

Community Chest Application Summary 2019/2020

Local Authority	SEBC
Organisation	Aspect Living – Meals on Wheels
Amount Requested	£10,853.50 (2019-2020)
Total Project Cost	£30435
Match Funding	£8728 – Aspect and current partners £10853.50 Pending – FHDC In kind – 1,456 volunteers hrs equating to £11,400
Partnerships	Work closely with Home First, Dementia Intensive support service and Sue Ryder.

Overview – The project supports older people to live healthy and independently in their own homes, by providing a personalised and nutritious hot and cold meals service delivered into the homes of the people of West Suffolk.

Meals are delivered in the middle of the day by paid drivers and volunteers to provide continuity and a guaranteed 365 days a year service. A safe and well check is carried out on each visit, where staff/volunteers are able to observe deteriorations in health, and general well-being and report safeguarding issues. A friendly chat and time spent with the customer brings the outside world into someone’s house and reduces the risks of isolation and loneliness. These daily visits when combined with a hot meal help combat excessive winter deaths and mean people can stay in their own homes without having to go into residential care. Help can also be offered by signposting.

This application is to extend the current provision of the meals on wheels service and target St Edmundsbury. In order to achieve this additional resources including a dedicated member of staff, a cohort of volunteers and an additional vehicle are required. Each meal and safe and well-being check costs £6.50 to the customer. It is anticipated that within 24 months the full meals on wheels service will be self-sufficient.

Meals on Wheels Suffolk was provided by the Royal Voluntary Service. The on-going business transferred to Aspect Living Foundation on 23rd May 2018.

Outputs

Increase active customers within SEBC from 40 to 75 within 12 months.

Outcomes

Reduce social isolation, loneliness and malnutrition.
 Help residents retain their independence, reduce admission or re-admission into hospital.

Finances

Projections as only started operating in Feb 2018

Projected income for current financial year - £685553.00

Projected expenditure for current financial year - £456578.10

Reserves

£70,000

Request breakdown

Project Lead – 1 day per week @£10.50 per hr - £3822

Car insurance - £850

Petrol service development - £750

1 car plus 12 months road fund - £5399

Display banner £32.50

Previous Community Chest funding**Officer comments**

Supported by 1 families and communities officer



St Edmundsbury
BOROUGH COUNCIL

Forest Heath & St Edmundsbury councils
West Suffolk
working together

St Edmundsbury Borough Council Community Chest Grant Application Form Part A

Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01284 757077. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:
families.communities@westsuffolk.gov.uk.

Please Note: This form is for applications to the St Edmundsbury Borough Council Community Chest grants scheme. If you wish to apply to Forest Heath District Council the Forest Heath form can be found on the Community Grants page above. If you wish to apply to both councils, you will need to complete a separate form for each, clearly stating how your activity will benefit the area.

Privacy Notice

West Suffolk councils is a Data Controller and can be contacted at: West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU. Tel: 01284 763233. The Data Protection Officer is Leah Mickleborough and can be contacted at the same address.

We are collecting your personal information in relation to an application for a grant supplied by West Suffolk councils. The councils administer these grants as a legitimate interest in strengthening, empowering and building resilient communities.

Your data will not be shared with third parties unless to contact other parties (specifically specialist advisors/experts and community referees) who will help the processing of this application or used for Council publicity purposes (i.e. media outlets) in relation to a successful grant, or where we are required or permitted to share data under other legislation (for example the detection and prevention of fraud).

Your data will be kept for six (6) years in line with our retention policy.

You have the right to access your data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances. Automated decision making and

processing is not used during this application. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format please contact the Data Protection Officer.

Any complaints regarding your data should be addresses to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner’s Office at: Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113.

For further information on our Data Protection Policies please go to our website: [How we use your information](#) or email: data.protection@westsuffolk.gov.uk

1. Contact Details

Organisation/lead partner name	Tess Aristodemou
Organisation address	11d Farthing Road, Sproughton Industrial Estate, Ipswich,
Postcode	IP1 5AP

Organisation main email	Tess.aristo@aspectliving.org.uk
Organisation main tel.	01473 749927
Organisation website	Aspectliving.org.uk
Organisation Twitter	
Organisation Facebook	https://www.facebook.com/aspectlivingfoundation/

Contact Person 1 (main contact)		Contact person 2	
Name	Tess Aristodemou	Name	Debbie Wilkinson
Position in organisation	CEO	Position in organisation	Operational Supervisor
Daytime tel.no	01473 749927	Daytime tel.no	01473 749927
Mobile	07753 174040	Mobile	07734 654353
email	Tess.aristo@aspectliving.org.uk	email	Debbie.wilkinson@aspectliving.org.uk
Address if different to organisation’s		Address if different to organisation’s	
Postcode		Postcode	

