

Access, Support and Involvement with the Anglia Care Trust

26th March 2026 – Martlesham Heath Pavilion

We would like to thank everyone who joined us last Thursday at the Martlesham Heath Pavilion for our Neighbourhood Watch Community Meeting with the Anglia Care Trust (ACT).

We also welcomed back PC Sally King and introduced PCSO Tristan Clarke as representatives from our local Community Policing Team.

Guest Speakers: Lisa Miles and Amanda Page, Anglia Care Trust

We were pleased to welcome Lisa Miles, Volunteer Development Manager and Amanda Page, Operational Manager for the Anglia Care Trust who provided an insightful talk about the hard work that the Trust do to support our community and the wider areas.

The Trust has been operating for over 60 years across Suffolk, Norfolk, Essex and parts of Cambridge, providing services in community safety, guidance, homelessness, housing and working for independent living.

The charity has over 300 staff and volunteers to support and serve the most vulnerable members of the community, and over the last three years, they have:

- Supported over 1300 victims of domestic abuse
- Helped to reduce six million pounds of debt

The Trust's Outreach service is a 24/7 helpline for victims of domestic abuse. They highlighted its prevalence with new figures showing that one in three women and one in four men are affected. Three women a week die as a result of domestic abuse.

The charity is funded by the NHS, Suffolk County Council and private donors through Suffolk Community Foundation.

Services they provide include:

- **Community Mediation:** primarily addressing anti-social behaviour and neighbourhood disputes to reduce police demand. Referrals can be received from the police for this service where local resolution is more appropriate for creating a safer living environment.
- **Housing First Scheme:** ACT work with the police to ensure that housing needs are addressed first, before dedicating their time to additional needs including mental health, substance misuse and medical needs to encourage independent living.
- **Independent Visiting Services:** to match a volunteer with a young person to take them out for something fun to do, giving them a sense of normality. Not only does this have an immediate positive impact on the young person but also aims to reduce the long terms affects of trauma in later life.

- Mentoring services: for children and young people that aims to reduce the short and long term impacts of trauma, building resilience and supporting them to build positive relationships.
- A specific mentoring service for young people who are victims of or who have witness domestic abuse.
- Community Connected Service: to provide support over the telephone for mental wellbeing.

ACT continues to face challenges due to funding challenges and the long term impact of the pandemic which has shifted many services to remote, telephone based delivery. Ultimately, there is not enough funding to support the work that they do.

The Trust is in desperate need of volunteers to work with Ipswich Hospital to free up beds. Volunteers provide weekly check ins as part of the hospital discharge service. They also support social prescribing and NHS groups for those on waiting lists over the telephone.

With children, young people and those in a vulnerable position, the people they see are most often paid to see them. There is a marked difference in mental wellbeing by having a volunteer who 'wants' to visit and support them.

Appropriate Adult roles recruit in June/July. Their volunteering roles encompass both theory and practical training, followed by shadowing sessions to gain further experience before taking on any roles.

Volunteering for the Anglia Care Trust is a rewarding experience. Once training has been completed, volunteers can have their own caseload to maintain and build rapport with service users. One volunteer has been working with the same person for the last seven years.

If you are interested in getting involved with the Anglia Care Trust's work, please contact Lisa Miles on 01473 622888 send an email at volunteer@angliacaretrust.org.uk

Scheme Updates

PC King and PCSO Clarke reported ongoing work in regard to anti-social driving around Tesco and the Community Hall car park, as well as walkabouts around Martlesham.

We encourage you to provide details on recurring issues with pavement parking and speeding, including any specific times and locations where these are particularly problematic.

Cllr Daws highlighted parking concerns around Gorseland School and Debem Avenue following complaints from residents.

We attended the meeting on SNWA Southern Command Meeting on the 10th March. The notes have been circulated through the OurWatch service, but if you haven't seen them and would like a copy, please do let us know

We are also in the process of mapping the older signage across the Parish so we can order a batch of laminates to improve the visibility of our scheme. We are making good progress and we would like to thank our volunteers for their hard work on this.

Our local Community Policing Officers will be returning to Martlesham for a surgery styled drop in at the 21 Young Hearts on the 7th April between 10am and 12pm.

A big thank you to the 21 Young Hearts café for their continued support with promoting our scheme and events. We would also like to thank the Runway Café along with St Marys and St Michaels Churches and the Village Hall in Old Martlesham for giving us space on their noticeboards – it makes a real difference

Looking Ahead

Our April meeting will be a little different. We will be holding an open discussion to share ideas and make plans for the future of scheme and wider council initiatives, including the Neighbourhood Plan.

This will be held on the 21st April at the Parish Room (IP12 4PB) from 11am to 12pm.