

Demand Responsive Transport Mobile Application

#### 2. Key outcome(s)

- Deliver a mobile application (App) for community transport providers to manage demand responsive transport services (DRT) in East Suffolk. The application will support East Suffolk community transport pilot schemes (DRT pilots with community transport providers BACT and CATS) and will be adaptable to meet the needs of other community transport providers in East Suffolk.
- Increase the use of DRT by all age groups, especially younger people, by providing a simple and attractive booking system that compliments existing phone/web-based systems.
- With the launch of "[Buzzabout](#)" DRT service together with the proposed launch of a new "Katch" pilot an app which is complementary to these services will provide a key enabling tool for data and collation of learning about the success of their operation.

#### 3. How has the need been identified?

The Task Group have conducted an extensive project of research identifying transport needs and opportunities across East Suffolk. This project found that DRT services could be a solution to rural transport issues and social isolation due to the cost-effective way they can be delivered compared to traditional public transport.

Learnings from other DRT services indicated that having a mobile app associated with a service for bookings/information/payments etc. is key to engagement and success with respect to passenger numbers.

The recent Katch DRT pilot (operated by Suffolk County Council) highlighted that customer will use mobile applications for around 50% of bookings. There is also a clear indication that young people are more likely to book via an app, and perhaps see a community transport service working for them if it is more digitally supported. In addition to bookings, apps can be used to simplify payments, tracking of buses, and feedback.

Surveys have been conducted to support the development of DRT in two Community Partnership areas (Lowestoft and Northern Parishes, and Framlingham, Wickham Market and Villages). Each survey highlighted there is demand for app booking and cashless payments.

An inception workshop was held in December 2022 at the request of the Transport and Travel Task Group (Task Group). It was led by IJYI, a local company with experience of developing apps for public services. The workshop used interactive exercises to accelerate the gathering of the key information required to define and progress the software element of the App project.



#### **4. Who will benefit from the outcomes?**

Initially residents living in and around Framlingham, Wickham Market, Campsea Ashe, Snape, and the parishes north of Lowestoft. In particular those who:

- Do not have access to a car and need/want to access services and leisure activities.
- Require transport to and from Campsea Ashe or Lowestoft railway station to connect to an onward journey.
- Need to travel to school, college, training or employment.

If successful, then the app will be rolled out to benefit all DRT passenger in East Suffolk.

#### **5. How will the outcomes(s) be sustained after the funding period (if appropriate)?**

The Task Group has had an ambition to introduce technology for supporting DRT services since completing its initial data gathering stage. An initial market assessment indicated that established provider's costs would be too high, and it would be cheaper longer-term (and therefore more financially sustainable) to develop a bespoke app. However, bespoke app development has proved to be much more expensive than initially envisioned and there has also been a lot of developments in the DRT space, hugely reducing costs. Therefore, a new market assessment was undertaken in February 2023 resulting in a detailed comparison of three costed options for the delivery of an app to support DRT pilots/services in East Suffolk:

- Development of a bespoke Mobile Application from Scratch (IYJI Option)
- Procurement of a licence from Via, a market leader in DRT application technology (Via option)
- Procurement of a licence from Flexiroute, a lower cost DRT application provider (Flexiroute Option)

Recommendation to the Board is to procure the service of a tried and tested provider (Flexi Route) for 12 months, whilst simultaneously seeking external partnerships to develop an application for longer term use at a cost that makes it sustainable for DRT operators, dependent on success of pilots.

The 12-month short term contract with a tested provider enables:

- An environment to test the power of apps with DRT services
- An opportunity to test the longer-term costs of a commercial partner
- Time to develop partnerships with longer term ambitions in DRT transport
- Time to refine the bespoke application design.

If an app has been developed for the council and its partners, revenue can be collected for the use of the app (IP), eg. other councils using the app. The revenue collected could make the maintenance of the app financially viable longer term.

#### **6. Brief description of the project / activity that will deliver the outcome(s).**

Work with Flexiroute and CATS to introduce a DRT app solution on the new Katch service allowing passengers to self-register, request journeys, make payments and view live tracking of their journeys - making the whole experience easy and straightforward. By using native driver and passenger apps, everyone involved will have access to the information they need – as well as the ability to make bookings while out and about.

