



# HYNDBURN HUB STEP-UP & FOOD SOLUTIONS REPORT

11<sup>th</sup> November 2020

# HYNDBURN HUB

- The Hub was set up to provide essential support to residents during the COVID-19 pandemic. The Hub is led by Hyndburn Council and is one of a network of Lancashire Community Hubs who form part of the Lancashire Resilience Forum.
- During the lockdown period, the Hub provided support to thousands of local residents and worked alongside the Central Government Shielding programme.
- Hyndburn's reaction to the Covid-19 crisis has led to the building of respectful new relationships between key organisations, under the umbrella brand of the 'Hyndburn Hub'. Bureaucracy and barriers have been removed, enabling us to focus on outcomes for people.
- Over 40 different organisations and voluntary groups have come together, demonstrating positivity and a true community cohesion at an extremely difficult time. Our partnership is made up of a wide range of locally rooted, forward-thinking organisations who represent thousands of people living and working in the area.
- The Hub has quickly become a well-known, trusted brand and has also provided a vehicle for third sector and statutory organisations from across the area to come together. The Hub is proud of its ability to be responsive to meet local need and will continue to evolve as required.

# HUB SUPPORT PROVIDED DURING THE FIRST PERIOD OF SHIELDING & THE PAUSED PHASE

<b>Phase</b>	<b>Contacts</b>	<b>Emergency Food</b>	<b>Food bank*</b>	<b>Shop &amp; Drop</b>	<b>Medicine</b>	<b>Online Shopping</b>
Shielding Phase 1 (18 weeks)	2985	484	843	1046	139	0
Pause Phase 1 (13 weeks)	1007	0	391	345	19	6
<b>Total</b>	<b>3,992</b>	<b>484</b>	<b>1,234</b>	<b>1,391</b>	<b>158</b>	<b>6</b>

\*A large proportion of our residents go direct to individual food banks, as appose to coming through the Hub, therefore these numbers are not representative of the overall food bank demand across the borough

# STANDING UP SHIELDING SUPPORT

The Hub was requested to ensure that support was in place for CEV's from Thursday 5th November

## Actions completed/being progressed this week

We have downloaded and analysed our CEV list. We have 3,230 people in Hyndburn who will be advised to Shield from Thursday 5<sup>th</sup> November. Of these people 521 received food from Bidfood during Phase 1 and 177 people have been added to the list since 1<sup>st</sup> August. These 698 people have been identified as our Priority 1 group and will be contacted this week.

We have redeployed 3 people from HL as Hub Agents, working 25 hours per week each. The Hub agents started with the team on Monday 2<sup>nd</sup> November and will play a key role in carrying out outbound calls to CEV's (starting with the Priority 1 group) and accepting inbound calls/requests through the contact centre

Our Council website clearly signposts the Hyndburn Hub contact number and email that CEVs should use if they need support and we have relocated the Hub information to the top of the landing page to ensure that it is even easier to spot

The Volunteer Hub are delivering a recruitment campaign to increase Volunteer capacity. At present we have 177 registered Volunteers, but only a small proportion are actively supporting the Hub

Local community providers are providing up-to-date service offer information with the Council, so that this information can be collated and displayed on the Council website

# THE LOCAL PICTURE

- Hyndburn is the 9th (out of 317) most deprived local authority area for Health on the 2019 Indices of Deprivation rank
- Over 8300 children live in poverty in Hyndburn (40.7% - report produced by Loughborough University). At a local authority level this ranks Hyndburn 20th highest area across the country (after housing costs)
- The COVID crisis has highlighted what it means to grow up in a low-income family, with many families now finding it hard to meet basic needs and the use of food banks rising
- Large number of adults have been/are still on Furlough
- The number of people who are out of work and claiming Universal Credit has more than doubled over the past 12 months (from 3.8% in September 2019 to 8.1% in September 2020)

# FOOD SOLUTIONS NETWORK

- Our food bank providers demonstrated an interest to work together more closely and efficiently to achieve better results for their clients and for the Borough. Pre Covid-19, individual foodbank providers operated as separate entities to a large extent and awareness of how others worked was relatively low
- The Covid-19 pandemic has necessitated and enabled closer working between local food banks and a food solutions network has been established under the Hyndburn Hub umbrella
- To build on the relationships and joint working methods that have been formed or strengthened during this period we established a Food Solutions Network in July to increase the resilience of members and to enhance our joint offer to residents
- The network wishes to adopt a more coordinated approach to food distribution to ensure that those using our services receive a swift and efficient service and that each member of the group is fully aware of the additional services offered by each member organisation.

# EMERGENCY ASSISTANCE GRANT

- The Emergency Assistance grant has been awarded and will be delivered through the Hub by Maundy Relief. The fund will help to increase resilience across our food solutions network and will also deliver an emergency assistance fund for other non-food related emergency supplies
- A temporary Network Coordinator (12 month post) will be appointed later this month and will work on behalf of members of the network to build on the excellent work that is already taking place to ensure that our residents can access support when required in a dignified way
- The fund will deliver the following interventions:
  - Establish & coordinate a Food Bank Network
  - Increase Food Bank capacity
  - Establish and embed a process for residents to apply for essential food & supplies
  - Improve pathways for residents to gain support & advice
  - Implement a voucher scheme for essential goods, supermarkets and charity shops
- A Project Christmas group is also being established to coordinate charitable giving to families and people who have been affected economically due to the pandemic
- The work of the Food Solutions Network will be promoted via a series of campaigns, linked to the Hub

# PROJECT OUTCOMES

- This project will provide:
  - local residents with a single point of access for food resources that will enable an immediate response for 5 days per week
  - an opportunity to address underlying causes and issues leading to essential aid needs, through providing our residents with improved pathways and access to services, such as welfare benefit advice
  - residents with improved access to other food resources, such as lunch and breakfast clubs, within the Borough
  - foodbanks with improved pathways for requesting and sharing resources in response to fluctuation in need
- opportunities for good practice to be more easily shared and regular meetings will be held to maintain the strength of the group and to discuss areas of concern or opportunity
- a reduction in duplication of services and any potential abuse of the system will be identified and resolved more effectively
- joint data collection. Allowing the Network to demonstrate impact and outcomes to inform future funding bids and to identify trends and areas of increased need at the earliest opportunity
- a stronger collective voice to inform policy debate around the underlying issues of food poverty



# HYNDBURN HUB STEP-UP & FOOD SOLUTIONS REPORT

11<sup>th</sup> November 2020