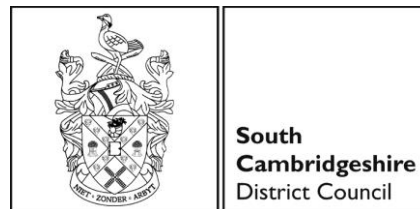


South Cambridgeshire Hall
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11 December 2017

To: Councillor Simon Edwards, Portfolio Holder

Doug Cattermole
Philippa Hart

Hazel Smith
John Williams

Opposition Spokesman
Opposition Spokesman / Scrutiny and
Overview Committee Monitor
Opposition Spokesman
Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **FINANCE AND STAFFING PORTFOLIO HOLDER'S MEETING**, which will be held in **SWANSLEY ROOM A, GROUND FLOOR** at South Cambridgeshire Hall on **TUESDAY, 19 DECEMBER 2017** at **6.00 p.m.**

Yours faithfully
Beverly Agass
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

AGENDA

	PAGES
1. Declarations of Interest	
2. Minutes of Previous Meeting The Portfolio Holder is asked to sign the minutes of the meeting held on 21 November 2017 as a correct record.	1 - 8
3. Community Chest: Funding Applications	9 - 14
4. Grants To Voluntary Sector: 6-Monthly Update Report	15 - 66
5. Work Programme The Portfolio Holder will maintain, for agreement at each meeting, a Work Programme identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The Programme will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the Work Programme.	67 - 72
6. Date of Next Meeting The next meeting (Grants only) has been scheduled for Tuesday 16 January 2018, starting at 6pm.	

OUR LONG-TERM VISION

South Cambridgeshire will continue to be the best place to live, work and study in the country. Our district will demonstrate impressive and sustainable economic growth. Our residents will have a superb quality of life in an exceptionally beautiful, rural and green environment.

OUR VALUES

We will demonstrate our corporate values in all our actions. These are:

- Working Together
- Integrity
- Dynamism
- Innovation

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

Notes to help those people visiting the South Cambridgeshire District Council offices

While we try to make sure that you stay safe when visiting South Cambridgeshire Hall, you also have a responsibility for your own safety, and that of others.

Security

When attending meetings in non-public areas of the Council offices you must report to Reception, sign in, and at all times wear the Visitor badge issued. Before leaving the building, please sign out and return the Visitor badge to Reception.

Public seating in meeting rooms is limited. For further details contact Democratic Services on 03450 450 500 or e-mail democratic.services@scambs.gov.uk

Emergency and Evacuation

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- **Do not** use the lifts to leave the building. If you are unable to use stairs by yourself, the emergency staircase landings have fire refuge areas, which give protection for a minimum of 1.5 hours. Press the alarm button and wait for help from Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

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If you feel unwell or need first aid, please alert a member of staff.

Access for People with Disabilities

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Toilets

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Recording of Business and Use of Mobile Phones

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Disturbance by Public

If a member of the public interrupts proceedings at a meeting, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared. The meeting will be suspended until order has been restored.

Smoking

Since 1 July 2008, South Cambridgeshire District Council has operated a Smoke Free Policy. No one is allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

Food and Drink

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. You are not allowed to bring food or drink into the meeting room.

Agenda Item 2

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Finance and Staffing Portfolio Holder's Meeting held on
Tuesday, 21 November 2017 at 6.00 p.m.

Portfolio Holder: Simon Edwards

Councillors in attendance:

Opposition spokesmen: Hazel Smith and John Williams

Also in attendance:

Officers:

Katie Brown	Revenues Manager
Elizabeth Davy	Project Officer
Susan Gardner Craig	Head of People and Organisational Development
Dawn Graham	Benefits Manager
Daniel Hasler	Accountancy Assistant
Kirsty Human	Programme Manager
Ian Senior	Democratic Services Officer

1. DECLARATIONS OF INTEREST

There were no declarations of interests.

2. MINUTES OF PREVIOUS MEETING

The Finance and Staffing Portfolio Holder signed, as a correct record, the minutes of the meeting held on 17 October 2017.

3. COMMUNITY CHEST: FUNDING APPLICATIONS

The Finance and Staffing Portfolio Holder considered a report summarising recent applications for funding from the Community Chest grant funding scheme during 2017-18.