The app will work hand in hand with delivering a flexible transport solution to the whole community, which offers some of the convenience of a taxi service at a fraction of the cost.

Second phase will be to work with BACT to roll out the app alongside the Buzzabout service (up to 10 DRT buses across both organisations).

Start and End Dates: March 2023 to March 2024 initially. (Operational to meet Katch launch in April dependant on contract)

### 7. Who is involved?

<p><b>Who is involved in developing this outcome proposal?</b></p> <p><b>Who will deliver the project/activity?</b></p> <p><b>Name of East Suffolk Community Partnerships Board Member supporting the project:</b></p> <p>Norman Brooks</p>	<p>East Suffolk Council will be responsible for the service contract and have employed a Project Manager.</p> <p>Suffolk County Council have agreed a MoU with East Suffolk Council and are providing technical and practical support to support delivery of a new Katch service.</p> <p>EDF have been providing Programme Management for the Transport and Travel Programme.</p> <p>Flexiroute will be contracted to deliver the app to support Katch initially, with the option to include Buzzabout after that.</p> <p>CATS will deliver the KATCH service under contract with East Suffolk Council</p>
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### 8. Give information about match funding here:

Source of match funding:	Funding confirmed?	Amount (£)
Technical support from SCC Transport Team	Yes	value yet to be calculated
Programme management support from Sizewell C	Yes	value yet to be calculated

Total project / activity cost for 10 DRT buses (Excluding cost of staff time covered by ESC/EDF/SCC)	14,500
Total of confirmed match funding (not including pro bono support)	Nil
Total amount of Strategic funding required (*see note below)	14,500

### 9. Identify where the Community Partnership Board Strategic Budget will be spent:

Description of activity or item (by who and by when where appropriate)	Cost (£)
Development / set up	5,000.00
Support costs	5,000.00
Licence costs (375 per bus, £75 per driver app)	4,500.00
<b>Total</b>	<b>14,500.00</b>
<p>*App development budget of £50,000 <b>agreed by CP Board 6.09.21</b>. This proposal is therefore NOT for additional funding from FY22-23 but instead shows an underspend of £35,500. It is recommended that the remaining amount could be available to fund the new Katch pilot included in a separate outcome proposal should the Board agree.</p>	

**10. How will the project / activity be monitored, and outcomes reported (including project risks)?**

The CP Board Transport and Travel Task Group will oversee the project as part of the overall Transport and travel Programme in the following way.

- Agree contract with Flexiroute with measurable outputs that will be subject to regular review by the project manager.
- Quarterly updates on progress to the Task Group
- End of pilot report the Board

**Community Partnership Board Member Declaration:**

I confirm that I support this proposal:

Name: Norman Brooks

Date: 6.3.2023



## East Suffolk Community Partnership Board

### Update on two key Community Partnership Board programmes - Well Minds East Suffolk and Ease the Squeeze (Cost of Living)

March 15, 2023

#### Well Minds East Suffolk - Background

1. Mental Health and Wellbeing is one of the top three priorities for the Community Partnership Board identified through the eight workshops held to launch the Community Partnerships in November/December 2019.
2. The Board received a presentation from Jon Neil, Chief Officer of Suffolk Mind at its December 2021 meeting and, following the presentation, a Task and Finish Group was formed to develop a programme to support emotional wellbeing in East Suffolk for the March 2022 Board meeting.
3. The Task and Finish Group undertook an audit of existing activity around mental health and wellbeing in East Suffolk (and Suffolk) and focussed on identifying gaps in terms of support for East Suffolk communities, around which they designed a Stage 1 outcome proposal. The Board supported this approach, and the Board Chair signed off the Stage 2 outcome proposal in late March 2022.
4. Total funding from the Board for this programme is £122,900 - £75,923 from the 21/22 and £46,977 from the 22/23 Community Partnership Board budgets.

