

# CERT (UK) – Needs Assessment Report as at 15<sup>th</sup> February 2017

## Opening

This report is a culmination of work, speaking with all of CERT (UK) clients, in all the districts and pulling this information together to formulate the ongoing need/support required going forwards.

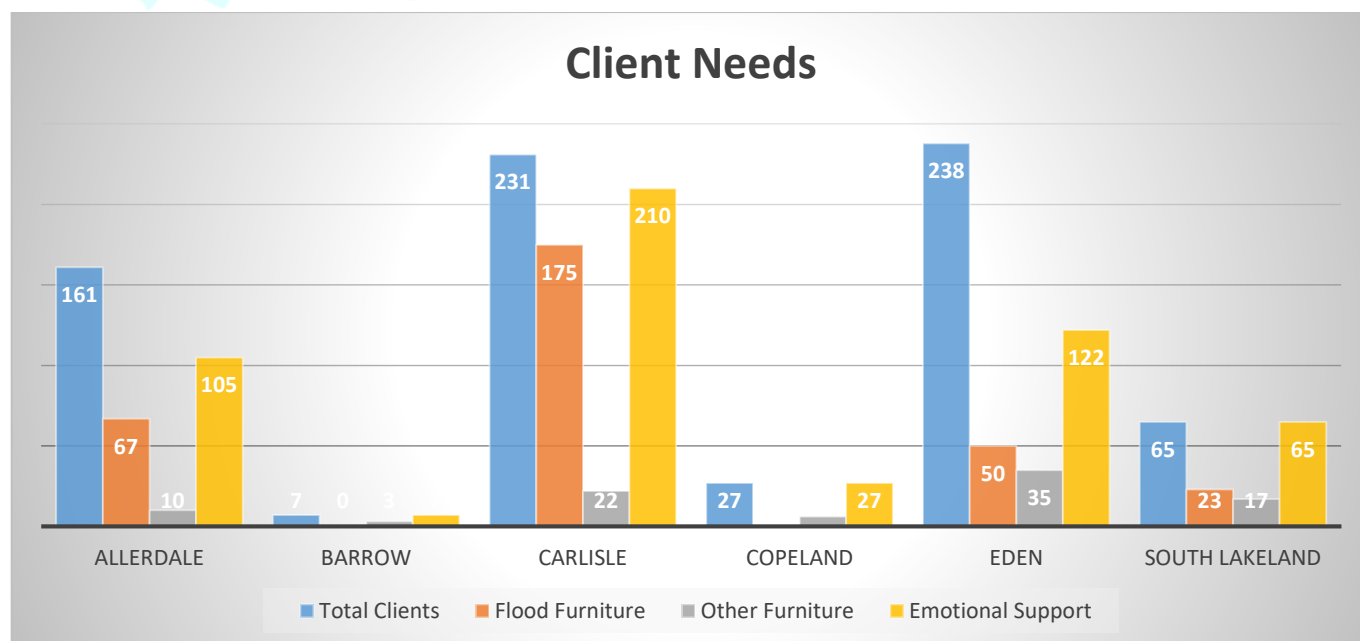
CERT (UK) support individuals, couples, families and businesses who find themselves in crisis or emergency situations through no fault of their own. These areas may include, but not limited to:

- ✚ Floods
- ✚ Fire
- ✚ Homelessness:
  - Veterans
  - Domestic Violence
  - Eviction & Hardship
- ✚ Release from:
  - Prison
  - Hospital – elderly, vulnerable & disabled

We have supported many clients since Storm Desmond struck Cumbria in December 2015, the needs of each client have differed greatly. These have morphed from what was initially needed in the immediate situation and aftermath, to the current and ongoing need, depending on circumstance and situation.

To try and highlight these needs and the continual requirement for our organisation going forwards I have analysed our information and provided the statistics into an easy to read format for all to see. The statistics speak for themselves and I know that these are not unique to us, but the need is across the board within Cumbria and surrounding counties.

