

**Derbyshire Warm Spaces Case Studies**

<b>Case Study Number</b>	<b>Anonymised case study details</b>
1	Two elderly lonely ladies have benefited from contact with others as they would normally not have contact with the community. Benefits advice pointed out to both.
2	Person who lives alone, had not spoken to anyone else all day, was pleased to come in for a chat and a warm.
3	Everybody was from the local community. Some are existing members, lots of new people with children and babies. Nobody asked for assistance, we were running a foodbank at the same time. People enjoyed the company of others who had attended.
4	One lady said that if she had not come to our warm space, she would have been sat alone by herself. Instead, she had met nice people and enjoyed a friendly cuppa and something to eat with other people.
5	We have a regular attendee who now comes once a week with a fish and chip lunch she buys across the road. She lives alone, comes into town to do her shopping and stops by to be somewhere warm and chat with the volunteers.
6	A gentleman when asked had he had a nice Christmas responded by stating "it had been very quiet and lonely", he then went on to say that "he was so pleased when he saw our advert and realised we would be open for our Warm Space session."
7	Man in early sixties, lives alone, cautious about using heating, comes regularly for company and for the warmth.
8	E. comes every day at Butt Street. She is in her late 70s. She moved here recently, and she comes and stays for the duration, collecting free food, accessing drinks and snacks and has made friends that she now goes out with. She receives support to help her with her tablet and mobile phone. She occasionally gets involved as a volunteer.
9	Retired lady attended in November as her husband wouldn't put the heating on and she was cold. She returns weekly for 1-2 hours for a cup of tea & a natter even though her heating has now been put on.
10	A person seeking help and support for caring for spouse with dementia. Advice and signposting provided whilst keeping warm.

<b>11</b>	We are experiencing some large families attending the warm space on a Monday night - these are greatly appreciated of the space and the food at this difficult time.
<b>12</b>	Mostly used while waiting for other activities or services within the Centre. Mum & daughter came in to check the space for meeting with friends in the future.
<b>13</b>	"It's great to get out and socialise, especially at this time of the year. I am normally on my own and this space helps me be around others."
<b>14</b>	Mainly older people in attendance. Enjoyed chatting and meeting up. A couple enjoyed having soup and a roll provided free of charge.
<b>15</b>	We had a morning where our villagers could come and learn CPR and how to use our newly installed defibrillator.
<b>16</b>	We have observed over the weeks that some people have attended alone and are now meeting up with returning guests and making new friends and socializing.
<b>17</b>	Mr F had been homeless. Zink helped him to find a flat, move in and get furniture. Whilst he was homeless, he attended Zink HQ for dinner almost every day. This was provided for free. Once in his flat, Zink helped him to access benefits. In late December, proudly paid for his dinner at Zink and has been attending for a brew and keep warm in company two to three times a week.
<b>18</b>	Lady who has attended every week for the whole day. Well known in our church. Chats and has refreshments and soup at lunchtime. Takes advantage of free food/household items bank. Has some mental health issues and enjoys talking with others and having company.
<b>19</b>	78-year lady comes each day for at least two hours. Starts/joins in conversations with other visitors. Likes to help with providing refreshments and washing up. Sometime will pop out for about 15 minutes to go to supermarket then returns and stays until the end of the session - officially 12noon, but if visitors are in good conversations can continue until up to 12.30.
<b>20</b>	Since starting our Book Swop room a young mum comes in as often as she can on her days off from work with her youngster - I think about 18 months - to read to the youngster. The youngster also enjoys interacting with the other, mainly elderly, visitors to the sessions.
<b>21</b>	Couple in their 60's are often the first to arrive. They will stay all morning on both Thursday and Friday. They have now started to join our worship on a Sunday. We know that they also attend other warm spaces within the village.
<b>22</b>	Having a Warm Hub has helped us to get Wi-Fi into the church; we have been trying to do this for some years. The rationale of a warm community safe assisted us greatly.