#### Well Minds East Suffolk – Progress Report

5. **Campaign** - £5,000 was allocated for a campaign to help residents, community groups and businesses to understand where and how to access information and support for a range of wellbeing issues.

Update – a new public facing portal is being developed by Norfolk and Suffolk Foundation Trust and a significant programme of work is underway through Suffolk Mind (funded through the Suffolk COMF programme), including an Emotional Needs Audit and funding for projects in Beccles, Felixstowe, Lowestoft and the Aldeburgh, Leiston, Saxmundham CP area. It was therefore agreed to align the East Suffolk campaign to these developments and campaign scoping work is now underway.

6. **Neighbourhood level funding** - £12,500 was allocated for the three Integrated Neighbourhood Teams in the south of the District and the two Primary Care Networks in the north to tackle specific mental health issues in their localities.

Update – Felixstowe INT has allocated its funding to a Mental Health Focus Day at the High School, aimed at pupils and parents/carers. Saxmundham and North East INT partners are looking to allocate its funding towards the emerging Wellbeing Hub in Leiston. The two Community Partnerships that make up the South Waveney PCN area (Beccles, Bungay Halesworth and Villages and Carlton Colville, Kessingland and Southwold and Villages) plan to allocate their £2,500 to match-fund CP funding (agreed at the February 2023 Community Partnership meetings) and expand a school counselling programme at Sir John Leman School. The Lowestoft project is likely to emerge from a new mental health and wellbeing (young people) sub group set up as part of the new Waveney Health and Wellbeing Partnership structure.

7. **Your Needs Met (Young People)** - £15,200 was allocated for 16 Your Needs Met training sessions - 'Emotional Wellbeing in the Classroom' (for schools) and 'Emotional Wellbeing in Children's Activities' (for those working with/supporting young people e.g. uniformed groups, sports coaches etc).

Update – To date Suffolk Mind have delivered seven courses to schools and activity providers. Of the seven courses, four have been delivered face to face and the other 3 delivered online via Zoom – the number of participants on each is shown below:

Emotional Wellbeing in the Classroom Primary – 3 courses delivered – 47 participants.

Emotional Wellbeing in the Classroom Secondary – 2 courses delivered – 13 participants.

Emotional Wellbeing in Children's activities – 2 courses delivered – 20 participants.

The courses have been very successful overall. Delegates who have had existing knowledge of supporting those with mental health challenges found it provided a framework to think about their own mental health and that of the students. Those with little knowledge have been able to apply this to their schools, classes and out of school activities, and had the opportunity to discuss and plan for how to meet emotional needs with other providers, as well as reflecting on their own practice. It has provided a common language and framework as the same model is being taught to the children in schools and the adults in the workplace. Feedback from the most recent course reported that 100% had said they would be extremely likely to recommend to a colleague or friend, and comments from participants include:

*“Really useful session with some great tips for supporting emotional wellbeing”.*

*“Very informative and interesting, delivered at a good pace, very enthusiastic. Very interested in how our brains respond to different situations and why this happens. Try to be kinder to myself and take time for myself and do more exercise. Spend time validating their (the students') feelings”.*

*“I plan to use some techniques with our wellbeing and mental health champions. I plan to be aware of my needs, make time and space to fulfil them. I enjoyed it, gave opportunity for discussion and time to think. Well presented”*

8. **Theatre in Education** - £10,800 was allocated to sponsor performances of the ‘The Lies You Tell’, by Yolanda Mercy as part of a Suffolk-wide programme of Theatre in Education sessions for Years 6 and 7. The CPB funding enabled these to be provided free in East Suffolk schools. The show was designed to unlock conversations about wellbeing and Suffolk Mind provided free Emotional Needs and Resources materials, and the opportunity to send up to four teachers per school to a twilight CPD session.


Update – 31 performances took place in East Suffolk schools during September – October 2022. The slides below provide an overview plus data about both the pupils and schools experience:

### The Lies You Tell

The key themes that have been identified are:

- It was an immersive and impactful experience for the children with the topic resonating deeply. The children were engrossed in the show and the story it was telling, relating it to their own lives and felt like they were being spoken to by a peer.
- The cast and creatives were fundamental to the success of the show.

