



Plymouth Alliance for Complex Needs

Best for people using services

April 2022

Useful contact details:

PCC Retained Client Function Alliance Advice line 01752 304401 Mon – Th 9-5pm Fri 9 - 4:30pm

Out of Hours – 01752 668000 Community Connections – 01752 398500

Message from the Alliance Leadership Team

As we start a new financial year, we have been working together to make sure that we have funding to continue to deliver and develop services. That's ongoing work, including applying for Rough Sleeper Initiative monies from government. This is a period of increasing demand and yet tight budgets, so we are focussed on working with each other and outside partners to meet people's needs.

We are also linking with others as part of the City's Changing Futures programme and hope to move some shared priorities forward together, issues and opportunities such as workforce development and appreciative enquiry, to name just two. Alliance members are active contributors to that work, including on learning and employment, IT and databases and also housing standards.

Another of our priorities in the coming year is increasing use of Manta as an excellent way to share information and communicate. So, we will be pushing colleagues to log in and utilise the system.

With our Alliance Programme Manager, Jon, leaving, we will have less central capacity for a while but will be looking at what we need and how we move ahead. We'll keep everyone updated as things progress.

In the meantime, we know that everyone is busy and are aware that this isn't the easiest of times. But we do appreciate all the great work that is being done and will keep looking for ways to share some of the excellent things being achieved.

Rising energy prices: Please see below a few sites which may be helpful when giving advice on rising energy bills.

Plymouth Energy Community (PEC) have contacted one of our staff members to say that they no longer have the Household Support Fund grants available as the pot they had has all been spent, they are also not offering general emergency credit at the moment.

- British Gas Energy Trust - [apply for a grant on the British Gas Energy Trust website](#) (Winter fund still open)
- EDF Energy Customer Support Fund - [apply for a grant on the EDF Energy Customer Support Fund website](#)
- E.ON Next Energy Fund (eonnnextenergyfund.com)
- <https://grants-search.turn2us.org.uk/> (for help e.g. with utility bills, submit Age, postcode to find local funding)
- The following advice from PEC is for anyone on the standard variable rate. It will not apply to anyone on a fixed tariff. The advice depends on your meter:
- Non-smart pre-payment meters (they call these legacy meters) topping up as much as you can afford will buy energy at the lower price, even when using that credit past 1st April.
- Top up now to buy at the lower rate.
- Don't top up again until you have used most of the credit.
- When you do top up again, the new, higher rate will apply.
- Smart pre-payment meters this won't work - as the rate is changed digitally from the 1st April.
- Credit meters, where you pay monthly, on receipt of bills or quarterly
- Send in your meter readings by the end of March at the latest.
- This will avoid the possibility of a large catch-up bill on the higher rate.
- Please see additional help at: <https://plymouthenergycommunity.com/news/energy-crisis>

If you would like to contribute any articles to future newsletters or promote events, please email Sharon Tucker at sharontucker1@nhs.net



Harbour Receptionist Eunice Banfield and Team Administrator Les Donovan are both retiring this month. Between them Eunice and Les have been working at the organisation for over 25 years. We thank them for all their hard work and dedication.

Ellie Jarvis

Training & Development Coordinator/ Substance Misuse Specialist
Harbour

Talk - Renting in the Private Sector

Paige Brown is a Letting Agent working for Francis Stuart. They take lots of tenants that have been involved with homelessness and other services.

She has agreed to do an on-line talk to staff working in services. I hope it will be a good opportunity to think about and discuss moving to and living in shared houses. The talk will be at 11am on Wednesday 6th April

- Looking at how Francis Stuart manage their shared houses
- How we can best help those we are working with to access accommodation with them
- Looking at access to the private rented sector in general
- How support services and landlords/agents can work together
- Questions and discussion
- Aiming for about 1 hour via Teams

If you would like to attend, please e-mail me: Dave Ringwood David.Ringwood@pathdevon.org . I'll send out a Teams link to everyone that has expressed an interest closer to the time.

