

## **Appendix 2: Community Recovery Strategy- Burnley Together partnership development proposal**

### **INTRODUCTION**

Burnley Together is a partnership between Burnley BC, the Calico Group, Burnley, Padiham and Rossendale CVS, Burnley Leisure, Burnley FC in the Community, Building Bridges, Lancashire Police, Lancashire Fire and Rescue, the Primary Care Networks and Lancashire CC. We also recognise the importance of our community and voluntary sector in our effort generally, but particularly Charter House, Ghausia Mosque, Stoops and Hargher Clough Community Centre, Gannow Community Foodbank, Northern Community Networks, Burnley Boys and Girls Club, and Valley Street Community Centre.

We were set up as an emergency response to work together in the best interests of the community during the Coronavirus (Covid – 19) crisis. Burnley Together has operated as an umbrella organisation bringing together business, community, voluntary and faith sectors as well as individuals. It has been an informal partnership that provides a space for people to contribute to the town's efforts to overcome the global pandemic.

Many local people have come forward to offer their services volunteering to help the local community in this difficult time. Volunteers play an essential role in the delivery of Burnley Together and we are grateful for their support. Volunteers will continue to play a vitally important role as we move forward.

In the three months that we have been in operation we have delivered a service that has been central to the effort to save lives. We have been the safety net for people in their most vulnerable times visiting properties, assessing needs and making sure that people have been kept safe. Our efforts to keep people safe have enabled strategic partners to focus on other areas that have contributed to the effort to protect our borough.

Burnley Together has delivered something unique, creating a strong place based partnership that has focused resources on getting things done. As the emergency phase of the Covid-19 crisis comes to a conclusion there is a desire from partners to continue this way of working as we transition into the 'new normal'.

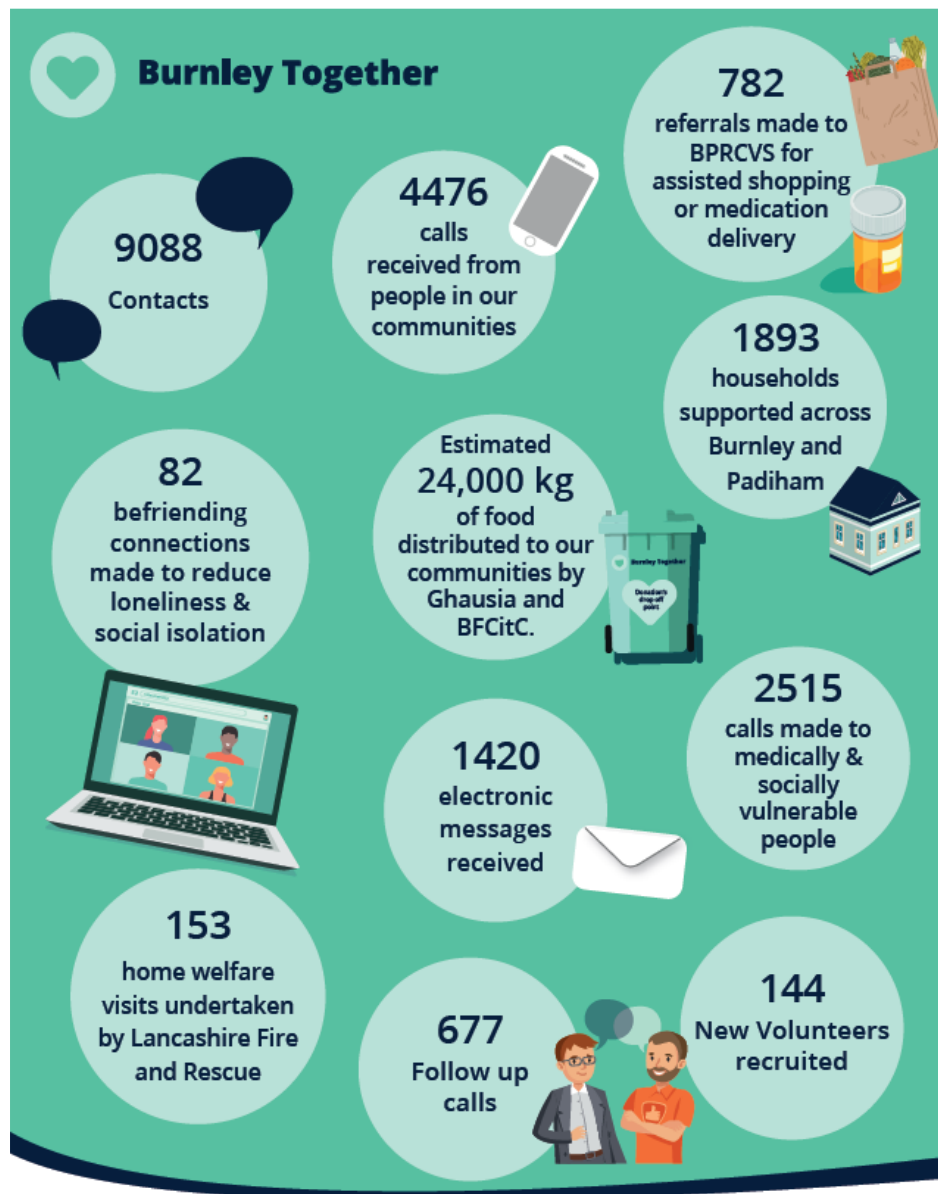
This paper proposes a Burnley Together service that is owned by the community, driven through partnership working, and coordinated by the Calico Group. The purpose of this partnership will be to continue to build a service that responds to local needs, delivers personalised services, builds inclusion and trust in our communities, and empowers our residents to be independent.