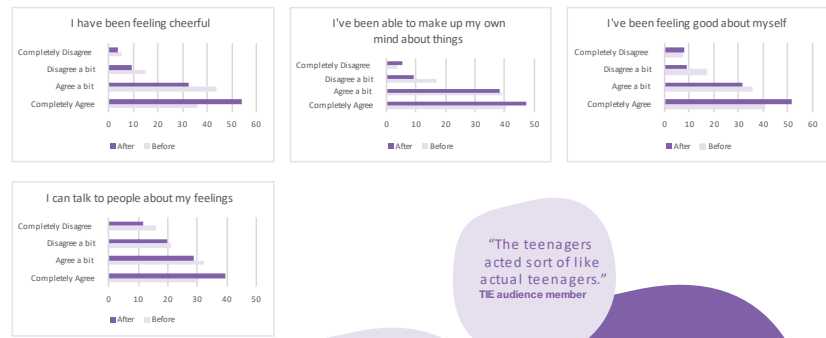
- The production hit exactly the right spot. All the different elements of the production came together beautifully. This is a demonstration of how the small, subtle details (that can be difficult to achieve) make a big difference.
- “It was bold, complex, nuanced, strong characterisation. It spoke to its audience truthfully, the mix of spoken text, movement and sound was compelling.” – member
- “The voices it represented, the subtlety of the content, its sophistication, it didn’t patronise.” – member



1

### The pupils experience

What the data tells us



Response	Before	After
Completely Disagree	~5	~2
Disagree a bit	~10	~5
Agree a bit	~15	~45
Completely Agree	~10	~38

Response	Before	After
Completely Disagree	~5	~2
Disagree a bit	~10	~5
Agree a bit	~15	~45
Completely Agree	~10	~38

Response	Before	After
Completely Disagree	~5	~2
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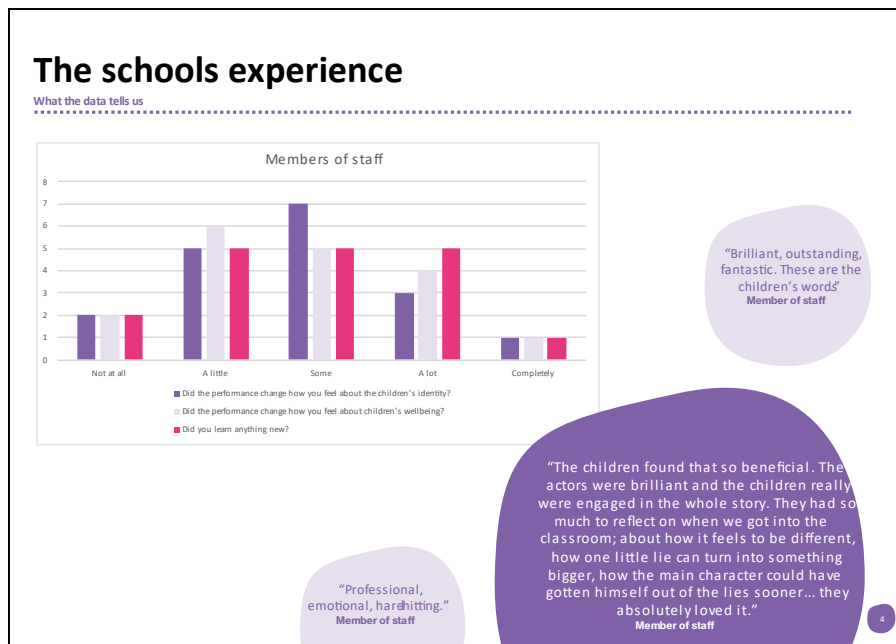
Response	Before	After
Completely Disagree	~5	~2
Disagree a bit	~10	~5
Agree a bit	~15	~45
Completely Agree	~10	~38

“The teenagers acted sort of like actual teenagers.”  
TIE audience member

“They told an important message but made it fun.”  
TIE audience member

“I like how it gave me the confidence to tell someone how I feel!”  
TIE audience member

3



9. **Training (Adults)** - A total of £24,400 was allocated for training around mental wellbeing and suicide awareness for those working in and supporting East Suffolk communities

Update – Suffolk Mind were commissioned to provide their ‘Your Needs Meet in the Community’ (now known as ‘The Essentials’) courses aimed at VCSE organisations and community groups. All eight sessions have now been held – four face to face and four via Zoom. More than one hundred staff and volunteers from local VCSE organisations have attended the training free of charge thanks to the programme supported through Well Minds East Suffolk.