<b>23</b>	We have a lady in the village with special needs; since we started the Warm Hub she has come in each week and sits with different groups chatting and joining in as best she can. Several people have commented that this is a safe, warm and friendly place for her to be.
<b>24</b>	S is suffering from a life-threatening illness. He is a regular attender. He said, "I always find someone to talk to and everyone is really friendly". S's wife says he really looks forward to coming and it is the highlight of his week. It gives him an excuse to get up in the morning.
<b>25</b>	A mother and child attended who had run out of coal at home and needed somewhere to keep warm until some was delivered. Whilst here the mother asked about additional support available and was signposted towards the Treacle.me website for more information. Said person has returned since and is also taking part in other Centre activities.
<b>26</b>	"After caring for Dad full time for years until his death in August last year, I lost my identity and purpose. This is a great way to get out and seeing people again, I know now there is support available and the help from the food bank is a life saver in these difficult times. Thank you for making all this possible."
<b>27</b>	One of the residents attending says that it is great to come somewhere where there is no cost and to be able to meet with others.
<b>28</b>	Mr A has disabilities and is waiting for an operation. He lives alone on a very limited income. He appreciated the warmth and comfort and the hot drinks available, including hot chocolate. He would sit and chat with anyone who can in, sometimes engaging with staff and people who had come to the centre for other activities. The centre provided a warm space and a place where he could engage with people and feel part of a community
<b>29</b>	I was passing the Town Hall and saw the signs outside. I've only been in Chapel-en-le-Frith since the beginning of November and on coming into the room I received a warm welcome. I was immediately offered a tea or coffee and cake. On this cold day it was good to have a chance to meet with and talk with other people, while keeping warm!
<b>30</b>	Mr X is a gentleman in his 70s and suffering early stages of dementia. He is brought to the warm space by his daughter who drops him off. He has hot drinks and a lunch with us and enjoys chatting to others. He has entertained us by singing on a couple of occasions. The warm space is valuable to him as he has a warm safe space to go, have a meal and he can meet with people, giving his daughter a break for a couple of hours
<b>31</b>	Mr Z - a young man in his early thirties, unemployed who lives in shared accommodation. Mr Z has been most weeks and

	appreciates the opportunity for having a warm drink or 2 and a hot lunch with the chance to chat- he is keen to help as well. Mr Z is grateful when offered spare food to take away for another day.
<b>32</b>	We have returning members of the public who are using our warm space to work from due to the rising cost of keeping their house warm throughout the day and having to now work from home.
<b>33</b>	This is from a returning lady aged between 51-65 she noted our information leaflets and daily newspapers and games, she said she was greeted with a warm welcome and used our Wi-Fi whilst she was there, she stayed 45 mins and in any other comments put, always a warm welcome and nice toast and tea" We also provided many visitors with a prepared frozen meal for microwave cooking at home either free or for a small cost. All food prepared in a kitchen with a hygiene rating of 5.
<b>34</b>	B came and used our warm hub, saying they had come to save putting their heating on. They also asked how they could access cheaper food through our community pantry and if they were entitled to any help for their energy bills. We referred B to the MEA warmer Derby/Derbyshire project
<b>35</b>	Two people who live alone have met through the warm hub and are now attending together.
<b>36</b>	I organised a visit from the befriending coordinator from the Bureau who chatted casually to individuals giving them advice on what else was available in the area. Feedback from those concerned said they had found it very useful and may take advantage of some of the other groups.
<b>37</b>	Pat has attended every week so far and enjoys reading the newspaper first thing and then chatting with other people as they arrive. It has helped her get out of the house and meet people but also has helped to keep her heating bill down which she is very worried about. The car park has also meant that she can park close to the entrance as Pat has mobility issues.
<b>38</b>	One person said how much they appreciated the warmth as it was too expensive to have the heat on at home.
<b>39</b>	One lady said that she had not come because she couldn't afford to heat her home, but that she wanted to have the company of others.
<b>40</b>	There is one 93year old gent who lives alone. He attends Thursday and Fridays when out on his walk, he tries to do 15,000 steps a day. He has a coffee, a chat, checks out the jigsaw and stays about an hour to warm through.
<b>41</b>	One lady who has attended twice tells us that on the first occasion she had just taken her daughter back to school for the first day after the Christmas holidays. She was dreading going home to a cold and empty house and was therefore very glad to

