

## **Call to Havant Borough Council on 02392 446 019 at 15:12 on 29 Dec 2020.**

HBC Thank you for calling Havant Borough Council.

Please say the name of the department or person you wish to contact, or the topic you are calling about, now. [Caller: Free food vouchers.] I didn't catch that' Please repeat the name or press zero for the operator. [Caller: Free supermarket food vouchers.] I didn't catch that' Please hold for the operator. You are now being transferred to receive further assistance. Your call may be recorded for training and monitoring purposes. Please hold the line. [Ring tone.]

Please be advised that calls are recorded for training and auditing purposes. Your information will only be used so that we can deal with your enquiry and may be shared across departments within the Council or with other organisations if it is necessary to do so. For more information on how your personal information is processed please visit [www.havant.gov.uk/privacy-policy](http://www.havant.gov.uk/privacy-policy). For other services please select one of the following options. For waste services, including recycling, garden waste, and bulky household collections, please press 1. For environmental health and pest control, including noise, bonfires, the dog warden and housing defects, please press 2. For planning and building control, including tree preservation orders, please press 3. For traffic and parking, including abandoned vehicles, please press 4. For environmental services, including street cleansing, dog fouling, grass cutting, graffiti, fly tipping and missing animals, please press 5. For all other enquiries please press 6. [Caller pressed 6.] [Ring tone.] Any other. [Ring tone.] Hi, my name is [redacted]. How can I direct the call?

Caller Hello, yes, I know of a family who are having trouble feeding their children at the moment, and I gather that the Council give out free supermarket food vouchers or deliver food to families. How do they access that service, please?

HBC You need to contact Hampshire County Council as they are the people that are dealing with food parcels. I have got their direct number for you.

Caller OK

HBC 0300 330 1150

Caller OK. So that's the County Council that's doing it, and not Havant Borough, then, is that right?

HBC Yes.

Caller Because I've been told that it's Havant Borough Council. I've actually got an email from Alan Mak, the MP, saying that "if any local family or pupil is experiencing hunger and telephones Havant Borough Council today they will receive a free supermarket food voucher today to spend on food or they will receive a box of food delivered directly to their home today." So is that not true then? Havant Borough Council aren't doing that?

HBC Yes, as far as I'm aware Hampshire County Council are the only ones dealing with food parcels.

Caller Right.

HBC I've not received any information about Havant. That's all the information that I have.

Caller OK, because this is from our MP saying this. He says "I checked before sending the email and Havant Borough Council still has £40,000 worth of funds left from the government funding to spend on this." But you've never heard of it?

HBC No.

Caller OK, well thank you very much. I'll phone the County Council, then. Thank you very much for your help. Bye.

HBC OK, bye.

## **Call to Hampshire County Council on 0300 330 1150 (the "direct number" given by HBC) at 15:18 on 29 December 2020**

HCC The local welfare assistance line is now permanently closed. The national Citizens Advice phone number is 03444 111444. If you need advice and assistance regarding fuel hardship please call 0800 804 8601 or 02380 336172. We are sorry for any inconvenience this has caused.

## **Call to Havant Borough Council on 02392 446 019 at 15:31 on 29 Dec 2020.**

HBC Thank you for calling Havant Borough Council

Please say the name of the department or person you wish to contact, or the topic you are calling about, now. I didn't catch that. Please repeat the name or press zero for the operator. I didn't catch that. Please hold for the operator. You are now being transferred to receive further assistance. Your call may be recorded for training and monitoring purposes. Please hold the line. [Ring tone.]

Please be advised that calls are recorded for training and auditing purposes. Your information will only be used so that we can deal with your enquiry and may be shared across departments within the Council or with other organisations if it is necessary to do so. For more information on how your personal information is processed please visit [www.havant.gov.uk/privacy-policy](http://www.havant.gov.uk/privacy-policy). For other services please select one of the following options. For waste services, including recycling, garden waste, and bulky household collections, please press 1. For environmental health and pest control, including noise, bonfires, the dog warden and housing defects, please press 2. For planning and building control, including tree preservation orders, please press 3. For traffic and parking, including abandoned vehicles, please press 4. For environmental services, including street cleansing, dog fouling, grass cutting, graffiti, fly tipping and missing animals, please press 5. For all other enquiries please press 6. [Caller pressed 6.] [Ring tone.] Any other. [Ring tone.] Good afternoon, you're through to [redacted] how can I direct your call?

Caller Hello, yes, I'm phoning about the free supermarket food vouchers that Havant Borough Council apparently are able to give to families who are in need over the school holidays. I spoke to one of your colleagues a moment ago who directed me to Hampshire County Council and gave me a direct line phone number...

HBC Yes.

Caller ...but when I called that number it was a recorded message saying that "the local welfare assistance line is now permanently closed" and referred me to Citizens Advice. So, where do I go from here, please?