The outstanding element of this project is work with training providers to provide bespoke training to barbers, hairdressers, tattoo parlours, taxi drivers etc who often spot signs of distress in their day to day work to ensure that they are equipped to have difficult conversations. This has been piloted in the south of the District and will be rolled out across East Suffolk during Quarter 1 of 2023/24.

10. **Cuppa and Chat** – £55,000 was allocated to commission Communities Together East Anglia (CTEA) to deliver a three tier ‘Cuppa and Chat’ service, with the overall aim of reducing loneliness and supporting people to get back to face to face groups in community venues.

Update – an overview of progress to date against each element is below:

**Virtual Cuppa and Chat network** - Since October 2022, CTEA have been delivering three hour long Zoom sessions each week, at different times of the day – am, lunchtime and evening - to date CTEA have logged on for more than 50 hour long sessions. Unfortunately these have been very poorly attended, despite promotion through printed marketing, face to face conversations, leaflets, social media and the Communities Team.

The plan is to continue to offer one session a week through Zoom and CTEA have also now created an online forum (Facebook closed group) that encourages people (21 members in five days) to share information about what is going on in their community, reach out for

one to one support on issues that concern them, signposting to local organisations for support as appropriate. They will also continue to offer support in assisting people to use digital tools to help with social integration.

### **Cuppa and Chat Befriending**

CTEA are working with The Pear Tree Fund in Halesworth, who are hosting a monthly Community Cuppa through this project. To date, there have been eighteen attendees over the two months this has been running.

Rural Coffee Caravan have been asked to conduct four village visits as part of the project – in areas where they either not been able to visit before, or areas where they want to re-visit – these are likely to be chosen from the following – Sudborne, Blaxhall, Dennington, Peasenhall and Benhall Green.

CTEA are also having conversations with Hour Community in Framlingham to support with some of their face to face projects and if there is an identified need, will look to start an “All Welcome” (all age Community Cuppa) activity here.

Face to face befriending continues to be a challenge due to the recruitment of volunteers, however CTEA will focus on particular geographies and demographics to support face to face groups as well as individual face to face support.

### **Cuppa and Chat Grant Fund**

The Communities Together Fund is now open to applications for community based projects that aim to reduce loneliness and social isolation, with a maximum award of £500 per applicant. To date there have been five applications which are currently being reviewed by the panel.

### **Moving Forward...**

CTEA are meeting monthly with the Communities Team to update on project outcomes. They are keen to continue working on this project for an extension of three months (to end of June 2023) to gain further understanding of the issues and challenges facing people in East Suffolk (at no extra cost).

## **Ease the Squeeze (Cost of Living) – Background**

11. At the December 2021 Board meeting, it was agreed that the Board should maintain its focus on its three priorities - Social Isolation and Loneliness, Sustainable Transport and Travel and Mental Health and Wellbeing - and to establish a new Task and Finish Group focussing on ‘Tackling Inequalities’.
12. The Task and Finish Group, supported by staff in the Communities Team at East Suffolk Council, developed a proposed approach for consideration by the Board at its June 2022 meeting. This outcome proposal focussed on priority projects against the four key areas for action to tackle the rising cost of living identified through an initial workshop held to scope the programme - Money, Food and Essentials, Energy and Fuel and Housing - and requested £100,000 of funding be allocated to the programme.



13. A Stage 2 Outcome Proposal was developed following the Board meeting and signed off by the Chair of the Board in August 2022. The Board received presentations on the programme at the September 2022 and December 2022 Board meetings to update on progress.