### **WHAT BURNLEY TOGETHER HAS ACHIEVED**

From team members dining tables, kitchens, and bedrooms we have provided a one stop shop approach meaning that whoever you are, whatever you need we can help. Services requests are channelled through a contact centre open seven days per week. We have ensured support is given

to everyone that has contacted us even though many of the support services usually called upon for help have been closed.

In our first three months of operation we have supported over 8,000 individuals living in Burnley providing welfare checks to those who are shielding; food for families that are struggling financially; arranged picking up and dropping off of prescriptions; and befriending services for those that are lonely and socially vulnerable. The infographic below demonstrates our key achievements and the impact we have had on the community.



Burnley Together has built and strengthened connections with our communities enabling relationships to be formed around trust with our public, third, and business sectors. We have seen all corners of our community come together in this effort helping each other out, delivering services

where they have been needed most, and making sure no one gets left behind. Community inclusion has been at its best with new relationships emerging that can provide a foundation for the future.

We have personalised our service offer. Conversations enable our contact handlers to understand the needs of the individuals and to ensure they get the help that will make a difference. All contacts are followed up and impact is assessed enabling us to show the value of what we have done and to encourage the promotion of empowerment and independence.

Our focused way of working and energy to get things done has engaged our partners too. Burnley Together has renewed relationships and created vigour for continued collaboration. The achievements of Burnley Together have created a desire to come together to look to a future. Our partners have the opportunity to harmonise their strengths through this proposed partnership to ultimately delivery more impact in our communities. We know the place based approach is being pursued in housing, health, economy and the broader community development arenas and we think Burnley Together can be the vehicle to make these things happen.

## THOUGHTS AND CONCLUSIONS OF THE EMERGENCY PHASE

One thing that is clear from the emergency response work completed is that many of the challenges we have responded too existed before Covid-19. The pandemic provided residents with the opportunity to surface these issues and seek to get them resolved. Our customers have a unifying characteristic in that that they have told us that accessing services is often difficult and confusing with the need to tell their story multiple times. The old ways of working are de-humanising and ineffective – they don't get people the help they really need to move forward and become independent. Those ways of working perpetuate a cycle of dependence and overburden services.

As the lockdown began to ease with daily infection and death rates falling there was a sense that things are moving back to normal. We know through our contacts with the public and the work of our partner agencies that this is not the case. Whilst the crisis of the first wave of pandemic is moving to a conclusion it brings with it a range of new challenges for our borough to overcome as a direct impact of the actions taken over the last 3 – 6 months. The outcomes of our proposal will respond directly to those challenges, whilst also providing flexibility into the future.

The vulnerable elements of our community remain vulnerable; perhaps more so for the three months in which they have been cut off from the outside world and services that provided them with support. Our children will have received little or no formal education for a six month period by the time they return to school in September. Our parents are mentally exhausted from the challenge of running homes, working and doing their best to teach their children. And our workforce, both young and old, will face unprecedented pressure around redundancy and job availability. Direct impacts of the fallout of the virus and issues that are already emerging through conversations in our contact centre.

There will also be indirect impacts. The challenges around mental health will grow; the prevalence of people needing intervention will become greater as will the pressure on services. The impact of food poverty and reliance on our town's foodbank. The weight of expectation on our health and social care system and a general worsening of health and wellbeing are very real risks. And all of this in the context of being prepared if a second wave of Covid-19 comes in the winter months.

Burnley Together's role in the Covid-19 response isn't going to end. It will need to evolve as the needs of our communities change. Our proposal is not about changing existing structure, it's about augmenting those structures and adding strength where necessary.

Our proposal is about recognising the specialisms of our partners and focusing their energy on that area. It's about working with individuals, both with complex needs and not, and getting them help through personalisation and connection to the right services. It's about delivering a truly place based approach, delivering significantly improved outcomes for the residents, and reducing the burden on key public services.

## EMERGING CHALLENGES FOR BURNLEY

The next 12 – 24 months will see a number of challenges emerge for Burnley and its residents as a result of the global pandemic. Three main areas are considered.