HBC You need to speak to Children's Services at Hampshire County Council if it's in regards to school holidays. Have you tried their number?

Caller No, I just phoned the number that your colleague gave me.

HBC Right, I've got a number here for Children's Services.

Caller OK

HBC It's 0300 555 1384

Caller OK, I'll try that then. Thank you very much.

HBC All right, thank you.

Caller Thank you, bye.

HBC Bye.

## Call to Hampshire County Council on 0300 555 1384 at 15:35 on 29 Dec 2020.

HCC Thank you for calling Children's Services.

To find information it is often quicker to go online. You can go to [hants.gov.uk](https://hants.gov.uk) to search for the services you require. For Social Care services, press 1. If your call is relating to the education of a school age child or young adult, press 2. For queries relating to the education of pre-school children, press 3. For children with special educational needs and disabilities, please press 4. Or for access to data or information held by Hampshire, please press 5. [Caller: What if it's none of those?] Please select from one of the following options. For Social Care services, press 1. [Caller: I suppose it's that then.] [Caller pressed 1] If your call is relating to the educ... We comply with the data protection legislation and we will need to collect and share your information within the County Council or with our partners to process your enquiry. You can find our policy at [hants.gov.uk/privacy](https://hants.gov.uk/privacy). Calls to Children's Services are recorded and retained for three years. If we are not the responsible authority for your enquiry we may pass your information to the appropriate organisation. [Music]. Good afternoon, you're speaking to [redacted] how can I help you?

Caller Hello, yes, I'm phoning about the free food vouchers that are supposedly available for children in hardship over the holidays.

HCC Yes, you need to contact the school or child-minders or pre-school, wherever your childcare is.

Caller Oh, right, because I was told that... well I was told originally that I needed to phone the Borough Council... in fact I've got an email from Alan Mak, the Member of Parliament...

HCC Yes

Caller ...saying that if we phone the local Borough Council then that they will provide food vouchers...

HCC You haven't phoned the local Borough Council, you've phoned Hampshire County Council.

Caller I know. I phoned them and they said they'd never heard of such a thing and they suggested I phone you, so that's what I'm doing.

HCC Yes. Actually it's done through... I'm just having a look... it's called "Connect". I'm going to give you the web-site.

Caller OK.

HCC It's [www.connecttosupporthampshire.org.uk](https://www.connecttosupporthampshire.org.uk). It'll explain what the Covid vouchers are. They're actually issued through the schools and childminders and pre-schools and places like that.

Caller I see. OK. So, that web-site will point me in the right direction, you are saying?

HCC You can't apply for them, it has to be the school. The schools, pre-schools and child-minders, they will apply for them for you.

Caller But it's the holidays, so the schools are closed.

HCC I know, I understand that, but at the moment, those vouchers, that's where they are going to and that's who's handing them out, not us I'm afraid. But if you go onto that site it will give you... if you're in hardship, places for emergency food... places like that...

Caller OK

HCC But at the moment that's the only advice I've got for you, that it's done through schools.

Caller Well thank you very much for your help. I must say I'm a little bit disappointed because, as I say, I've got an email from the Member of Parliament saying that all a family in hardship had to do was phone the Borough Council and they would receive food vouchers or food that day. And that seems not to have been true.

HCC No. I'm going to put you on hold. I'm going to speak to a colleague of mine, but I don't think that is the case. Just bear with me, OK?

Caller OK, thank you.

HCC [Music for several minutes.] ...Hello, sorry to keep you on hold.

Caller That's OK.

HCC Yes, that's what it is. What happens... it is to do with schools, they're the ones who have to issue it. So unfortunately you're going to have to wait until the school returns. But, that web-site I gave you, if you go into that it will take you to pages where you can get help and support if you need it now.

Caller OK, I will do that, thank you. But, just to be clear, the Council aren't providing food for families during the school holidays, then?

HCC Well, we are, but the vouchers have been given out to schools and pre-schools and childcarers. We give it out to them and it's them that need to apply for it.

Caller But during the school holidays, though, the school is closed, so there's no way of applying, is there?

HCC Well, no, but if you go on to that website that I gave you, that will give you ideas of where you can go and get help.

Caller OK, but it won't be from the Council, by the sound of it.

HCC I don't know, you'd need to go in and have a look. I'm just having a look for you... If you've children, once the schools return you can reach out to the school for support. But also, if you go into that web page it'll give you advice on where to go to get help. And also, your local council, you can speak to them about food banks and things like that...

Caller OK, all right.

HCC ... and the Citizens Advice Bureau is also another good place to go, who can help you.

Caller Right. Thanks very much for your help.

HCC You're more than welcome. Take care. Bye-bye.

Caller Bye, thank you.