	come into us, where she could be warm, get something to eat and drink and have someone to talk with.
<b>42</b>	Two ladies attended a friendship group which met at our church prior to the covid lockdowns. This group has not restarted. They were delighted to be able to come again and meet with each other and us. They will be returning in future weeks and encouraging their friends to visit too.
<b>43</b>	Attendee was delighted to have a community space and has vowed to return with friendship group
<b>44</b>	We have an individual who has been recently widowed and took the opportunity to come to the warm hub with a neighbour, using the hub as a support network and has found comfort in sitting in the hub with a newspaper. He returned without his neighbour the week after as they were unable to come, making his own way and sat enjoying talking to other people in the hub about the paper and local matters.
<b>45</b>	One gentleman was very reserved when he first attended but has now become a regular on a Wednesday and has starting to make friends.
<b>46</b>	One lady started coming when the weather got very cold in December. She stayed for the whole session as she did not have electricity working at home, so no hot water (but did not want help with sorting this). She borrowed a towel for a wash, had hot food and drink, studied by herself and took flasks of hot water and food at the end.
<b>47</b>	The 'new' returner finds it a good opportunity to relax and be quiet with a book or puzzle rather than being at home being busy with 'jobs'. He also enjoys getting to know other people as they sit and chat.
<b>48</b>	A young couple with mental health concerns who have started coming and who are now starting to get involved as volunteers and bringing other people to come and see.
<b>49</b>	A resident has concerns about her neighbour and his property which effecting her health and wellbeing. Having listened to her difficulties, contact details provided for environmental health at SDDC and Public Health. She declared she enjoys coming on a Monday as it allows her to meet her friends and do some exercises, stopping her from being isolated and keeping her moving feeling fit.
<b>50</b>	Mary (not her real name) and her husband are both in their seventies. Her husband has dementia and Mary, who has mobility and other health problems, continues to care for him at home. Wednesday warm cafe is an occasion when Mary can come out and meet other people in the village as her husband has respite care that day. It is a lonely existence caring at home and is a Wednesday is a highlight in her week when she can look forward

	to talking to other people and have a laugh. She has also received some advice about benefit entitlement through a member who volunteers with Citizens Advice.
<b>51</b>	This guest came into our warm space one lunchtime, cold and upset. She enjoyed a bowl of soup followed by a cup of coffee and cake. Several of the volunteers spent time with her making her feel welcome. She shared some of her story-the raw grief following the death of someone close, her struggles financially and her past painful history. She left for a while in the afternoon and returned later for something warm to eat and drink before heading home when we closed at 5.30pm. We have some hygiene products for those in need. she was pleased to take some shower gel etc. since that first week she has been a regular at our warm space and has made friends. It's good to see her laughing and chatting with others and appearing much happier
<b>52</b>	"I was given a warm pack, I find it difficult to keep warm due to an autoimmune disease, this pack will be great for me"
<b>53</b>	We have a gentleman who has Downs syndrome who struggles to find activities he can take part in during the week. He lives independently in sheltered accommodation locally. He attends every week and stays for the whole session, enjoying having company, conversation and colouring. This has taken a huge burden from his family who support him and gives them respite.
<b>54</b>	We have a woman who has complex needs who attends. She struggles with many aspects of life including mental health. This lady is struggling to pay her bills and is socially isolated.
<b>55</b>	We have a lady who has no fixed abode who is pet sitting at the moment, moving from one home to another. She comes to Soul Food Cafe to keep warm and find company.
<b>56</b>	We have a woman who home schools her son who brings her son with her as home schooling can be isolating and also for a warm space as they struggle to heat their home. I heard her say ""enjoy the warmth Benjamin (not his real name)
<b>57</b>	I have Multiple sclerosis and saw this warm space advertised. It is a lovely space and it is nice to be able to social with others.
<b>58</b>	A homeless man was referred to us by Citizens Advice as he could get somewhere warm to sit in for a few hours. He met a volunteer, B, at our warm space who is also Church Warden of the church that meets at the centre. B spent the afternoon on the phone to various agencies and was finally able to find the man accommodation, having provided a warm and comfortable space for him while so doing on a very cold and frosty day. While we cannot normally provide this service our volunteer was able to use the opportunity afforded by the warm space to provide practical help and assistance to a person in great need.