2. About your organisation

2.1. Which local authority area(s) does your organisation currently work in?

Whole of Suffolk

2.2. What type of organisation are you? (please check the relevant box)

Registered charity	<input checked="" type="checkbox"/>	Charity number: 1177031
Applying for charitable status	<input type="checkbox"/>	
Company limited by guarantee	<input type="checkbox"/>	Company number:
Community Interest Company	<input type="checkbox"/>	
Part of a larger regional or national charity (Please state which one)	<input type="checkbox"/>	
Constituted Community Group	<input type="checkbox"/>	
Social Enterprise	<input type="checkbox"/>	What type?:
Other (Please specify)	<input type="checkbox"/>	

2.3. How many people are currently involved in your organisation?

Trustees	5	Management Board	0
Management team	3	Service users	365
Full Time paid staff / workers	2	Volunteers and helpers (non-management)	10
Part Time paid staff / workers	45		

When did your organisation start?

Year

02/2018

2.4. What is the purpose of your organisation?

Please briefly describe why your organisation was set up, its aims and objectives, what activities it carries out and who primarily benefits.

We support older people to live healthy and independently in their own homes, by providing a personalised and nutritious hot and cold meals service delivered into the homes of the people of West Suffolk. We want everyone who might benefit from the service to know about it.

Meals are delivered in the middle of the day by paid drivers and volunteers to provide continuity and a guaranteed 365 days a year service. We perform a safe and well check on each visit, and are able to observe deteriorations in health, and general well-being and report safeguarding issues. A friendly chat and time spent with the customer brings the outside world into someone's house and reduces the risks of isolation and loneliness. These daily visits when combined with a hot meal help combat excessive

winter deaths and mean people can stay in their own homes without having to go into residential care. We will also help if someone needs assistance with another matter or signposting to additional services.

Our Charitable Aims

- The relief of those in need by reason of age in Suffolk by the provision of a meals on wheels service to assist elderly people who are unable to prepare hot, nutritious meals themselves thereby helping them to live independently in their own homes.
- The promotion and protection of good health among elderly people in Suffolk by the provision of at home assistance on discharge from hospital, working in collaboration with partners to help avoid hospital readmissions to enable a return to independent living.

Meals on Wheels Suffolk was provided by the Royal Voluntary Service. The on-going business transferred to Aspect Living Foundation on 23rd May 2018.

We are currently breaking even on a financial basis have attached current financial statements together with projections for the next financial year.

Maximum 300 words

- 2.5. What was your organisation's total income for last financial year? (your branch if part of a larger organisation)
- 2.6. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation)
- 2.7. Does your organisation have more than six months running costs? (your branch if part of a larger organisation)
- 2.8. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation)

3. About Your Project

- 3.1. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation. Please include outputs (what you will deliver).

We want to target St Edmundsbury to bring the service to more people who need it. To do this we need additional resources including a dedicated member of staff, a cohort of volunteers and an additional vehicle. Some of our current local employees/volunteers are from the local area and know where we need to develop and grow our service.

We will systematically target wards, concentrating on particular areas in West Suffolk, in partnership with Health, Social Care and other agencies and local groups, we will bring the service to those most at risk of

loneliness, social isolation and malnutrition, with the aim of helping these residents retain their independence, and improve their health and well-being.

There is the added benefit for other agencies of preventing/limiting the need for customers to access other services, such as hospital admission/readmission. Customers families and friends can also be reassured that our safe and well-being check will pick up, and an early opportunity, and issues requiring further intervention from other agencies.

With our service, the customer receives a daily visit from a friendly, safe and smiling face, together with a hot nutritious meal. This keeps them in touch with the outside world, and together with a safe and well-being check, can assure next of kin that someone is looking in on their loved ones. For our staff and volunteers, this connects them more with their local communities, and gives them enduring contact with colleagues and customers. All of our drivers and volunteers are trained, DBS checked and Dementia Friends.

Following our attendance at the recent Togetherness Fayre held in August, we are working with local groups such as the rural caravan and library service to help to bring more services to those most at need within the West of our County.

Maximum 300 words

- 3.2. How does your project contribute towards the Council's Families and Communities Strategy and Families and Communities Approach? Please refer to guidance and reference both in your answer.

A Safe Place & Recognising Individuals

We perform a safe and well-being check on every visit, utilising the same drivers on rounds; they know/gauge what is "normal" for each customer; taking account of known issues such as health, mobility, dementia and environment. This early intervention spots changes; we alert appropriate responders e.g. next of kin, doctors, ambulance etc thereby avoiding hospital admission/readmission where possible.

