Cheshire East People Helping People

The coronavirus pandemic is a challenging time for everyone, but the kindness already being shown in our communities is outstanding. We want to build on this to ensure our vulnerable and isolated residents receive the help and support they need. If you would like to offer support or need help with the following:

- Shopping / gathering medical supplies
- Meal Delivery
- Advice and Guidance
- A friendly phone call
- Or another support service

Our Fantastic Volunteers in Numbers

- 218 Number of Volunteers providing 1:1 support to vulnerable residents/families/households
- 1324 Number availability
- 802 Number of Volunteers deployed locally to Volunteer Coordination Points
- 2037 Number of volunteers we are in contact with
- 132 Number allocated Gold
- 1210 Total number allocated a 'category/status' (total of gold/silver and bronze)
- 261 Number allocated Silver plus and Silver
- 817 Number allocated Bronze plus and Bronze

Working for a brighter future together
Who we Helped

- 3196 Number of people supported/matched with a volunteer
- 0 Number of people awaiting urgent requests (48 hours)
- 12 Number of people awaiting support (triaged & deemed not urgent)
- 133 Number of people awaiting support (contacted awaiting volunteer)
- 3352 Overall total number of people registered for support
- 965 Number of those people who are known as shielded residents
- 1350 Number of those people known to Adult Social Care

How those requesting help have been supported

- 717 Receiving ongoing support from a Volunteer
- 536 Receiving ongoing support from Volunteer Coordination Network
- 113 Receiving ongoing support from other Voluntary Organisation
- 105 Receiving one-off support from a Volunteer
- 19 Receiving one-off support from other Voluntary Organisation (Van Driver, Emergency Assistance etc)
- 49 Referral to CEC internal team i.e. Emergency Assistance, shared lives, Care4ce team.
- 13 Referral to commissioned provider i.e. carers hub, AgeUK, Alzheimer’s Society
- 196 Doesn’t need further help (started to receive a government food parcel)
- 868 Doesn’t need further help (Phone Info and advice sufficient)
- 289 Duplicates (or re-entered system)
- 43 Refused Support and closed
- 112 Couldn’t contact after 3 attempts and closed

Working for a brighter future together
Children and Families – People Helping People (C&F-PHP) was set up as a rapid response initiative to support children in need that are at risk of neglect and became operational on the 6th April 2020. The initiative is complementary to the Communities PHP and Shielding programme of support. The cumulative total of requests over the last 5 weeks is as follows:

Number of families
- North: 81
- Central: 71
- South: 103

Requests for our help
- North: 303
- Central: 71
- South: 103

Number of individual parents and children
- North: 255
- Central: 106
- South: 103

The 255 families have requested the types of support below:

<table>
<thead>
<tr>
<th>Area</th>
<th>Shopping</th>
<th>Medical supplies</th>
<th>CEC food parcel</th>
<th>Wellbeing check</th>
<th>Info and advice</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>123</td>
<td>44</td>
<td>280</td>
<td>28</td>
<td>35</td>
</tr>
<tr>
<td>Central</td>
<td>81</td>
<td>10</td>
<td>226</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>South</td>
<td>106</td>
<td>49</td>
<td>400</td>
<td>6</td>
<td>8</td>
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<tr>
<td>Total</td>
<td>310</td>
<td>103</td>
<td>906</td>
<td>35</td>
<td>43</td>
</tr>
</tbody>
</table>
Case Studies

Macclesfield community organisations stepping up their services:
A number of VCF sector organisations have teamed up in Macclesfield to provide store cupboard essentials and hot meals to their residents. Cre8, The Hope Centre, The Green in Corner, Cheshire Streetwise and local churches are working with public sector organisations and local ward councillors to provide more than double their usual deliveries to elderly or vulnerable residents of the town.

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Nantwich Buddies:
A group of cheery, friendly, community-minded people has grown from a group of my friends into a wonderful team of 46 volunteers supporting 157 isolated households in Nantwich. Requests for shopping and other tasks are coordinated in partnership with Cheshire East People Helping People. It is estimated that the team has provided in excess of 1,500 hours of volunteering. The success of the service is evidenced in the experience of one customer: A volunteer noticed that one of her elderly clients was feeling very down and getting more and more wobbly. She took some advice from a fellow volunteer (who happened to be a physio) and took it upon herself to make some laminated exercise cards for her client to follow. An unused walking frame was also located in another volunteer’s garage, resulting in the lady being mobile again and feeling much perkier.

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Volunteer experience:
A Cheshire East resident uploaded her details via PHP website and was matched with two individuals, one requesting help with her shopping and the other requiring befriending support:

“We shop for ‘A’ twice a week. We also shop for ourselves (family of 5) and other family members so it was a busy task each time. My 17 year old son went along to help and he would take a trolley too. This has worked very well and I think ‘A’ is very grateful. It has been a nice experience for us too as it always feels good to help people. I call ‘M’ once a week at her request. We have learned a lot about each other so far and today she called me to ask for some help regarding her food parcel which shows she had built up a good rapport and confidence in me which feels very nice. I am currently working from home. I work full-time and also foster carer for 2 children so will be available to continue this voluntary work for some time yet. It’s been very beneficial to both the ladies and they both seem very grateful. We have also enjoyed giving some time to others despite being a very busy family! Just proves, you can always find time to help someone!”

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