April Awareness Days:

Stress Awareness month – This year Stress.org.uk are highlighting a 30-Day Challenge, encouraging you to pick one action for your Physical, Mental and Emotional Wellbeing to carry out every day. More details [here](#)



Stress.org.uk
30-day-calendar-blan

Vaccination event

As part of the Protect and Vaccinate initiative there will be an opportunity for clients to attend a vaccination event at Plymouth Methodist Central Hall on the 28th April.

Details to follow about times, other services that will be available on the day, and transport options.

Please send initial queries to sharontucker1@nhs.net

Digital Inclusion

There is lots of work going on across Plymouth to increase Digital Inclusion for the most disadvantaged people. You can read about the work being done at the Our Plymouth website for digital inclusion which is now up and running – visit <https://community.ourplymouth.co.uk/> Also please see the survey report below



Digital Inclusion
Survey Report.docx

Hamoaze timetable of events

	Hamoaze
Monday	10:30 – 12 Questions Open Group 12:30 – 2pm Krafty Klub 2 – 3:30 Care Plan Group
Tuesday	10:30 – 12 Single gender group 12:30 - 2 Football club 2 – 3 Yoga with Jason
Wednesday	10:30 – 12 Addiction workshop 12:30 – 2 Belinda Art group 2 – 3:30 Debating group
Thursday	10:30 – 12 Open Group 12:30 – 2 Self-Discovery Group
Friday	10:30 – 12 Positive thinking group 10:30 – 11 Mindfulness Yoga 12:00 – 1 Alcoholics Anonymous 12:30 – 2 Football club 1 – 3 Affected others
Saturday	For all groups you can book in online Contact office@hamoazehouse.org.uk or call 566100
Sunday	We also offer various use of the Gym and other types of training like Circuits, boxing, trampolining, which can be organised via phone call or email, this can be 1 to 1 sessions or group sessions, single gender sessions are also available. In the holidays we offer Fit and Fed. We have a Garden Project which runs Monday – Wednesday for all those interested in gardening or would like to learn.

Easter Alliance services closing/opening times April 15th – 18th inclusive

Organisation	Good Friday	Easter Saturday	Easter Sunday	Bank Holiday Monday	Alternative Contact numbers
Harbour/Livewell	Closed	Closed	Closed	Closed	
PATH	Closed	Closed	Closed	Closed	
Shekinah	9 – 12	9 - 12	Closed – Soup Run eve	9 - 12	
The Zone	Closed	Closed	Closed	Closed	Ring 206626 - an AP message provides numbers to contact
Hamoaze	Closed	Closed	Closed	Closed	
BCHA – George	Normal hours	Normal hours	Normal hours	Normal hours	
BCHA Outreach and temp	Reduced support	Reduced support	Reduced support	Reduced support	George House on call - 664441
Livewell - ASC & MH	See	Emergency	Contact	Numbers	For MH First Response Service available 24/7 18+ experiencing a mental health crisis on 0800 923 9323 (professionals can ring 01752 434922) For ASC 668000
Community Connections	Closed	Closed	Closed	Closed	668000
Devonport House	Normal hours	Normal hours	Normal hours	Normal hours	
Young Devon	Normal hours	Normal hours	Normal hours	Normal hours	
Livewest	Normal hours	Normal hours	Normal hours	Normal hours	

Alliance and Partner training opportunities

Tenancy Training dates available:

Monday 23rd May 1.30pm-3.30pm, Weds 29th June 10.30-12.30

Monday 25th July- 1.30-3.30pm and Wednesday 31st August 10.30-12.30pm.



This is an excellent way to arm Plymouth's workforce with the knowledge needed to help people with housing issues. In these sessions we will cover:

- Finding accommodation
- Securing accommodation
- Legal requirements of landlords
- Legal obligations of tenants
- Different types of eviction notices
- Tips and tricks for avoiding damp
- Finding furnishings and other local resources.

To book please email Alexandra.burgess@pathdevon.org



The Plymouth Alliance

Alliance Induction sessions

Would you like to know more about the Alliance, or do you have new staff in your organisation that would benefit from attending an Induction? If so, please contact Ellie Jarvis (Harbour) at ellie.jarvis@nhs.net to book a place.