14. Key achievements since August 2022 include the following:

- **Seventeen roadshows** held in towns across East Suffolk between September and November 2022 in partnership with a range of organisations to promote the support that is available for residents struggling with the rising cost of living
- Workshops held to promote the Ease the Squeeze programme with **business leaders, Town and Parish Councils and East Suffolk Councillors**
- A **Rural Ease the Squeeze Workshop** was held at East Suffolk House in January 2023
- **Virtual Cost of Living drop-in information sharing and networking event** held in January with over 40 people attending (next event to take place in March)
- East Suffolk Council has received **more than six hundred referrals** through its website and Customer Services Team for help with money, support to access food and other essentials, help with fuel and energy and housing issues. These referrals are from residents across the District and cover a range of needs, including some very complex and multi-faceted cases
- **More than forty projects** have been funded through the Cost of Living Community Grant Fund, established with funding from Suffolk County Council, for projects to protect people from respiratory illnesses this winter
- Worked with bus companies to secure **100 discount bus tickets** to enable residents in Lowestoft to access food banks and pantries

15. Twelve priority projects were identified as the foundation of the Ease the Squeeze programme – an update on each of these is below:

**EAST SUFFOLK WARM ROOMS** **EASE THE SQUEEZE** EASTSUFFOLK COUNCIL

**CAN YOU PROVIDE A VITAL WARM ROOM FOR YOUR COMMUNITY THIS WINTER?**

With rising energy prices, many people in your community will struggle to heat their home in the Winter months. That will leave them at risk of poor physical health, due to the cold, and struggling with their mental health due to social isolation.

So East Suffolk Council is co-ordinating a network of Warm Rooms across the District to give people somewhere to come to stay warm, connected and healthy.

**HOW IT WORKS**

We need safe, inviting spaces that are heated for 6 hours a day, 2 days a week, for 22 weeks over Winter.

You can donate your Warm Room or we can contribute towards your heating and lighting costs and pay for hot drinks for your guests.

Your guests will be able to keep warm, socialise and access additional support from other providers where appropriate.

You'll make an enormous difference to people's lives at this difficult time.

**HOW TO SIGN UP**

Please complete the grant application form we've attached. If you need any help or have any questions, please see our Frequently Asked Questions on page 2 of this document, the Grant Guidance notes or email [community@east Suffolk.gov.uk](mailto:community@east Suffolk.gov.uk).

Please return your form to the same email address by midnight on Wednesday 12th October 2022.

**Network of Warm Rooms**

32 Warm Rooms have been funded through the programme, plus the Suffolk Libraries 'Be Kind in Kind' project which was funded through the Community Grant Fund. In addition, networks of Warm Rooms have been supported in Beccles and Felixstowe meaning that, in total, over 50 Warm Rooms are operational in East Suffolk. A full review of impact of Warm Rooms will be undertaken in April/May – but it is clear that the most successful ones have been those where existing groups or activities take place at the 'Warm Room' venue and where the 'offer' is more than just a warm room and hot drink.

### **Food Network Coordinator**

ESC has just completed procurement for a VCSE organisation to host a Food Network Coordinator role for the District - the successful organisation was Community Action Suffolk. This is a two year role, with a focus on opening up food supply pathways and supporting the establishment of Community Pantries and will commence in March 2023.

### **Community Pantries**

A grant scheme has just been launched to provide year one funding for communities to set up a Community Pantry, including the Your Local Pantry membership fee, shelving and storage, fridges/freezers and initial stock. The fund is now live for applications and successful applicants will be supported by the Food Network Coordinator and the Communities Team. This scheme is a 3 year programme, with funding for up to 4 pantries in year 1. In addition, Enabling Communities funding has been secured for a part time pantry coordinator in the Carlton Colville, Kessingland and Southwold CP area as a pilot.

### **Handyperson Project**

The Warm Homes Team is leading a new project to link residents who need low impact energy improvements (draught proofing, low energy light bulbs, loft hatch covers, chimney balloons etc.) to their home, and can't do them/can't afford to pay for someone to do them, with a local handyperson.