### Jobs and skills development

In May Burnley had a claimant count of 8% (ranked 10<sup>th</sup> worst nationally) and a youth unemployment rate at 10.3% (6<sup>th</sup>). Whilst these figures are high, they are lower than perhaps might have been anticipated indicating that the Government's job retention scheme is working. Whilst this maybe reassuring to a degree it masks a future challenge highlighted by Centre for Cities<sup>1</sup> which indicates that Burnley has 31% of its workforce furloughed (for three weeks or more), second highest in England, which is 4 – 5% higher than any other town or city in the top ten of either count.

This suggests there is a latent problem for employment within Burnley that is yet to be fully exposed. In an earlier report the Centre for Cities<sup>2</sup> identified that in the region of 70% of roles in Burnley would be affected, vulnerable or very vulnerable to Covid-19.

The government is rolling back the job support scheme in Burnley and this is expected to have a significant impact on jobs locally. Local companies are identifying a need for redundancies and we should expect this to continue. A key issue for Burnley is the reliance of our economy on engineering and aerospace both of these industries are considered to be particularly exposed to the anticipated downturn as a result of Covid-19 pandemic.

Linked to the above, but a bit different is the impact of the virus on young people. The dominant focus at present is on the ability of young people to enter the labour market. The pressures are significant. Young people generally gravitate to roles in leisure, hospitality, and retail and the economic impact of the virus means that these sectors have been hit the hardest. Apprenticeships in engineering have also experienced displacement as businesses seek to save their businesses.

Youth unemployment is further compounded by businesses generally being less likely to be recruiting entry level roles. There is also downward pressure from people being made redundant seeking opportunities in job pools that they would not normally consider. The Resolution

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<sup>1</sup> <https://www.centreforcities.org/blog/may-unemployment-count-economic-crisis/>

<sup>2</sup> <https://www.centreforcities.org/blog/what-does-the-covid-19-crisis-mean-for-the-economies-of-british-cities-and-large-towns/>

Foundation has completed work around this issue<sup>3</sup> and is forecasting that youth unemployment in areas like Burnley could hit 35%. DWP have recently completed analysis and this indicates that the current rate is 23% across the town, however ward level analysis shows that Trinity, Gawthorpe, and Gannow are already over 30%. More concerning is that in Trinity and Gawthorpe unemployment in the 20 – 24 year grouping is over 40%.

Burnley has a range of offers for young people experiencing challenges with employment. Feedback from partners and young people tells us that this offer is difficult to penetrate, especially given the lack of careers support now available in schools. Our young people need help to navigate this offer and to establish what will work best for them. This is not something that they will achieve alone and without intervention it could lead to an entire generation being lost to unemployment. The mental health impact of this is also significant.

### Health and wellbeing

Covid-19 has had a fundamental impact on the mental and physical health of people across Burnley.

Across a range of indicators health and wellbeing scores have significantly reduced. Patterns are consistent between men and women; across all age groupings and different ethnic groupings. This reflects the picture nationally where wellbeing scores are at the lowest they have been since records began. <sup>4</sup>

People are suffering from psychological distress particularly women and those from ethnic minority groups and, of course, key workers. Stress and anxiety generally in our community are having significant impact on wellbeing. There is a need to establish a mental health support offer across the age ranges that enables our community to recover from the psychological damage of Covid-19. People have had a lot to occupy their minds;

- The long term economic impacts of Covid – will I have a job, will my children find work?
- Concerns about general financial position of families.
- The social impact of shielding – individuals that are now isolated and socially vulnerable.
- Concerns relating to law and order
- Fearful of physical and mental health
- Worrying about friends and extended families.

Improving resident's life satisfaction and day to day happiness is essential work in avoiding a mental health crisis in the town and a key way to achieve this is physical activity. The link between being active and positive mental health are well established. During the pandemic we have seen an increase in people wanting to get active and improve their physical health. This is something that we need to encourage people to continue to do. There is a clear opportunity through the work Burnley Leisure are doing, but also through the involvement of organisations like Lancashire Adult Learning.

An area of reflection from the emergency response phase relates to the work that we have done around the shielded and socially vulnerable groups. Whilst many of these individuals live happy and

<sup>3</sup> <https://www.resolutionfoundation.org/publications/young-workers-in-the-coronavirus-crisis/>

<sup>4</sup> <https://www.jacobs.com/sites/default/files/2020-05/jacobs-wellbeing-costs-of-covid-19-uk.pdf>

fulfilled lives, there is a reasonably sized group of people that don't because of a lack of access to health and social services for a range of reasons.

From the support we have offered we know that a significant number have needs that have escalated over the three month period. These groups will need help and support to engage the service they require to prevent them becoming at risk. The key challenge for Burnley here emanates from the elderly population. Older adults are more likely to have had negative outcomes from the virus.<sup>5</sup> Alongside the removal of access to health and social care services this group have also had access to family and friends restricted.

The mental health impacts from social isolation are clear. The experience as lock down eases is that many of our older people are frightened to emerge from shielding and will need help to regain their independence. There is a connection here with social prescribing activities (coordinated by CVS) and creating safe spaces where people can emerge and the environment can be seen to be managed for them. This will allow our residents to begin to build their confidence.