Customers personalise meal choices from an extensive menu catering for a range of dietary requirements and tastes. Meals can be plated and drinks poured.

Understanding Relationships

We make referrals to partners (with customers/next of kin consent) e.g. Social Services, NHS, Befriending Services in appropriate circumstances such as deteriorating health or environment, through our regular close working with those agencies. Many of our staff are drawn from groups who themselves, may otherwise suffer from loneliness. They are often retired people, those who live alone, or young parents whose main social contact is working through the Meals on Wheels.

Encouraging Agency

If a customer appears to be failing in their health, we will also help them and their families to make the best decision that is right for their future health and well-being. Whilst the majority of our customers are over 65, we do provide services to anyone who needs them, including those who are housebound due to disability or infirmity.

Part of our assessment process of potential customers includes questions surrounding their home circumstances, such as do they live alone and have they anyone that can be contacted in an emergency. This helps us to identify their support systems and any specific issues about their vulnerability or social isolation.

Developing Vision

At the core of our service is the drive to help customers to help themselves, and to maintain their independence for as long as possible.

Maximum 300 words

- 3.3. How many people will benefit from your project (on a weekly, monthly or annual basis) and how? Please include outcomes (how your project will benefit the people who are involved in it) and how you will collect evidence of this.

We currently deliver within the council boundary, including Horringer, Bury town, Troston, and wish to expand our service in these areas and to customers in particularly isolated and rural areas along the route.

We currently have 40 active customers within St Edmundsbury; with this grant we would anticipate this to increase to 75 within 12 months and continue to build year on year.

Our initial assessment when taking on new clients allows us to evaluate the current levels of loneliness/social isolation, alongside customer needs and preferences. We know whether somebody has regular contact with friends, family or other Health and Social Care professionals when they join the service.

Working closely with the Hospital Discharge Teams and REACT; the incidents of admission and readmission can be monitored by them, and feedback through our meetings will allow us to revise/refocus targeting specific areas, where we can add the most value. We know that Home Carers are currently being used to "check in" with elderly people at lunchtime. The cost of that visit is far higher than the £6.50 we charge to deliver a meal and undertake a safe and well-being check.

We monitor the referrals and feedback from each of our partners and collate the data around the reason for the referral and regularly check with partners that we are meeting the needs of their clients (our customers). Increasing number of referrals and increasing overall customer numbers will be a key indicator the service is providing more meals to more people, and also that those people receive a safe and well-being check and daily human contact, a key determinate of relieving social isolation and loneliness.

Families and carers can rest assured that we will notify them of any issues we find, giving them peace of mind, and avoiding hospital admission and readmission.

Maximum 300 words

- 3.4. Are you working with any other organisations/groups on this project? Yes

If yes, please state the names of these organisations/groups and the nature of the relationship.

We meet regularly with the Clinical Commissioning Group as part of their strategy to promote independence of individuals within their homes, and to prevent hospital admission/readmission.

We work closely with Adult Social Care (Home First) as part of the support for people after discharge to allow them to gain/regain their independence and allow them to stay in their own homes.

We work closely with the Dementia Intensive Support Team and Sue Ryder, and as a result our drivers are all 'dementia friends' and are able to recognize and support customers with dementia.

We have been raising the profile of our service using radio and newspapers and by delivering leaflets to localities in Suffolk which have been identified by councils, eg North West Ipswich, as areas of particular need.

We have been working with local supermarkets (Tesco, Asda, Waitrose) arranging to talk to shoppers and raise money in store.

Maximum 150 words

- 3.5. What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user /community consultation and research you have carried out.

Your own Families and Community Strategy acknowledges that *"Many of the issues facing our residents today are not picked up in statistical analyses, such as loneliness and isolation, a lack of practical support or mental health problems."*

AgeUk Suffolk predict that 15,000 people in the county can go a whole month without speaking to family/ friends, Councils and CCGs (Loneliness making the connection 2015) cite a number of studies, that loneliness is as bad for you as smoking 15 cigarettes per day or being obese. It can shorten your life, impact health, making it more likely that lonely people will suffer from dementia, heart disease and depression (Holt-Lunstad 2010).

Studies show that elderly and vulnerable people are at increased risk of malnutrition, hospital admission/readmission if they are unable to have a nutritious meal on a daily basis.

We have been working with hospital discharge teams, social care and other charities to support customers they have identified as needing our service, together with advertising the service in other parts of Suffolk, with great success at reaching those, particularly in rural areas, who need individual support. Numbers have steadily increased in all of the areas in which we have focused our efforts.

