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

- Number of Volunteers: 264
  Number of Volunteers providing 1:1 support to vulnerable residents/families/households
- Number availability: 1333
- Number of Volunteers deployed locally to Volunteer Coordination Points: 915
- Number of volunteers we are in contact with: 2069
- Total number allocated a 'category/status' (total of gold/silver and bronze): 1241
- Number allocated Silver plus and Silver: 266
- Number allocated Bronze plus and Bronze: 838

Working for a brighter future together
### Who we Helped

- **3366** Number of people supported/matched with a volunteer
- **0** Number of people awaiting urgent requests (48 hours)
- **62** Number of people awaiting support (triaged & deemed not urgent)
- **2** Number of people awaiting support (contacted awaiting volunteer)
- **3436** Overall total number of people registered for support
- **968** Number of those people who are known as shielded residents
- **1498** Number of those people known to Adult Social Care

### How those requesting help have been supported

- **761** Receiving ongoing support from a Volunteer
- **626** Receiving ongoing support from Volunteer Coordination Network
- **115** Receiving ongoing support from other Voluntary Organisation
- **105** Receiving one-off support from a Volunteer
- **20** Receiving one-off support from other Voluntary Organisation (Van Driver, Emergency Assistance etc)
- **54** Referral to CEC internal team i.e. Emergency Assistance, shared lives, Care4ce team
- **15** Referral to commissioned provider i.e. carers hub, AgeUK, Alzheimer’s Society
- **200** Doesn’t need further help (started to receive a government food parcel)
- **893** Doesn’t need further help (Phone Info and advice sufficient)
- **291** Duplicates (or re-entered system)
- **46** Refused Support and closed
- **123** Couldn’t contact after 3 attempts and closed
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: 88
  - Central: 75
  - South: 111
  - Total: 274

- **Requests for our help**
  - North: 350
  - Central: 252
  - South: 461
  - Total: 1063

The 274 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>130</td>
<td>44</td>
<td>320</td>
<td>28</td>
<td>35</td>
</tr>
<tr>
<td>Central</td>
<td>81</td>
<td>10</td>
<td>239</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>South</td>
<td>110</td>
<td>56</td>
<td>430</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>321</td>
<td>110</td>
<td>989</td>
<td>40</td>
<td>47</td>
</tr>
</tbody>
</table>
Volunteering and improving Mental Wellbeing

Volunteer experience
Volunteering allows me to put something back into my local community and help others. Each and every task I’ve completed has given immense satisfaction. It’s put a smile on my face and a smile on the faces of those I can help during this difficult time. This is because each task, however small, makes a positive difference to my community.

Volunteer experience supporting multiple residents in their community
“I phone M every Friday and have a chat, so far she has not required me to go shopping for her. J contacted me and I have since shopped for her twice for a few small items because she has now got a delivery slot with Tesco, but she isn’t sure if she has one for every week. I am happy to be flexible, have told her so. I have given her my address so she knows where I am. D has contacted me once for a large shop and as she lived with I assume her husband, I will wait for her to phone me for more shopping. Again I have advised her to contact me when she needs to. I am supporting a couple J&A on an ad hoc basis. I would like to pass on praise from my friend who has family accessing PHP and was very impressed with the efficient service from Cheshire East.”

Proactive member of the community (from the perspective of a resident she is helping):
“N was working as a cleaner but had to stop when Lockdown began. However, she didn’t just sit back and complain, she and her son set up a system where they do shopping and other errands for vulnerable people. She does a weekly shop for us and delivers it to the door. She uses her initiative by substituting unavailable products without referring back to us. She is the sort of person this country needs. Instead of sitting at home moaning about a difficult situation, she and her son get out there and provide an essential service for vulnerable people like us. She is always smiling and projecting confidence. She is a “beacon of light” in these dark times and deserves to be commended.”

Working alongside our Ward Councillors
A local Councillor was concerned about a family in her community so made a referral to People Helping People. Both parents are elderly with complex health issues, with their daughter providing care for both and it has since been discovered that her own health has suffered as a result. The PHP team put support in place and the Councillor recognised this by thanking the whole team for the wonderful job they have done to help. The daughter has since made contact and said “I feel like I can be their daughter again and not their carer.”
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.

Nantwich Buddies:
A group of cheerful, 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.

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!”