

## Appendix 6

### Feedback from recipients of the schemes and local professionals

#### Comments from recipients of the Scheme

*“Just wanted to give some feedback on the Covid grant scheme. I have found this scheme to be very helpful at a time when my outgoings have increased due to a year of shielding and having two children at home food costs have increased. Having the vouchers really did help take the worry away as I knew I could do an online food shop with them. I really appreciate the help and it was a very easy process. Thanks once again!”*

Parent who accessed support through Butlers Hill Children’s Centre

*‘Thank you so much, you really have taken a weight off, my partner is able to restart work on the 26th March so hopefully we will be in a much better position by the end of April I cannot Thankyou you enough’*

Local Parent who accessed support through the Early Help Unit

*‘yes, it was very straight forward, simple and a great help, we even managed to get actual meat for a proper dinner as opposed to processed chicken nuggets and chips - the kids haven’t eaten so well for a while! - I really can’t thankyou you enough’*

Local Parent who accessed support through the Early Help Unit

*“I’m so grateful for this and it will really help my family. This has been massive help”.*

Nottinghamshire Independent Domestic Abuse Service (NIDAS) service user

*“This will really help with our food budget as we were struggling when free school meal vouchers have stopped now kids are back in school”.*

NIDAS service user

*“It is stressful worrying about money and having enough to pay for everything - this has been a huge relief”.*

NIDAS service user

*“This voucher has been a massive help for me and my family”.* NIDAS service user

*“Today I received the news from my Tenancy Officer xxx (name of worker) who made the referral for me to hopefully receive the food voucher, this was successful, and I would just like to say a big Thankyou to those responsible for making this Scheme possible. This will help me so much as it has been such a difficult year for everyone with the Pandemic, but I lost my job to which I’d been there for 10 years to which I was devastated and as yet I’m still looking for suitable employment, I also have 2 children, one of whom attends a special School. So, this voucher will help me enormously. Many thanks.”*

Parent accessing housing support from Ashfield District Council

*“We’ve always worked hard & tried our best to keep on top of things but the last 10 months have really taken their toll and I was at the point of not being able to pay our essential bills, of which we are already in debit and paying the minimum amounts. Since I got the voucher, for the first time in a long time, I haven’t had to worry about paying for the shopping & I’ve been able to stock up on what we really needed. It means so much, thank you”.*

Parent accessing Ladybrook Children’s Centre Cluster

*“I can’t believe how much they have helped, chuffed with that thank you xxx (name of worker).”* Parent who accessed support through Worksop Children’s Centre Cluster

*“Thank you so much, I really appreciate it”*

Parent who accessed support through Worksop Children's Centre Cluster

*'That voucher really helped, I was able to get nappies and everything I need for the kids'*

Parent who accessed support through Hawtonville Children's Centre

*It's helped me to get things for the kids lunches and to get them some treats with the shopping, it's been £90 I haven't had to find that I've paid for childcare with, it's helped massively and I'm so grateful – mum who's partner is on/off furlough"*

Parent accessing Ladybrook Children's Centre Cluster

*"I just want to say a huge thank you for the shopping voucher".*

Parent accessing Ladybrook Children's Centre Cluster

*"I just wanted to send you some photos of the food we made using things from food club (combined with a few bits we had in the cupboard/freezer) ... I just wanted to show you guys what is possible thanks to your wonderful club! Thank you for having us as members."*

Parent accessing Bassetlaw Rural Children's Centre FOOD Club

The parent provided photos of Tandoori chicken and chips, Tuna and Veggie pasta in cheese and chive sauce, Rhubarb crumble, Tomato pasta and meatballs and Oreo cheesecake. This parent was recruited to the Children's Centre Service Food Club after getting a Holiday Activities and Food package for easter, she also received an ASDA voucher through the Covid Winter Grant Scheme.