### **ID Document Fund**

The ESC Financial Inclusion Officers have a small fund to enable residents to access a replacement birth certificate and/or driving licence – essential for opening a bank account.

### **Cooking on a Budget classes**

This project involves putting on 32 classes across the District to give families the skills and confidence to cook healthy meals on a budget. Each class will involve a cooking demonstration, eating the meal and a package of ingredients and recipes to take home. Delivery dates are being agreed and full details will be made available once finalised. Advertising the workshops will primarily be via schools and East Suffolk Council's Family Intervention Team to ensure that those who need the provision most can access it.

### **Cooking Equipment**

The Council has a stock of small and large slow cookers, single and double hobs and microwaves for allocation to residents who don't have a way to cook hot meals. There is also a stock of kettle packs for those who only have access to boiling water and cannot use the other items due to lack of space or a chaotic situation, and some 'Taste Packs' of herbs and spices to add flavour to food packs.

### **Digital Projects**

10 laptops have been ordered for Warm Rooms to enable residents to access the internet and/or for Warm Room locations to support residents with digital skills. 6 have been allocated to date to the Warm Rooms at Carlton Marshes, Kirkley Centre, Lound, Somerleyton, Bungay and Leiston Long Shop.

### Comfort Food

This project is delivered in partnership with local cafés and food outlets who provide a free hot meal and drink on presentation of a 'Comfort Food' card which is provided by a range of referral partners. There are currently 18 locations across East Suffolk offering Comfort Food (see below). Establishing the network of venues and referral partners has taken time and some referral partners haven't issued any vouchers, so they are being reallocated to where they can be used. But we have delivered over 250 meals to date and feedback from venues is that the experience of eating out makes a real difference to people in need.



Comfort Food		
CP area	Live venues	Budget allocated
Aldeburgh, Leiston, Saxmundham & villages	2	£1,000
Beccles, Bungay & Halesworth	3	£1,500
Carlton Coville, Kessingland and Southwold	1	£500
Felixstowe Peninsular	4	£3,000
Framlingham, Wickham Market & Villages	2	£1,000
Kesgrave & Martlesham	2	£1,000
Lowestoft	2	£4,000
Melton, Woodbridge & Deben	2	£1,000
	Total allocated	£13,000
	Budget remaining	£19,000

## School Uniform Banks

This project will be developed further and launched in time for the summer term of the 2022/23 academic year, building on Uniform Bank projects already available locally, for example in Lowestoft and Bungay. The offer will include funding for vouchers for shoes and name tags, as well as for storage facilities to enable more Uniform Banks across the District to open and provide school uniform and sports kit to families struggling with the cost of living.

### Winter Warmth Packs

The Warm Homes Team are running a scheme where residents can be referred in by both partners and ESC staff for a Winter Warmth pack which includes items like hats, gloves, scarves, blankets, duvets, baby sleep bags, hot water bottles, LED bulbs, draughtproofing strips and more.

There are two options – a standard pack and a bespoke pack and the take up for each as at 20/02 is shown below.

The Lowestoft and Northern Parishes Community Partnership has boosted the offer with heated items available for residents in their catchment area.



## WINTER WARMTH

Are you working with a resident or patient who is struggling to afford to heat their home?

