



# Newsflash

June 2021

## Making a Difference



**ESRA Connectors are back in the hubs to support clients in getting the detail of their lives back together. Going back to basics helps to stabilise often chaotic lives and to establish a foundation on which to build a recovery.**

Mark (above/right), Jane and Dani are at the forefront of this important work. They routinely help clients in ways that make a real difference to their wellbeing.

Mark says 'I help clients by telephoning organisations or emailing on their behalf to resolve issues. Today a client lost his wallet along with gas and electricity cards. He was very upset about this. I contacted the ORG and had one remade for him to pick up in 2 hours.'

ESRA Connectors help clients with housing by setting up accounts on the Rightmove website. This gives them access to the council housing register and once the application is validated they can then bid on properties and hopefully move them up the list.

*See overleaf for more on how ESRA connectors make a difference.*

# How do ESRA Community Connectors help?

Jane, Dani and Mark are deeply committed to helping clients get their lives back in order. They always try and support the client to help themselves and will assist them throughout the process.

ESRA connectors help run support groups and are always there to chat to clients in the café to see if there is anything that is worrying them.

ESRA connectors are trained volunteers who are well supported by management and work within clear professional boundaries.

Here are some of the ways that ESRA Connectors make a difference:

**IT Support:** Maintain the computers at ESRA and help clients to use them to keep on top of their life admin. This could involve setting up an email account, uploading a CV or fixing a tablet.

**Budgeting:** Work with the client to be responsible about meeting financial obligations and knowing how much is available to spend afterwards.

**Debt Management:** Negotiate on the client's behalf for a manageable repayment plan.

**Hardship grants:** Apply for grants made available by utility companies and organisations like Age Concern.

**Medical:** Accompany clients to appointments with GPs and other medical professionals. Offer practical support during hospitalisation such as dropping off essentials such as food, clothing and phone chargers.

**Covid Vaccinations:** Book appointments for clients who want the vaccination and help them to get there.

**DWP Support:** Prepare clients for PIP assessments and appeals. Accompany them if necessary. Help sort out issues relating to benefits.

**Befriending and listening:** Chat with clients, see how they are and signpost them to others services.

# Our Fabulous Funders

This is the third year that we have been supported by the Isabel Blackman Foundation. We are grateful for their generous assistance.

Aldi has also been a continuous support to us and they help with the Recovery Café in Hastings.

We have also recently received grants from:

- Lottery Awards for All.
- HBC Covid-19 Support Group.
- Hastings Big Local -1066 small grants scheme.
- Chalk Lift Trust.

**Thank you to all our funders.**

## Welcome Sian Jones



We are happy to announce that Sian has joined the ESRA team as the new Café Supervisor in Eastbourne. She will also develop the volunteer team in the café and serving area.