



www.volunteercornwall.org.uk

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9th September 2022

Dear Hub Colleague

We are writing to you as part of the winter plan for 2022/23 as you have expressed interest in being part of the voluntary sector community hub network. We are working with NHS Cornwall & Isles of Scilly and partners across the public and voluntary sectors, to ensure that we have provision in place in communities to respond to the possible impacts of the cost of living crisis.

As you are aware, we are in the process of developing a longer-term plan for delivering care and support in a place-based model through a network of community hubs and we hope you will become part of that network.

The Community Hub model will allow us to deliver on some of the health and care system's key priorities:

- Reducing health inequalities
- Preventing hospital admissions
- Enabling prompt discharge
- Delivering anticipatory care assessments and implementing personalised support interventions so people can stay at home in their communities
- Improving physical and mental health and wellbeing

But right now, we need to act quickly to ensure we have support in place for the coming winter, possibly as soon as October 2022. Therefore, we are offering winter support funding to community hubs based on the 'Warmth Banks' model. This is the first phase of our planned community hub development model. This is not the only funding that will be available for organisations to access warmth banks funds and it is not the only funds that will be made available to develop the community hub model. This is the first funding opportunity for developing hubs. We hope this provides an opportunity to support more people and create a flexible additional funding source for hubs to determine how they can support people through winter.

Just as food banks offer a place for people who are struggling to afford to eat to get short and longer-term help and support, so warmth banks will provide a place people can go to get warm and to explore practical support with energy, debts, bills etc.

We have created a tiered model, details overleaf, and it is entirely for your organisation to decide at what level you would like to participate. The level of resource you will receive is obviously dependent on the level of service you can provide.

We have tried to keep the process as simple as possible and so have created a template for you to complete and send back. This will then allow us to agree a plan with you and make the appropriate payment under the terms of a simple grant agreement.

The kinds of things we think Warmth Banks might provide include:

- Access to a heated environment
- Access to refreshments / food / drink on site
- Access to food / ingredients that can be taken away
- Advice on healthy eating, cooking, budgeting
- Access to group activities allowing people to socialise and interact with others

There are also a range of other voluntary sector organisations who are keen to support you in delivering Warmth Banks and will provide services and support through your hub. These will vary from location to location and can be provided in addition to this funding opportunity. This additional support could include:

- Copies of the Winter Wellness Guide produced by Cornwall Council (Public Health)
- Practical support in the form of 'warmth packs' via Community Energy Plus (hot water bottles, heated throws, duvets etc)
- Access to Information, Advice & Guidance including signposting to other services
- Help and advice around welfare benefits and debt advice and support
- Access to Social Prescribers and Wellbeing Coaches
- Community Energy Plus (CEP) have offered two Outreach Caseworkers to link into the Warmth Hubs, helping people struggling with energy bills.
- Age UK Electric Vehicles – Age UK (Cornwall & IoS) have electric vehicles based in Penzance, Camborne, Falmouth, Truro, Newquay and St Austell. These can be used to ensure people can access the centres at relatively low / no cost.
- Community Makers – The Volunteer Cornwall Community Maker team will spend the winter circulating around the Warmth Banks to ensure any issues can be quickly escalated and any gaps in provision or support, filled.
- Volunteers – Volunteer Cornwall will work across the sector to recruit more volunteers to support the Warmth Bank model for the duration of the winter and particularly around the festive period when many services will reduce or temporarily cease their activities.

Tiers of Support

Bronze - £5000 Weekly service (minimum) with links to other services and support that can be activated as necessary.	Silver - £7,500 Service for 3 days / week (average) and have access to refreshments, links to local food banks / food larders etc, activity opportunities and access to signposting.	Gold - £10,000 5 days/week service (minimum) and have hot food available, daily activities and access to IAG (Information, Advice & Guidance).
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You will be able to spend the money on whatever additional costs you incur on providing the Warmth Bank services. This could include the costs of electricity or gas for heating your building due to being open longer; costs of staff time in providing the service; costs of food or refreshments or the costs of putting on (or buying in) additional activities for the extra people likely to use your building.

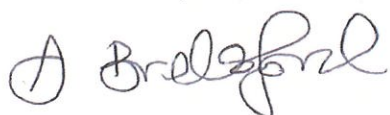
We will not need an itemised breakdown of how you spent the money but on the accompanying form, we will ask you for a general indication of how you think you might spend the funding. In return we will require some information back from you monthly. We do not want this to be onerous, but it will help us track the demand and impact in your area and to demonstrate what additional support each hub can add to their communities. Volunteer Cornwall Community Maker team can help you to collect the information.

If you need any help or support with this process, your linked Volunteer Cornwall Community Maker will be able to assist in the first instance.

Please let us know as soon as possible if you would like to be considered and at what level of offer. Please complete this form and send back to mariec@volunteercornwall.org.uk

The deadline to receive your response by is close of play on Friday 23rd September.

Yours sincerely



Andy Brelsford – Support & Development Manager

Hub Location:

Organisation Name:

Lead Person:

Contact Details: (email & Phone number please)

We would like to offer Warmth Bank facilities at BRONZE / SILVER / GOLD (delete as appropriate)

We expect to use the funds to provide the following additional services, above and beyond our regular activities:

Our Warmth Bank services will be available on the following days & times:

We estimate that we can provide support to approx. _____ people per week over the period October to end of March 2023. (recognising that demand will depend heavily on the weather and decisions made by national Government to provide support to individuals)

(OUTPUTS: We will report back at the end of March 2023 on the total number of uses of - and the number of unique users of - the service.)

OUTCOMES: The difference we have been able to make – including some user feedback where possible – is as follows:

Community warmth bank monthly report

Address of hub:.....

Name of person completing the form:.....

Month of form completion.....

Status of hub: (please tick /delete as appropriate)

Bronze: Silver: Gold:

Please complete each month and send to: XXX

If you have any questions or comments in the meantime, please contact: XXX

We understand how busy you are and do not want to take up too much time completing this form, but an average indication of attendance and sense of outcomes would be helpful for us to understand the potential need/ impact for this initiative and the return on investment.

Description	Number		Additional comments/notes
	Existing	New	
Number of children/adolescents who attended this month			
Number of adults who attended			
Number of older people who attended			
Average length of time that you feel people may have attended			
How many people required ongoing help and support?			
How many people were you able to have a conversation with about their needs?			
How many people were you able to signpost on to other services and support?			
How many people are accessing other activities from your building because of attending the warmth bank?			
Total number of attendees this month			