Less obvious is that family and friends often provide the safety net helping older people with personal care, cooking, cleaning and administration of bills. This has often been the thing that kept older people from requiring health or social care interventions and helped them maintain their independence. Without this support it is likely that a manageable condition will in many cases have escalated to an unmanageable point. In short, many more of our older population are going to require support from health and social care and their 'ask' is likely to be more significant than pre-Covid-19.

### Community and inclusion

The emergence of Covid-19 has reminded us all of the importance of the community and voluntary sector and the work they do to keep our communities safe. Activities are delivered in our neighbourhoods by passionate and driven organisations surrounded by an army of volunteers that give their time to help others. Without doubt our ability to achieve the success we have in the emergency phase would not have been possible without the dedication of the sector.

Our community emerges stronger as a result of Covid-19. The pandemic has fostered discussion and relationships that have solved the numerous challenges put in front of the town. A particular area of focus has been the progression of relationships within our BAME communities. Organisations and individuals from within these communities have supported the effort creating opportunities for new conversations. The community and voluntary sector has been on the frontline helping our town to stay strong and in doing so nurturing inclusive and supportive communities.

Whilst this is very positive a number of challenges remain.

Food poverty in our communities is far higher than it should be. Our work in the emergency phase has provided intelligence regarding the extent to which food poverty is an issue. Working with the Community Kitchen, Ghausia Mosque and Gannow Foodbank we have delivered over 5,000 food parcels (circa 315 tonnes of supplies) to families in three months. Only a small percentage of these

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<sup>5</sup> <https://hub.jhu.edu/2020/05/05/impact-of-covid-19-on-the-elderly/>

requests related to Covid-19. All of the families we have supported are in need, with most of the families using the opportunity of Covid to seek help.

Alongside this we have seen the emergence of community kitchens operating in our neighbourhoods providing a meals on wheel type service to those who cannot afford a private operator. We understand that at present we are delivering circa 1,000 meals each week in the main to older people.

The role of these partners over the next 12 – 18 months will be essential in our communities and the potential for the BFCitC Community Kitchen to become a central coordinating strength is a real opportunity. We will need to work together as a partnership to make good on this opportunity supporting each other to build resilience to food poverty across our communities.

Often families asking for food require other support as well, the correlation between food poverty and child poverty is high. A big element of our work during the emergency period has been helping families to get themselves set up. We have found that families often cannot afford the basic furniture in their homes. Paradoxically we have also been surprised by the volumes of people calling the contact centred to donate good quality items that may have previously been taken to landfill via the bulky collection service. We do not anticipate that as first wave recedes the demand for food or furniture services will dissipate.

Another positive has been the rise of volunteering during the pandemic with one in five UK adults having offered their services free of charge. The challenge moving forward is to try to retain some of this volunteer army as they go back to work. This is important for two reasons;

1. The community and voluntary sector requires these people to continue to do the good work that they have started.
2. The individual and community wellbeing impacts of volunteering are significant. Simply people feel happier when they are helping others.

Providing support for volunteering will be essential in maintaining the momentum built during Covid.

A final area of focus in the work around community inclusion and co-production. In the emergency phase we have responded to the emerging needs of the town, driven by what our customers have asked us to do. The result is a truly personalised offer that has delivered trust between the service and our communities. Our service today is *'customer informed'*, but it would be much more powerful and sustainable if it was *'customers owned and driven'*

Burnley Together has also provided the opportunity for communities to come together and work on joint projects for the benefit of all of the town. The work between Ghausia Mosque and Stoops and Hargher Clough community centre has personified this.

We need to continue to operate in this way, but as we move to 'new normal' there needs to be a mechanism in place that allow for purposeful community engagement and co-production. We need to ensure that the future objectives of Burnley Together are driven from our communities responding to their needs through direct consultation and market research.

## OUR ASPIRATION FOR THE NEXT PHASE

Our vision is for *a partnership with local services, listening to what matters to people in Burnley and Padiham. Ensuring access to the help needed and empowering our residents to be independent, living safe, fulfilling and happy lives.*

To achieve this we have agreed the following set of objectives;

- **Connecting people** to the services they need across health, economy, and social programmes at the point they need help.
- Ensuring our **approach is personalised** taking notice of what matters to the individual, working hard to really understand their needs and achieve the outcomes which will make a difference for them.
- Working through the challenges with our service users beyond the initial contact creating a **culture of independence** through empowerment and targeted support.
- Making **best use of partnership** resources including the statutory, voluntary, faith and business sector for the benefit of our community.
- Continually review the service offer through **co-production**; monitoring provision, identifying service gaps, and working up solutions with our partners and service users to fill the gaps effectively and efficiently.