<b>59</b>	A man not known to the church previously came in off the street to have a warm while he waited for the next bus into town. He chatted to one of the volunteers but was quite happy to sit with his headphones on, have a warm, eat toast and play solitaire.
<b>60</b>	Two ladies who knew each other from the community attended together on two occasions. They enjoy sitting and doing a jigsaw puzzle together and chatting to volunteers.
<b>61</b>	A lady who attends the coffee morning invited friends from the community to meet her there on two occasions that had not been before.
<b>62</b>	A man who lives locally (in his 60s?) came for the first time in December and now attends every week. He is struggling to pay for energy costs. He goes into town on the bus every day to buy food as it is cheaper than buying food from the local shop. He enjoys conversation, having a warm and the free toast and biscuits.
<b>63</b>	A widowed lady in her 80s from the community, who lives alone started, attending. She brought in knitted teddy bears for the Church to finish off (i.e stuff, sew on faces), and give away. Arthritis in her hands meant she could not finish them off herself. These were given to one person who has dementia who is treasuring their special baby, and they were also given to children who attend the toddler group in Church. It was good to see a joint effort which blessed others.
<b>64</b>	A mother (retired) and daughter (in her 30s and a single parent) attend each week. They enjoy socialising and often stay for the whole session. They have built up good relationships with the volunteers and other attendees.
<b>65</b>	We have had a gentleman of 35 years old that has just come out of prison, we have been able to help him find some accommodation and directed him to West Hallam food bank for help with food. We are giving him ongoing help and support
<b>66</b>	One elderly lady came to the session, quite reclusive and nervous through a coffee and chat she began to open up and have a chat with me about her life before and after covid. That she never left the house and the cost of living crisis has forced her to leave the house recently due to rising energy costs and that she's learnt to use the warm spaces as a network of places that she can learn new things, talk to new people and generally better her life through getting more 'out there' this lady is in her mid-70's by the way and she's agreed to try some sessions out at the centre to get more active and help her mental wellbeing.
<b>67</b>	D Lives in supported housing locally. Her mum visits on a daily basis. They have visited us each week since opening and are grateful to have somewhere with a friendly welcome and a light lunch at no cost.