Below is a breakdown of the information which we have to date:



Our Total Clients are broken down into the following:

Flood Clients: 650

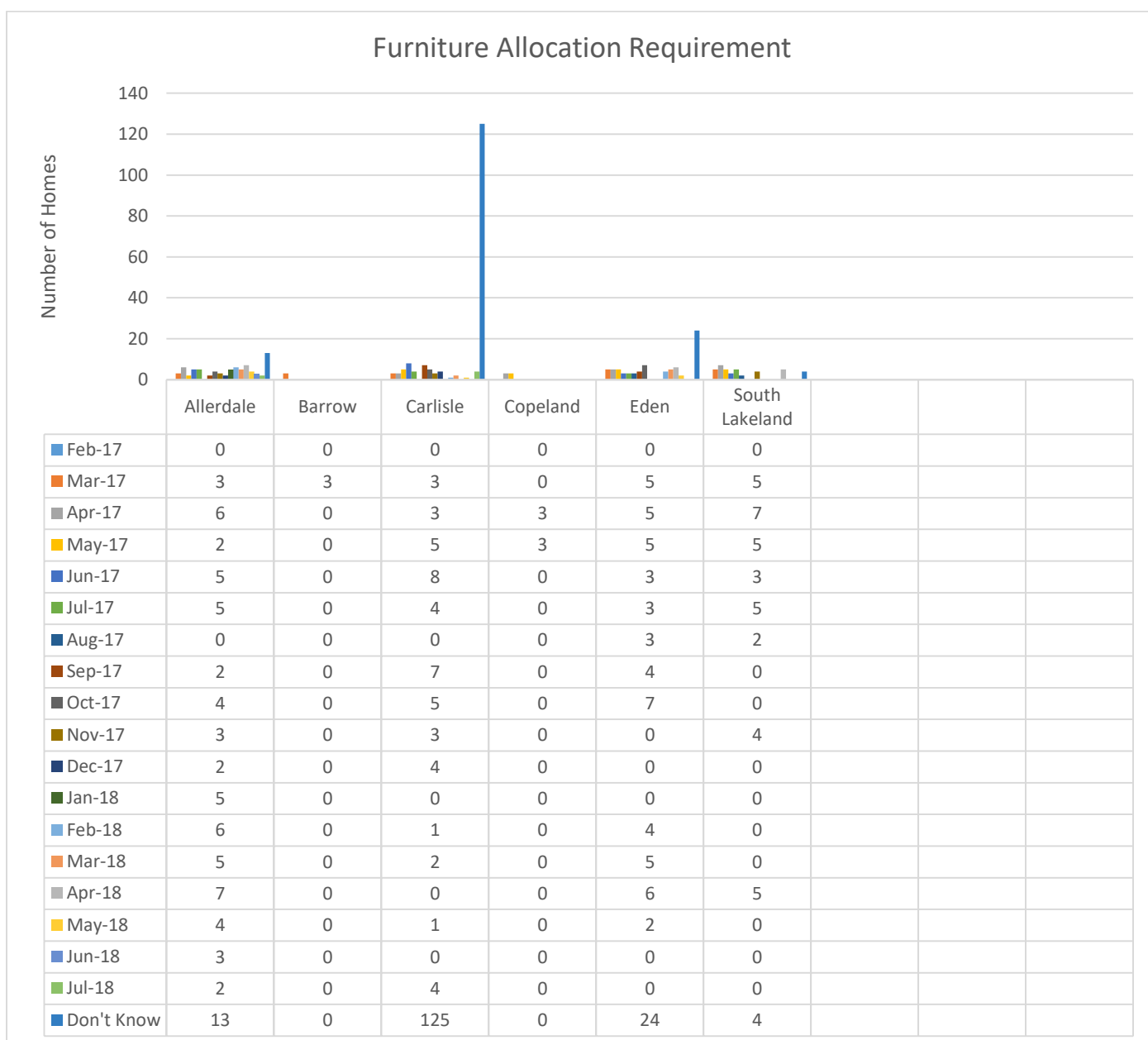
Other Clients: 93

Of the total flood clients which we have, 315 clients still require help and support with furniture, 536 require help and support with mental health, wellbeing, financial and emotional support.