## HOW WE PROPOSE TO DELIVER

Our proposal is for a place based approach focuses on integration across our town's footprint joining up services behind the scenes to make things easier for residents to access, and making sure they get the right help promoting independence. Our approach will ensure that the town is able to make best use of scarce resources provided, and that local people have an opportunity to influence local priorities and key decisions.

We intend to mobilise community assets to provide access points where people can walk in and seek help in a socially distanced way. Through partners we would like to encourage more community venues to offer a 'Burnley Together' service and Calico will commit to providing the necessary training to commence this activity. As a minimum we would like to see community venues in Southwest Burnley, Daneshouse/Stoneyholme, Burnley Wood and Padiham.

We anticipate two levels of support needed by people seeking help from Burnley Together. There will be the individuals that have a single immediate need. This will include people needing help finding work, people needing food parcels, and people seeking social activity. It is highly likely that the contact agent can receive this request and action it through our partnership without the need for further intervention.

There will also be those individuals that need more. These are individuals that have multiple needs which are often complex. They require a short term support plan that is designed to move them from crisis to independence. For this group we will need to consider resources to provide short term support and assist with moving forward.

As we move forward the model aligns services into three clear areas of work.



- **Skills and jobs:** our ambition is to work with people leaving education, or individuals facing redundancy situations to help them secure employment that improves their circumstances.
- **Health:** our ambition is to help people live healthier lives where they have more choice and control.
- **Community wellbeing and inclusion:** Our ambition is to help people get the help they need to get back on their feet. This will help our communities to overcome challenges and be stronger together.

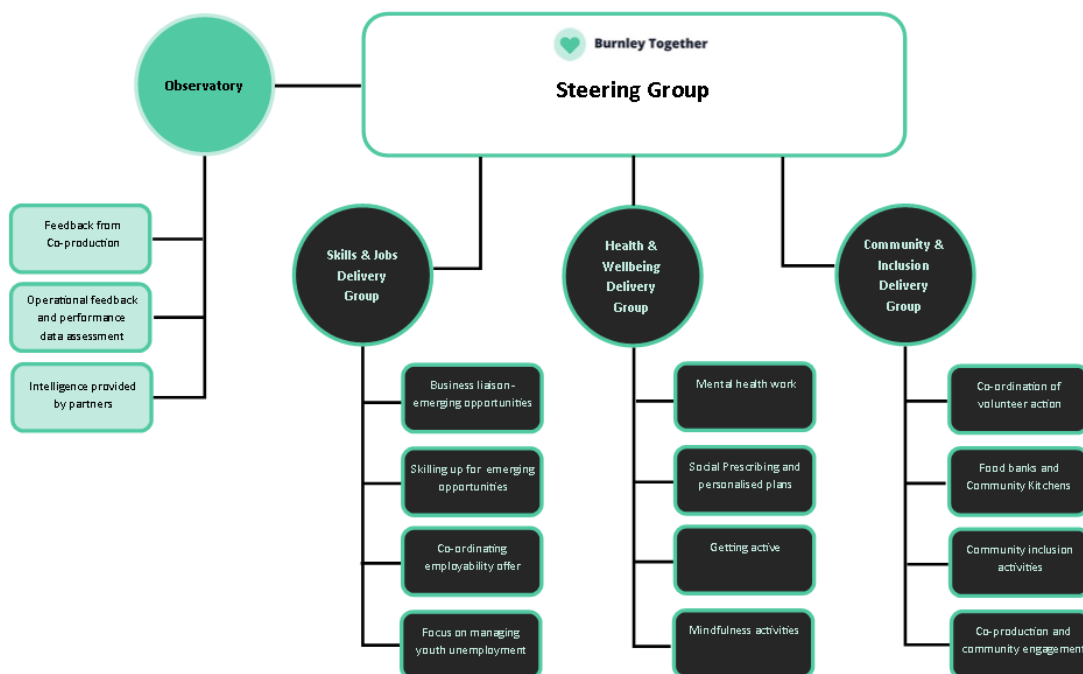
Our offer will be personalised for each individual that we help, and at the very heart of the offer will be the absolute commitment to support people back to independence – all help we offer is temporary and designed to get people back on their feet.

### Partnerships

Critical to achieving success is to build a partnership model that has focus and is able to utilise the resources and assets of its members. Burnley Together, as a concept, should be owned by its members and driven by the needs of the community.

The diagram below denotes a structure that the partnership can work too. Partners should not forget that what has often made Burnley Together work has been its ability to get stuff done. The balance between strategic discussion and positive action will need to be kept in check. The Delivery Group identified should ensure that as a partnership we achieve our set objectives. They should be used to plan our work, ensure it is done, and to review the impact before moving to the next package of work.

Our proposed model is;



The partnership should have a steering group that is strategic and draws representation from key stakeholders. This could include members from the community, Calico, Burnley Council, BPR CVS, Burnley Leisure, BFCitC, Burnley Bondholders, Health (PCN?), and Dept. for Work and Pensions. The group's objective should be to oversee the work of Burnley Together receiving reports and information that pertain to the agreed areas of focus. This should include data relating to service delivery performance and outcomes being achieved by the partnership.