<b>68</b>	One lady who attended for the first time has been having one tin of backed beans over 3 days as her main meal. She was delighted to get a hot lunch, and some fruit. We are offering signposting and support to ensure she receives any benefits to which she may be entitled.
<b>69</b>	We have had Rowsley Craft group attending this month. They were previously established for many years and stopped due to Covid. They have reinstated it during the warm hub to include other attendees of the hub. This has been very beneficial to them and has re-established a social connection that had been lost. The other attendees of the hub have also enjoyed seeing the craft club projects that are being worked on whilst they're there.
<b>70</b>	We have an elderly lady with an interest in theatre who likes to pop in most weeks. She is doing a play with a group elsewhere and enjoys talking to us about that. She had discussed visiting a number of warm spaces as she doesn't like to be alone at home.
<b>71</b>	"It was so nice to see the Robotic milking parlour. I was brought up on a farm and so much has changed but some things still the same. Really nice to do something different but the coffee was welcome afterwards to warm up. A nice group is meeting now every week."
<b>72</b>	Person came in for the first time this week. They had met a friend in Hall Leys Park (who had come into our Warm Space that morning) who had suggested they came to us for help. Living on benefits but said was struggling a lot at the moment - not having heating on at home for very long because of costs. Stayed about 1 1/2 hours chatting and had lunch. Took items from the food and household items bank to help them through - "no money until next week".
<b>73</b>	Young lady returned 6 times during this period to quietly complete online training for an upcoming new job.
<b>74</b>	A mother and father came to chat and practice their English while their toddler played with toys provided..
<b>75</b>	One visitor has mentioned our warm space to friends and as a result 4 extra people started attending
<b>76</b>	Single man around 60 comes in, always in the same clothes. Well-spoken and shares a little. In a rented room, no cooking facilities so takes food that needs no heating. Acknowledged by all now and knows people's names.
<b>77</b>	A couple come every week and thoroughly enjoy the chair based exercise sessions; they have said it makes they feel part of a group coming to the community centre, meet people and feel confident in our safe space.
<b>78</b>	The following comments provided by attendees: "Everyone's so helpful and polite and caring I felt so comfortable and welcoming thanks"



	<p>""Gets me out of the house""</p> <p>""Meet new people, or people I know by sight""</p> <p>""Friendship""</p> <p>""Free coffee!""</p> <p>""Very sociable, lovely biscuits""</p> <p>""Good coffee""</p> <p>""Can chat, reminisce, meet people I haven't seen for a while""</p> <p>""Great atmosphere""</p>
<b>79</b>	<p>'A' is an 81-year-old local man, who lives alone in his own home, and doesn't have an immediate family as he is single. He has had cancer for a number of years and is currently undergoing cancer treatment. He generally copes well, and he has attended the project from the outset, arrives early and enjoys an extra bowl of soup at lunchtime and a sandwich to take home. He enjoys the social aspect of the project and has particularly enjoyed being able to play dominoes with others as he cannot play at home alone. He has been one of the last to go home at the end of the session.</p>
<b>80</b>	<p>B is a gentleman who came with his wife to a session before Christmas. He was completely dependent on his wife and has since been diagnosed with Alzheimer's and she was desperate for some time for herself. Other people chatted to both of them separately while he was eating soup, sandwiches and cake. They have continued coming and other people known to the couple have been dropping in at the same time to give support and a chance for B's wife to have other adult company.</p>
<b>81</b>	<p>New couple came because their bungalow was cold and they wanted to speak to Citizens Advice person who was present. They were encouraged to come to other activities in the village during the week.</p>
<b>82</b>	<p>T and C are both in their eighties. C is very frail and rarely gets out and this constrains what both are able to do. However, they can manage to get along to the warm cafe on a Wednesday. On one occasion other people present were able to give them advice on applying for Attendance Allowance. On another occasion they spoke of difficulties they were having with their internet access, phone and email account. One member volunteered to go along to their house and sort out a new email address for them. They had been without telephone or internet for 10 days and were isolated and very vulnerable.</p>
<b>83</b>	<p>Lady comes regularly on a Wednesdays. She has been living on her own and her daughter live away, so she is very lonely. she has recently been through trauma and feels very supported when she come to the centre. She has made new friends who care for her and support her. she is now one of the regular members on a Wednesday.</p>