### **Comments from local professionals**

*"An amazing scheme my families are all so grateful!"*

Early Help Case Manager, NCC

*"Thank you! So efficient"*

Children's Social Worker

*"Can I just take this opportunity to say a big thank you to all your team. These vouchers have made such a difference to two of the families I work with and you have made it very quick and easy to access this help."*

Family Support Worker

*"Getting lots of grateful thank you's coming back from the families of West Street Pre-school. So, thank you for enabling us to do this service to our families".*

Manager West Street Pre-School

*"I'm amazed how well you are all responding to the constant changes and new initiatives - thanks for all the guidance that is coming out to us as it's invaluable."*

Manager, Radcliffe on Trent Pre-School Playgroup

*"I have made a referral this afternoon for a family, she actually cried to me on the phone saying what a difference it will make to her and means that she can now do her food shopping knowing she will have some spare money for half term week to do extra nice things with the children."*

*She is a single parent to 4 boys. She plans on buying enough ingredients to bake cakes and make homemade pizzas. It's something they love to do but she doesn't always have the budget in her shopping money to be able to afford for them all to make a cake each as they always want to decorate them differently".* Children's Centre Worker, Kirkby East Cluster

*"I just wanted to give a bit of positive feedback to the Winter Covid Grant scheme - I applied for it for two families yesterday for the £90 maximum for both of them as they are both in quite large families and both of them have received their vouchers in less than 24hrs. I am*

*amazed! And I have had some really positive feedback from the families about it too. It feels like we made quite a difference just with one small act that took minutes to do!"*

Youth Worker

*"I felt a little emotional myself thinking of them all cooking together next week".*

Children's Centre Worker, Kirkby East Cluster

*"I'm logging off tonight with a big smile on my face knowing we have made a difference to this family and the quality time they will have together".*

Children's Centre Worker, Kirkby East Cluster

*"I just wanted to say a massive thank you for all of your support regarding the winter grant scheme, this has been a massive help to the families we support. Also I just wanted to let you know how much of a massive help xxx was from NCC in regards to supporting me with this the project and in particular speedily getting the requests back to me to provide to our families before I went on leave, I know this couldn't have been an easy task with the amount of our families requesting vouchers and at such short notice.*

*All of our staff have been able to utilise the scheme to access vouchers for the clients they support and have all provided positive feedback regarding how the scheme was implemented. As I have taken a lead on this project from our organisations perspective I just wanted to add that I found the that once intimal teething issues were smoothed out (mainly in regards to eligibility/value of vouchers able to access per household) the process of requesting the vouchers, receiving these were applicable and providing these to clients was efficient and turn around was quite quick. I feel that the process of initially providing the Ashfield District Council families vouchers directly to clients via the HUGGG scheme also worked really well from the perspective of providing clients vouchers directly via ourselves".*

Nottinghamshire Independent Domestic Abuse Service

*"Really positive feedback from workers I have to admit I was unsure about the process, but it appears to work and quickly without too much worker time".*

Youth Service Manager

*"One family sent pictures to xxx (worker) thanking her and showing the amount of food she had brought and mentioning that she had been able to buy fruit for the first time in months."*

Youth Service Manager

*"I want to thank everyone involved in making this possible because it really has made such a positive impact on families that have been going through a very difficult time and not everybody would know they have been finding things a challenge! Great work everyone! Well-deserved appreciation".*

District Council Worker

## **Case Studies from the Family Service**

### **Family A**

Parent shared they were eating mainly convenience food that the children liked, they could never afford to try buying items to try in case they were wasted. The children wanted home cooked meals and to cook together, but parent couldn't afford this. But by accessing grant its allowed them to start experimenting buying new things to try and been able to cook from scratch together, using fresh ingredients they have learnt they love Spaghetti Bolognese, pork casserole, sausage and mash, and moving onto home-made pizzas too. They wouldn't have had this opportunity if it were not for the grant and have thanked the Family Service for this as they now have a whole range of healthy meals, they know they like and can budget for this.

### **Family B**

Parent thanked Family Service for this as it has allowed them to be able to buy additional items, food for the children. They manage finances usually, but this additional support has also allowed them to repay a debt but still provide everything for the children as needed, no debts support needed following this.

#### Family C

Single parent shared they were able to buy child's mum a small plant (Mother's day) but still have everything needed for the child as well - both said mum loved the flowers too, they have never been able to do this as on Universal Credit every penny is counted for, but with the support from the Family Service it has allowed parent to provide additional foods fruits and veg for child to try without worried about waste they now know more of what they like and spend his money on small gift– thank you .

#### Family D

Thanked Family Service as a new allocated case. One parent lost their job through Covid and the family has been struggling; this allowed them to ensure everything was provided for

#### Family E

Parents stated this support has allowed them to pay off bills with their Universal Credit and still shop ensuring the children had everything needed – Thanks