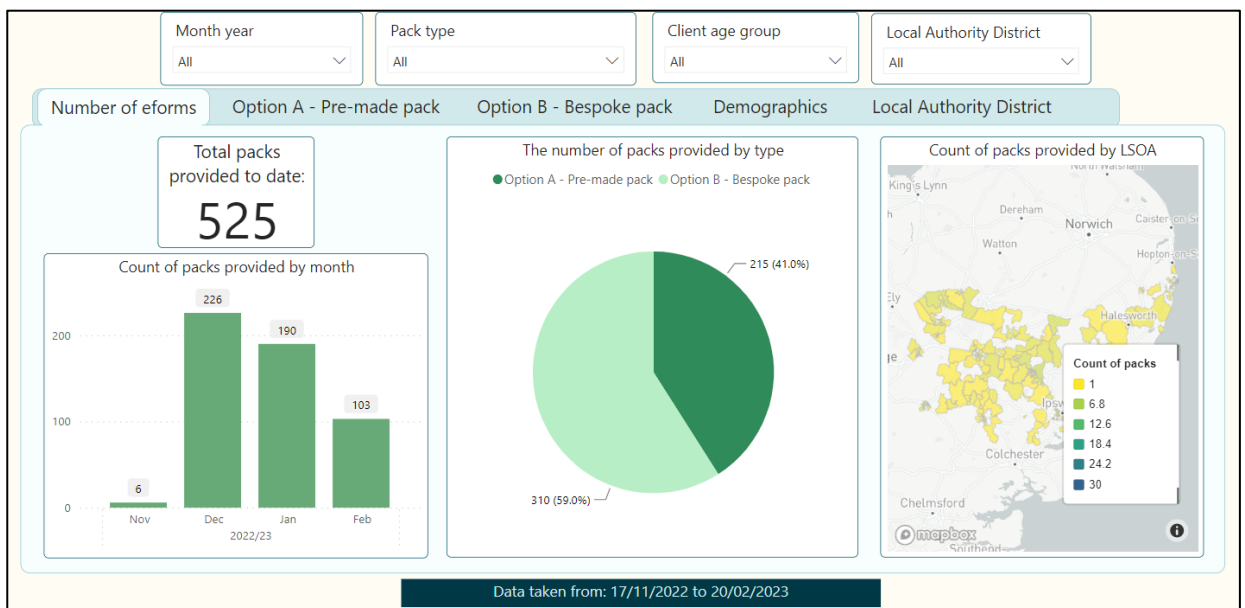
Do you support families who sleep in one room as they don't have enough bedding to go round?

Would some simple items of clothing, bedding or draught-proofing make a difference?

**SUFFOLK WINTER WARMTH PACKS ARE NOW AVAILABLE**

**The referral process is really simple!**  
Using our standard form please:

- Record your details.
- Record the client's details (so we can get their consent to the information being shared with us and contact them to arrange delivery).
- Either select a standard winter warmth pack on the form (option A) or create a bespoke warmth pack by adding items (option B)
- If you cannot access the webform we can supply in alternative format to then email to [winterwarmth@eastssuffolk.gov.uk](mailto:winterwarmth@eastssuffolk.gov.uk) requesting a copy.



## Field to Fork

There has been a really positive take up of the Field to Fork Growing kits which are targeted at some of the most deprived communities in East Suffolk where residents are less likely to have ever 'grown their own'. Because of the levels of interest from Primary Schools (see list below), the number of kits has increased from 1,000 to 1,600 with additional funding from the budget underspend and a £2,000 contribution from the Lowestoft Community Partnership for schools in their area.



Agreed School	Date
Kyson	02/03/2022
Leiston Primary	27/02/2023
Saxmundham Primary	02/03/2023
Wickham Market PS	08/03/2023
Albert Pye PS	03/03/2023
Langer Primary	01/03/2023
Grange Primary, FS	01/03/2023
Corton Primary	14/03/2023
Westwood Primary	10/03/2023
Grove Primary	06/03/2023
Poplars Primary	15/03/2023
Phoenix St Peter Academy*	15/03/2023
St Margaret's Primary	09/03/2023
Dell Primary	07/03/2023
Blundeston Primary	13/03/2022

The starter kits are currently being packaged up. Each includes a cotton bag, pack of hand tools, gardening gloves, compost pellets, a window planter trough, four packs of seeds and an information sheet. Recipients will remain in contact through monthly e-newsletters (opt in required). Round One of distribution is focused on Primary Schools, with 15 currently due to be visited over the coming weeks (see list and dates above).

Seven Growing Space Grants have been awarded to date and around £12,000 allocated to growing spaces with the intention to increase long term engagement with local residents. The second round of grant funding will launch on 1<sup>st</sup> April.

## Recommendations

It is recommended that the Board:

- 1) Note the progress report on the Well Minds East Suffolk programme
- 2) Note the progress report on the Ease the Squeeze programme

Nicole Rickard, Head of Communities, East Suffolk Council and various members of the Communities Team