<b>84</b>	I have really enjoyed meeting up with people again and having a game of scrabble which I cannot do on my own.
<b>85</b>	We have a male resident who uses the Warm Space most evenings not only for Warmth and the coffee and biscuits but also for company of other attendees and meeting new people. This has a positive effect on his wellbeing.
<b>86</b>	The Warm Space is becoming a popular gathering place for people from the community so that we will be looking to keep the room open as a community space after the Warm Space closes on 31st March
<b>87</b>	A regular visitor to warm Wednesdays has now expressed an interest to become a volunteer at future events if this returns in the winter
<b>88</b>	We have established a link with Derby College and a group of special needs students have been attending (with their tutors) to undertake voluntary work experience in hospitality. This has been a benefit to us and them. They will return to assist with other events we are planning for later in the year.
<b>89</b>	A young man visiting the community pantry (housed in our basement) for the first time was reluctant to come for a cup of tea as he did not think he could afford such a luxury. He was delighted to find that we could offer not only a hot drink, but a hot snack and a friendly chat too, with no charge.
<b>90</b>	There has been a happy 'buzz' around the warm space since it's opening in January. The Warm Space initiative has helped us re-establish our centre for the Ilkeston community to come together to share friendship and receive support, something that had been lost over the long closure since the Covid lock-down period. Thank you. "
<b>91</b>	A single man in his 60s comes regularly and sits in the hub. He has hot drinks and food and takes additional free food. He does not interact very well but knows all the volunteers by name now and they all greet him. He lives alone in a bedsit and has not got cooking facilities.
<b>92</b>	W (regular attendee) said: I will miss Friday afternoon warm space at the Millennium Village Hall. It has provided an opportunity to socialise with others, which I would not otherwise do. As a carer, it has enabled me to enjoy a few hours of 'me' time. Whilst others have spent time in various ways, mine has been focussed on genealogy. Overall, the warm spaces have been beneficial to my mental health and well-being. The refreshments were enjoyable too.
<b>93</b>	With the project ending at the end of March many visitors said that they would miss the community the event provided week by week and the warmth we provided. Volunteers enjoyed being involved in the worthwhile project.

94	"Sad to see the warm space coming to a close as it's great to get out and meet people rather than sat at home."
95	"A' started to attend as many hours as she could. Enjoying the company, the welcoming nature of the building and the activities 'A' was particularly pleased when we began the baking activity. It very quickly gathered pace to have between 8 and 10 attendees which made it a really hard activity for our lead (my wife) to manage but she could see how much pleasure the attendees were getting. On the second or third session I helped the to carry the finished cakes to a cool part of the building to set before they were taken home. 'A' followed us as we went into a small, cool store room and we heard from 'A' as we went through the door ""They said I would not make anything of myself. My sister said I should have been got rid of. "" We both stopped in our tracks, put the cakes down and spoke with 'A'. She spoke freely about her early life and the challenges she had faced. We showed her the cake she had made and asked when did she last make one. ""Never"". We asked her how was she feeling. ""I'm proud of myself. I've never done anything like that"". We asked her how would her husband feel when he came to pick her up. ""He'll be so pleased. He'll be so proud of me"".
96	P: recently widowed. Provides company especially important during the winter months.
97	The Tuesday afternoon Warm Space has been successful. As a result, a social chat group for men has started that will continue now that Warm Space has finished. One man came particularly for a warm space to meet others. He and the other men are finding it very enjoyable to have others to chat too. This runs alongside a Craft and Chat group that already existed." We will continue to encourage the use of the space as a community hub as a means of combatting social isolation and loneliness.
98	Mr & Mrs M come every week to the centre on Wednesdays. They both have numerous health issues and love to come and meet others of their same age groups. They call the centre a happy space.
99	A local man in his mid-70s and severely handicapped with arthritis. He called in most weeks on his way back from shopping for coffee and company as well as the soup + roll lunch (for £1 subsidised charge).
100	At least 3 people living alone, one gentleman in sheltered housing with dog, window cleaner called in for warmth & was very grateful of a hot drink.
101	One visitor asked for help in reading text messages received from the NHS and benefits office and we were able to support in this way.

**102**

One individual was quite shy at first and liked to keep himself to himself, he started to open up more recently and has started joining a walking group in the local area and is loving being a bit more active, while using our warm space as a base every week or so.