**Notes of Hazlemere Parish Council Community Support Working Party Meeting**

**6.15 pm 15 July 2021**

**Present:** Cllr J Baker in Chair (JB), Councillors D Thompson (DT), E Gemmell (EG) (left 18.45), F Doonican (FD)

**Co-opted members:** Russ Murden and Ian Baker (HMH CIO), Ruth Murden, Avril Thompson, Monica Whetter

1. The new members Cllr F. Doonican and M. Whetter were welcomed. All members confirmed they are happy to be named on the HPC website. Monica was thanked for her stalwart service as a helpline coordinator for over a year.
2. **Updates**

**Helpline**

Remains fairly quiet, demand is moving away from our regular prescription callers to one or two new people coming to us because they are isolating, occasional requests for lifts, and social support (particularly following a bereavement). Following links with the local GP ‘social prescribing’ service we know that there are many (c45) very isolated people who need social support. We would like to do more social support, possibly including ‘buddying’ for people who are themselves isolated but who may benefit from volunteering themselves. But we must be mindful that we are not a counselling service, and owe a duty of care to our volunteers, and would need to set up referral links for people who need more support (eg via the social prescriber service). To start with we will base our social support round coffee mornings, which is likely to involve offering lifts: JB has spoken to Hazlemere Good Neighbours, they are happy to accept referrals, but at the moment they have limited volunteers and are only offering lifts for medical appointments etc.

However, first we need to get our volunteer management on a firmer footing, that is compliant with GDPR etc. We have lost a few volunteers to work/study recently, but are holding off on recruitment pending that. We also need to consider different models of volunteering that better suit people’s time availability, and possibly moving to SMS contact rather than email. We hold it will be possible to find a volunteer to take on this work, but the CIO may consider paying someone to do this out of their grant fund if we cannot find a volunteer.

**ACTIONS**

* + JB to contact existing volunteer who may consider taking volunteer management: failing that, FD may be able to help with recruitment
  + FD and IB to set up a separate call to have a look at the database
  + Russ M to talk to CIO trustees about possibility of funding a volunteer manager

**Coffee mornings**

Have been very successful – 2 so far, attendees recruited from helpline users but also facebook, most come on their own but lifts are needed for some. So far we have held them at the Mayflower, but we want to vary the location, next time we will try the Golf Club; the new Church community hub is also a possibility. In future, we want to invite people via the ‘social prescribers’. There are also lots of options for activities to introduce people to, such as the Wycombe ‘Men in Sheds’

**ACTIONS**

* + EG to talk to Golf Club
  + Ruth Murden to look at advertising for attendees via Highfield Surgery
  + JB to liaise with social prescriber at Hazlemere Surgery for attendees

**Chatty bench**

We have agreement from the landowner to place a bench at Cosy Corner, next to the empty planter, with the cost covered by the Parish Council, with a possible donation from the HMH CIO. We are fairly confident that people will ‘chat’ if they see it being used, but the bench would have a plaque to brand it as a ‘chatty bench’. To support our climate change work, we would also like to get the planter planted up with wildflowers or other plants attractive to pollinators.

**ACTIONS**

* D Thompson to take forward bench installation and talk to landowner about planter

**Funding**

JB said that we put in a bid to SSE for further funding, but apparently they have had a lot of bids and we are unlikely to get more funding given that we have already had £3,000. Russ Murden confirmed that the CIO still has around £3,500 set aside for this work, and some PPE left.

1. **Working party name and objectives**

The attached TORs and the following objectives were supported by the group:

* To support the Hazlemere ‘Happy to Help’ Helpline, in coordination with the Trustees of the Hazlemere Memorial Hall and other local bodies
* To reduce loneliness and isolation, and increase wellbeing in Hazlemere
* To support volunteering in Hazlemere

After discussion, the working party is proposing a new name of ‘Hazlemere Community Support Working Party’, but with the service branded as ‘Hazlemere Happy to Help’.

J Baker, 16/07/21