**Maldon Community Response**

**Service offer and FAQs**

The Maldon District Community Response is a service that provides emergency support to residents of the District who find themselves in crisis.

The service is a partnership between the Essex Child and Family Wellbeing Service – Maldon Family Hub, Maldon and District CVS, Maldon District Council, Moat Foundation and Churches Together in Maldon.

**Who can be supported?**

A range of emergency support can be given to individuals or families who are residents of the Maldon District Council area and are in **immediate** crisis.

Examples of this may include:

* Financial crisis
* Physical or mental health crisis
* Domestic violence
* Domestic emergency, e.g. fire, flood, etc.
* Victim of crime
* Release from custody
* Housing/homelessness
* Bereavement

Referrals for support must be made by a partner or other community organisation or representative such as a social prescriber, health visitor or school nurse.

**What support is available?**

* Food items to feed an individual or family for up to 4-5 days
* Child care items such as nappies, cots, high chairs and strollers
* Cooking equipment and small appliances such as toasters, kettles and slow cookers
* Vouchers for supermarkets and other high street stores
* Toys and books for children
* Winter warm/home from hospital packs

**How to make a referral**

Complete the [online referral form](https://www.maldoncvs.org.uk/community-storage/) via the MDCVS website.

**Please note** that to comply with data protection, the individual you are referring for support will need to be aware of and have consented to the referral. Please be aware of our [Privacy Notice.](https://www.maldoncvs.org.uk/privacy-notice/)

**What happens next?**

If appropriate, people who are referred to the service will be contacted by a member of the MDCVS team to arrange delivery of their items. They may also discuss signposting to other services for any longer term needs.

**Frequently Asked Questions**

* What constitutes an immediate need?
	+ If an individual or family is not able to feed themselves today or for the next couple of days, i.e. until they can get to a Food Bank.
	+ Because of their current financial situation they are unable to purchase basic household items such as cooking equipment or cleaning products.
	+ They have an urgent need for childcare items such as nappies, a cot or stroller, etc.
* Is low income always a criteria for referral?
	+ Low income maybe a long term issue which requires a long-term solution; however people who are on low incomes or just about managing may have an unforeseen expense which pushes them into an immediate financial crisis; for example repairs to a car.
* Can people use the service more than once?
	+ As part of the referral, people should be signposted to support for longer term issues, rather than relying on the service for intermittent or regular support.
* Is there are financial limit on the support available?
	+ For food parcels we would expect to provide 4-5 days’ worth of food, so cost would be dependent on the household size and any special dietary requirements.
	+ The average spend per household is £45, but if there is a significant need we may spend more or match fund another partner’s contribution in the case of bigger household items, up to a maximum of £200.
* Will the service fund Debt Relief Payments?
	+ Not at the current time, but this is under review
* Can we provide school uniform?
	+ If this is an immediate need we can supply supermarket vouchers for the provision of generic items of uniform.
	+ The subsidisation of school-specific items such as blazers is being considered. We can direct people to sources of second hand school-specific uniform.
* How can we support people longer term?
	+ We can signpost people to sources of funding for longer term support.

**Maldon Community Response can make a difference…**

*“Thank you ever so much for all your help especially at a time like this”*

*“Thank you for my vouchers, I’m really grateful”*

*“I know I have finally got there. So happy for my daughter and myself. Thank you for all your help”*

 *“I’m so grateful, I can’t believe the help myself and my son have received”*