Dates available: Monday 23rd May at 10am via Teams.



PLYMOUTH & DEVON

racialequalitycouncil



FREE ONLINE REFUGEE AWARENESS TRAINING

**The 7th of April
11am-1pm
or
The 28th of April
11am—1 pm**

Book your place by sending an email to Lavinia Porfir at: l.porfir@plymouthrec.org

Once the booking is confirmed you will receive the link to the Zoom online training

Adult Safeguarding training

Dates are available from 28th April onwards – please book via link:

[Adult Safeguarding Events | Eventbrite](#)

For any queries, please email

adultsafeguardingtraining@plymouth.gov.uk

Please take care to enter email addresses correctly onto Eventbrite, if the wrong email address is entered you will not receive reminders or joining links etc.

MANTA

This is the reoccurring link for the monthly Manta Training/Drop In Sessions. The training will take place the second Wednesday of every month at 2pm. When you have new staff join you, or a refresher is required this link can be used for them to access the training.

Click here to join the meeting *Please see additional document for an update on the MANTA Operational group work



The BCHA Alliance Hospital Discharge Team

In October last year BCHA welcomed additional funding from NHS to relieve winter pressures, building capacity for the team providing support to people identified as homeless who are leaving hospital.

Based on the wards our teams received 78 referrals in quarter 4 with superfast response times, 15 identified during ward rounds, 58 responded to within 20 minutes, 3 within 3 hours and 2 within 24 hours!

The additional funding has also allowed the team to support more customers in the community following discharge from hospital

The Homeless Hospital Discharge team continue to do great work across the clinical sites in the Plymouth locality, working to improve the housing pathway and build the necessary links between health and housing.

One such case involved a patient fleeing domestic violence, with a range of complex support needs. The referral, received from Derriford General Emergency Department, was responded to within 20 minutes. The patient's length of admission was just two days and during this time the team were able to implement a full discharge plan to ensure the safety of this patient, working in partnership with both statutory services and Plymouth Alliance partners.

The team were able to support with accessing an emergency accommodation offer and then a more permanent housing solution, linking with primary health care and other support services, ensuring financial inclusion and independence.

If you are interested in finding out more about the work the team do then please contact the operational lead Carla Pierini at carlapierini@bcha.org.uk



Good news from Harbour

I received a request to contact an old client yesterday, who was transferred from us to another service in 2019. They informed me that, after 2 suicide attempts and 3 detoxes, they have been clean and sober for a year now, are an active member of their local AA fellowship and able to get around without a mobility scooter or crutches.

In fact, in the past year they have taken part in several adventurous activities including abseiling, zip-lining and rock-climbing!

Their next move is to apply for a provisional driving licence and become part of a team which visits local schools to give talks to students on the risks of alcohol and drugs from their own experience. They needed the start and end dates of their Rx for the licence application.

They also wished to thank me for being a part of their recovery journey.

Hugh Price, Substance Misuse Specialist (Outreach), Community Team, Harbour Drug & Alcohol Services

Bug Man visits the Foyer

At Plymouth Foyer on Feb 2nd, we welcomed Dave 'Bug Man' Grimes onto the project. Our Young People (and staff!) had a great time meeting and handling a range of animals including snakes, bearded dragons, rabbits, a tarantula, scorpion, and Hedgehog amongst other weird and wonderful creatures. By far one of our best engagement activities to date- engaging some of our more isolated residents, increasing confidence for everyone, and learning about all of the different animals brought in- a particularly significant activity for our unaccompanied minors who come from all over the world. This was made all the more special, as Dave is a former resident from around when Plymouth Foyer first opened 21 years ago. Dave used his time with us to talk with residents about the pathway he took, what he has experienced, and how he has got to where he is now being a successful business owner, with two degrees, his own house and family of his own. Dave has also offered some work experience opportunities for our residents if any of them express an interest.

Richard Lunn

Team Manager

Livewest Supported Housing