Sitting below the steering group should be a range of delivery groups and an observatory.

The observatory group will be a horizon scanning group that will spend focused time considering emerging issues and provide guidance to the steering as to whether or not the focus should develop or change. This group will receive information in the form of reports and feedback from communities to help them shape their thinking.

Delivery groups will be focused on specific areas of work. They will receive information to understand the challenge, the response required, and will take ownership of organising the tasks (and responsible partners) to ensure challenges are overcome and outcomes are delivered. Initially we propose three delivery groups linked into the current areas of concern outlined above, these are;

- Skills and employment
- Health and wellbeing
- Community and inclusion

An area that is outstanding in this report relates to how Burnley Together will integrate within existing partnership structures across the town. As we move forward we will need to consider how we link to existing arrangements, and it may be the case that the delivery group work outlined above can be subsumed into those partnerships.

### Outcomes

At this stage we have defined some headline outcomes that Burnley Together should seek to achieve in the future. These outcomes should be discussed further and confirmed with the steering group and should be complemented with some outputs that will demonstrate success.

Skills and jobs:

- Business will engage with the delivery group and Burnley Together will become a way for them to recruit high calibre staff.
- We will have an effective and co-ordinated employability offer that is accessible for all Burnley Together customers.
- Training providers will shape elements of their offer to support current and emerging employment opportunities.
- We will have a focused approach to minimising youth unemployment.

Health and wellbeing:

- We will have a community offer that provides a plan for people with short term support needs linking them to the existing social prescribing offer via CVS.
- We will have an effective and coordinated mental health offer that utilises existing statutory services and compliments with other service offers where appropriate.

- An approach to active communities that encourages and support people to take exercise and feel well.
- A co-ordinated effort to relaxation and mindfulness leading to improved levels of community happiness.

#### Community and inclusion:

- A consistent offer for volunteers that allows them to play their part and contribute to the overall success of the community and voluntary offer.
- Delivery of a high quality food bank and community kitchen network that helps people when they need help and promotes independence through food education.
- Promotion of communities from across our town coming together to deliver projects and celebrate our diversity.
- Involvement of our communities through co-production to develop Burnley Together's future direction and establish strategy.

#### **THE ASK...**

The principle of Burnley Together should be that it makes best use of the existing resources that are available (and funded) within partner organisations. The proposal is a model of collaborative working that provides focus and direction of individual effort to increase the combined outcome.

We anticipate that partners will want to engage and will want to coordinate activity under the partnership banner. This will give us our early momentum and will enable us to map specialisms understanding the gaps we need to fill, or where service delivery is vulnerable. Burnley Together, as a partnership, may then be able to lead applications for funding to fill gaps or to seek sustainable funding where we have identified vulnerabilities. This will help make sure scarce resources are targeted at identified community needs.

We would expect partner organisations to commit resources. The partnership structure will require facilitation and action to avoid it becoming a talking shop. The service offers will emerge from the work done in the delivery groups. Partners will identify the offer's they can make and the delivery groups will considered it for fit, and duplication of effort.

Partners should consider this a two way interaction – Burnley Together can help them improve their organisation's outcomes and they should expect to contribute to the furtherance of Burnley Together's objectives.

With an extensive service offer emerging from the delivery group's the other key operational activity will be to consider how we can best link, and market, this to the individuals in our communities that require help.

#### What Calico will offer

Calico will also provide the overall project management including a designated Project Coordinator role will take overall responsibility for the day to day operation of the project. The post holder will monitor and report on the agreed outcomes and outputs reporting information back to the delivery groups and steering group.

This role will sit within our wider community engagement team and will have access to our Group services.

Our proposal is that the mechanics of the operation are delivered by Calico using our infrastructure, and systems. We think we should continue to receive requests for help through a central contact management system. We will look to integrate the contact element of our work into the mainstream Calico contact centre. It is likely that we will need to increase resources in the call centre to facilitate this. Calico will also provide the CRM and telephony systems required to manage the contact.

Calico will also contribute as a member of the steering group and will work within the Delivery Groups as required.

#### What is needed from partner organisations?

In order to make Burnley Together work we are looking for a commitment from partner organisation to support the operating framework and resources that will help us get things done. Resources are likely to be required for the next 12 months, and where a commitment is made it will need to be for the duration. We have identified the following list as things that Burnley Together will need from the partnership;

- A commitment to the vision and objectives of Burnley Together as described in this document.
- A commitment to the established cultural ways of working and supporting staff to attend training where necessary to understand how services can be delivered.
- Senior representation on the Burnley Together Steering Group with an understanding that 'corporate hats' are left at the door.
- Where relevant, participation in the three Delivery Groups. Representatives must have the skills, knowledge, experience and authority to participate effectively taking decisions and making things happen.
- Commitment, in a GDPR compliant way, to share information and customer data both with other partners for direct delivery, and aggregated data for the observatory work.
- Provision of resources to undertake activities in our communities including welfare checks, deliveries (food, medication etc), and other general logistical work.
- Secondment of resources for the contact centre enabling a professional, well trained, and empathetic first contact.
- A commitment to work collaboratively to bring additional resources into the town that support Burnley Together's objectives delivering impact in our communities.