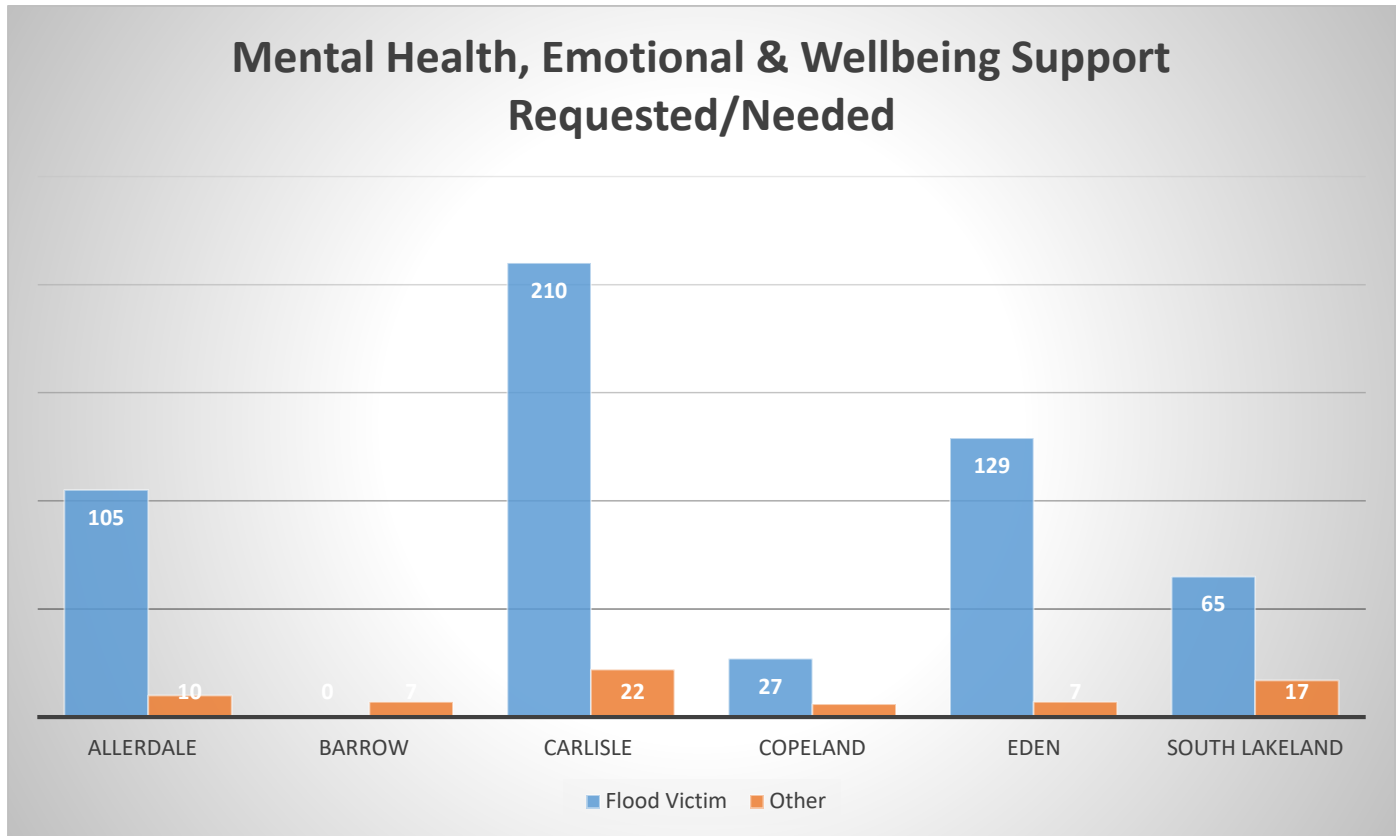
Of the total other clients, we have, 93 clients require help and support with furniture as well as having an ongoing support need with mental health, emotional support, wellbeing and financial difficulties.

Below is a breakdown per district as to the needs of that district:

\*Please note that this is a best guess from the client and the dates are not set in stone



Following a telephone questionnaire with all our clients, asking the question “How are you coping with general day to day living? How are you coping with your general health and wellbeing?” These are the statistics of those who said that they were “NOT” coping with day to day living and the constant “FEAR” every time it rained or “the general dealing with builders and insurance companies or loss adjusters was all just too much for them” was evidently apparent and the following results have come to light:



These figures show that out of 650 flood clients 536 of them are suffering from mental health in one form or another. That is a massive 70.3% of our clients and only just goes to show that there is a great need for continued support.

Our other clients already have come to us via other organisations and have a cohort of providers supporting them and they have come to us just for the furniture and equipment support.