Maximum 200 words

- 3.6. How has the project been developed out of the community's desire to improve the lives of local people? What role have users and/or the community had in developing this project?

We have 365 active customers who have a meal delivered (not every customer had a meal every day).

From a daily average of 214 customers in May we have increased to 252 in just 3 months. Based on these figures we predict a total growth in our customers of 74% by the end of our first year, and as a result of direct feedback from customers we have introduced a tea pack option (sandwiches and cake) for later in the day, and plan to have soup as an option during winter months.

Our staff and volunteers are all drawn from their local communities and are proactive in promoting the service to businesses and households both personally by word-of-mouth and by delivering leaflets.

Our attendance at the Togetherness Fayre to help combat loneliness, held in Bury in August was welcomed by other attendees, and by the public and others from the caring sector. Feedback has been very positive and we are developing links made at this event further.

Direct feedback from customers and families has been positive, and attached is a selection received since our commencement of the service in May 2018.

Maximum 200 words

4. Timescales and sustainability

- 4.1. When will your project start and end? (the period for which you are asking the Council for funding)

Start date

01/04/2019

End date

31/03/2020

- 4.2. If this is an ongoing project, how will it be funded and supported after the end of the grant period?

An additional vehicle to our fleet will provide a permanent asset used to deliver the service in West Suffolk; all on-going costs will be met by us. Our cars are "liveried" with Meals on Wheels prominently displayed and act as mobile advertising; our staff and volunteers wear uniform with the name and telephone number on their shirts.

Our customers pay £6.50 for each meal delivered, and a round of at least 15 customers is cost effective for us. We anticipate that within the first 24 months of establishment, the full Meals on Wheels Service will be self-sustaining.

Our five-year business plan includes project development such as chair based exercises, and more lunch clubs throughout Suffolk, which we will be able to deliver once the Meals on Wheels service is self-sustaining.

Maximum 150 words

5. Funding request and budget

5.1. Which years are you applying for funding for? Please delete as applicable

2019/2020

5.2. What is the total cost of the project? (project costs only, not for your whole organisation and not just the funding you are requesting)

£30435

5.3. Please provide a full breakdown of the total cost of this project, including VAT if applicable. Please only include direct expenditure for this project.

Item	Amount
Staff and volunteers (including roles, hourly rates, NI/tax contributions and expenses where applicable) Project Lead – 1 day per week @ £10.50 per hour (no NI payable) Used to develop the service.	7644 pa
Overheads (including items such as venue/office costs, utilities, back office services, insurance) Car insurance	1700 pa
Petrol service development only 1 day per week (estimated cost) any shortfall to be met by Aspect	1500 pa
Equipment and resources 1 car (also includes 12 months road fund) used 7 days per week to develop the service/deliver meals to new customers across West Suffolk area.	10798
Display banner for events	65
Other	

Total	£30435

5.4. Please provide a full breakdown of all other funding you have secured for this project.

<u>Item</u>	<u>Amount</u>
Funding already secured (please detail funders, amounts and funding periods individually)	
Match funding from Aspect and current partners	8728
Total	£8728

5.5. What other funders have you applied to for this project but have not yet had a decision from?

Funder	Amount requested	Decision timescale
Forest Heath DC	£10853.50	Mirror application
	£	
	£	

5.6. Please provide a full breakdown of all in-kind support* you have secured for this project.

<u>Item</u>	<u>Amount</u>
Volunteer contributions (including estimated hours given and roles)	
Volunteers (4) - used 1 day per week to develop the service - using Aspect transport; equivalent to 1 day per week at minimum wage £7.83per hour x 7 hours per week	11400
Equipment and resources (please itemise)	
Admin of project provided by aspect as part of match funding (1 day per week @£8.50 per hour x 7 hours per week)	3094
"West Suffolk" signage on car (donated by partner as part of match funding)	150

Publicity and leaflets (provided by Aspect as part of match funding)	1000
Other	
Total	£15644

*In-kind support is assistance and items you would normally expect to pay for, but which you are getting for free, such as volunteer hours or a free venue. You might find it useful to give volunteer hours a value, such as the minimum wage, or higher if you have volunteers with particular expertise it would be expensive to pay for.

5.6. How much funding are you applying to us for?

2019/20 **2020/21**

5.7. What other grants and contracts has your organisation received over the past three years from either Forest Heath District Council or St Edmundsbury Borough Council?

Funding Source	Amount (£)	Reason for funding
None		
Total:		

Thank you for completing Part A of the form. Please continue to part B.