## Customer testimonials – how we make a difference

The service we have delivered as a partnership has made a big difference to Burnley and Padiham over the last three months. 98.4% of our customers would recommend us to a family member or friend because of the work we do, and the way in which we have gone about it. We are focused on the challenge and personalised in our response meaning that we are able to make the most difference to people's lives.

Over the next few pages we have shared some of the feedback we have received, and case studies of how we have helped. These stories have helped us to think about what we have achieved already, and what we would like to do in the future.

Customer quotes:

*"I got the support and help I needed. You saved my life actually. That food parcel meant the world to me and son. I was amazed and so grateful for it. I can't thank you all enough. You do a top job with people who are struggling. Came to the rescue. Honesty brilliant and you super stars, all of you."*

*"Things vastly improved. CVS gone above and beyond. Made a difference to our lives."*

*"I am a self-employed market trader and have not worked during lock down, I didn't know how I was going to manage and I wouldn't have managed if it wasn't for your service"*

*"I was really desperate with no food at all, and as I had just come out of hospital and I couldn't walk due to my hips. I don't know what I would have done without you, I have no family to help so I was really stuck."*

*"I can't thank you enough, some days I didn't eat for 3-4 days at a time because I had no money left for food. If it wasn't for you guys I would not have survived so thank you so much. I have referred quite a number of friends to BT who I knew were needing support. You are brilliant, I can't say enough about how you helped me."*

### Customer A – Single mum

The contact centre received an email from a single mum with five children asking for a food parcel. From the contact it was clear that the lady did not ask for help very often. Contact was made by one of our staff to complete the necessary referral form and to check on other areas of vulnerability. This was in line with our process.



Initially the lady was not keen to talk but we were able to get here into a conversation through persistent, but gentle emails. We identified early that the customer had anxiety issues that would prevent her from communication via telephone. Through electronic communication we were able to identify that two of the five children did not have a bed; Mum was sleeping on the settee; her phone was broken preventing her from getting help; and the food poverty was an ongoing issue. The circumstances for the family were very challenging.

We used the delivery of food parcels to instigate a system of wellbeing checks to ensure mum and the children were safe and well whilst observing principles of social distance and PPE requirements. In the first three visit we didn't see mum – her teenage daughter received the food parcels and take them in. We built trust and managed to get mum to the front door to start to talk to us.

Building up week by week through visits and electronic check in's it became apparent that there were more issues than had been shared. Mum is a very proud person and did not want to ask for the things that she needed.

Our approach was to offer her things that had been donated and to let her think she was doing us a favour by taking the items. We started by providing a washing machine so that laundry could be done - we also provided new clothes for mum and the five children; we were then able to offer beds and bedding for mum and the two children to make sure everyone could get a good sleep. We also provided other essential items of furniture that were missing from the property donated by another Burnley family including a desk for the teenage daughter so she could do her homework. We also got mum a new mobile phone. Through conversation we identified that the children were not receiving their school work. We were able to liaise with the children's schools to make sure they had the school work printed out, and we provided stationary, crafting items and toys for the younger children to play.

Through our multi-agency delivery of Burnley Together, we were also able to intervene and prevent the family from going through the eviction process. A member of the council team had delivered a food parcel to the address and was aware that Burnley Together were supporting the family. She had seen that an eviction letter had been sent to the family due to the rubbish in the back yard of the property. The member of staff was able to offer support from her team at the council and arranged for the rubbish to be removed.

Mum is now communicating with the Burnley Together team. She has shared that she has never had anyone in her life that cared for her, and that the things we've done have changed her life. She fed back that our kindness has made the difference. Mum does not need food parcels now and is getting back on an even keel – we will still keep in touch, but this is just monitoring. Once services start to re-open we will look to get her some support with her mental wellbeing and the wellbeing service to help her with the children.

Customer quotes:

*"You took away all my worry around how I was going to get my shopping, both myself and my wife were shielding and my daughters live in Warrington and London so were unable to help. I have recommended BT to lots of people."*

*"You have been wonderful this is a fabulous service. I am normally a very active person. I am a self-employed but I am on blood thinners and I was told by my GP surgery not to go out as I as this could literally mean a death sentence to me if I contract the virus because I have to take blood thinners every day."*

*"Your service was brilliant thank you so much and my two girls say thank you too. I went from being fully employed as a hairdresser to no income while I was waiting for universal credit and your service saved my family over the two weeks when there was nothing in the shops and I had no money. Definitely a star job!!!"*

*"When I first moved to the area it was the first time I had lived in my own place. I really thought that I was going to fail and go back to the bad place I was at. Thanks to the support I have been getting I am managing and it is getting easier"*

### Customer B – Socially vulnerable elderly lady

A lady contacted Burnley Together for support with a food parcel for her 89 year old neighbour. Her son had stopped access to her money and she wasn't able to buy any food. A food parcel was organised for the following day. "I referred my neighbour yesterday and she received a huge food parcel today. The delivery lady was lovely ( I could hear the conversation) Thanks to all at Burnley Together, you made an 89 year old lady really happy"



We contacted the lady, the following week, as she was on her GP surgery vulnerable/shielding list. This was to see if she required any further support. She asked for help with food and also someone to talk to as she was feeling isolated and lonely. A referral was made to CVS for befriending support and another food parcel was delivered.

The following weekend, we received a call from one of the lady's friends, who was also elderly. He has been friends with the lady for around 14 years and felt that after speaking to her on the phone today, that something "wasn't quite right" and was concerned about her health. We arranged for a welfare check to be carried out by a member of the Burnley Together team, taking a food parcel as a way of contact.

During the welfare visit, it was clear that the lady was unwell and was not managing to live independently. A call was made to adult social care to share the concerns and to ask for an urgent assessment to be completed and for a package of care to be put in place, an ambulance was also called. The member of staff stayed with the lady until the ambulance arrived, to ensure that she was ok. The lady was not taken to hospital, as it was felt that the risk to her health would be detrimental due to COVID 19. She was made comfortable at home and given treatment.

The following day, a social care assessment was carried out and a care package was put in place. This included carers visiting the property throughout the day to check that the lady was safe, was eating and was able to manage her personal care.

Weekly calls were made from Burnley Together to check that the lady was ok and to see if she needed support with food. During some calls the phone was engaged for a long period of time and the staff member was concerned about the lady, we called her neighbour to check that everything was ok and asked if she would be able to call in and check on the lady. She did this and the handset had been knocked off, she replaced it. The neighbour gave feedback that "Burnley Together is a fantastic service and not only helps people, but also completes follow ups to check that they are ok"

After a number of weeks of no contact, we called her neighbour to see if the lady was ok and she informed us that she had been in hospital and was going to be discharged into a care home as it was felt that she was no longer able to manage in her own home.

Customer quotes:

*"The staff have been over helpful kind. I appreciate what you have done for me and my son during this time. I can't thank you enough. The service has been excellent. Thank you I am so very grateful."*

*"I could eat. Saved my life literally. Before Christmas I had no food and no help after an accident that left me in financial difficulty. I tried taking my own life. I thought I was going down the same road again with COVID 19 but you reached out and helped me and my son. You really, really helped me. Something small like a food parcel can save your life and knowing someone cares. Thank you."*

*"It was great to have your help and it was amazing to see a smile at my front door. Delivered much more than expected. Felt an emotional boost from your service for days after our delivery. I went indoors after the delivery and shed a happy tear. The member of staff boosted my confidence in knowing that you are there for us. I am so grateful! The children felt like they received a gift from someone who really cared about them. Humbled by the care we received. Please personally, on my behalf, thank the member of staff that came."*

*"I have recommended lots of people who are struggling and they have all said how much they appreciated the help. You really don't know how grateful I am, I was so desperate when I first contacted you and you were so helpful, I don't know what I would have done without you."*

#### Customer C – A lady suffering from domestic abuse

A Social Worker from Children's Social Care requested an urgent food parcel for a young lady and her 3 children. The lady had a disability and she was fleeing from a Domestic Abusive relationship. Burnley Together were able to arrange for the food parcel to be delivered on the same day. The Social Worker also asked if we were able to support with furniture.



She had managed to find a new property for the family and some furniture, but until they had some beds, the family were not able to move into the property. We spoke to the lady to find out if there were other items that were needed and were able to offer a double bed and mattress and a single mattress, both of which had been donated.

We delivered the items 2 days later, along with toys, curtains, lamps and other household items, which meant that the family could move into the property. The lady also donated a cot to Burnley Together, which will help another family in need.

The Social Worker was really grateful and commented that she thought that the Burnley Together service was amazing and has really helped to support families in need during this crisis when most other services have stopped. She stated that we go above and beyond to respond to people's needs and are always really helpful and friendly. The lady and her family are now settled in their new home and know that they can contact Burnley Together if they require any further support.

Customer quotes:

*"I have already given your number out to some of my friends who needed help. You have been brilliant, just knowing I had someone to ring who was going to help me. I didn't think having the kids at home would have affected me how it has but not being able to work and having them at home, I just felt like I had hit a brick wall. It was so good to have you to call."*

*"Fantastic service a real help and a lifesaver I don't know what I would have done without it. Would give you 12 out of 10 if I could!"*

*"You were the first help I got when all this happened I rang the council in tears and in a panic and not knowing where to turn and they gave me your number. **There should be more services like yours.** Thanks so much."*