Regarding the application from Guilden Morden Primary School, the Portfolio Holder noted that Councillor Cicely Murfitt supported the application, but concluded that there was insufficient community use for the application to be compliant with Community Chest scheme criteria.

The total remaining in the budget was £16,669.62 and, at this meeting, the Portfolio Holder awarded £9,383.50. Therefore, the balance carried forward to the next meeting would be £7,286.12.

The Finance and Staffing Portfolio Holder **agreed** the following:

Name of applicant	Project description	Total cost of project	Total awarded
Litlington Parish Council	Purchase an information lectern for the Community Wildlife Site	£1,413	£879
Litlington Pre-school	Purchase of play equipment	£3,335	£1,000

Friends of Hatton Park School	Purchase of a community notice board	£968.80	£968.80
Melbourn Bowls Club	Purchase of new scoreboards	£599.70	£599.70
The Whittlesford Lawn Trust	Replacement play equipment	£74,974.30	£1,000
Shepreth Spitfires Football Club	Purchase of equipment, e.g. goals and training and coaching costs	£1,693.00	£1,000
Cambourne United Football Club	Purchase of equipment for new girls team, e.g. balls, nets, posts & flags	£1,465	£1,000
Caxton Village Hall	Purchase of lino, curtain tracks, tables etc.	£2,565.28	£1,000
Home Start Royston & South Cambridgeshire	Purchase of a gazebo, table cloth & banners	£936	£936
Friends of Petersfield School	Sensory Garden	£1,000	£1,000

The Finance and Staffing Portfolio Holder refused the following application:

Name of applicant	Project description	Total cost of project	Total applied for	Reason for refusal
Guilden Morden Primary School	New outdoor equipment	£12,500	£1,000	Does not comply with Community Chest criteria

4. RURAL SETTLEMENTS LIST 2018-19

The Finance and Staffing Portfolio Holder considered a report requiring him to determine the boundaries of Rural Settlements for the administration of Rural Rate Relief ("Village Shop Relief") in accordance with section 42B of the Local Government and Rating Act 1997.

He noted that, since boundaries had been last reviewed in 2016, Teversham had been removed from the list because its population now exceeded 3,000.

In response to a point raised by Councillor John Williams, the Revenues Manager said that, when next reviewed (for the year 2018-19) account would be taken of the fact that Teversham was partly in the ward of Cherry Hinton.

The Finance and Staffing Portfolio Holder **approved** the Rural Settlement List for 2018-19 as attached at Appendix A to the report from the Executive Director, and authorises its publication.

5. LOCALISED COUNCIL TAX SUPPORT SCHEME (RECOMMENDATION TO COUNCIL)

The Finance and Staffing Portfolio Holder considered a report reviewing the operation of

the 2016-2017 and 2017-18 Localised Council Tax Support Scheme (LCTS).

He referred to paragraph 13 of the report, and commended the scheme.

The Finance and Staffing Portfolio Holder noted the report, and **recommended to Full Council** (at the January 2018 meeting) that the current scheme be continued into 2018-19 with minor technical changes where necessary.

6. REVENUES AND BENEFITS QUARTERLY PERFORMANCE REPORT FOR QUARTER 1: JULY - SEPTEMBER 2017

The Finance and Staffing Portfolio Holder received and noted a report reviewing the current performance of the Revenues & Benefits Section.

The Finance and Staffing Portfolio Holder welcomed the contents of the report, and asked that his appreciation be conveyed to those staff concerned.

7. EXCLUSION OF PRESS AND PUBLIC

In the interests of transparency, the Portfolio Holder said he would only go into private session if those present wanted to discuss information contained in the restricted appendices. Nobody wanted to do so and, accordingly, items 8,9 and 10 were considered in public.

8. TREASURY MANAGEMENT

The Finance and Staffing Portfolio Holder **received and noted** a report on the performance of the Treasury Management function.

9. SICKNESS ABSENCE

The Finance and Staffing Portfolio Holder **received and noted** a public report providing an analysis of staff absence due to sickness.

Councillor John Williams highlighted the need to monitor the effective costs involved. In reply, the Head of People and Organisational Development confirmed that the monetary figures within the report represented salary cost for the absent employee. The figures did not include costs associated with covering the absence, such as temporary agency worker costs or overtime. The Portfolio Holder asked the Head of People and Organisational Development to keep him updated on a regular basis.

The Head of People and Organisational Development explained the process being established to improve the effective management of sickness absence.

The Finance and Staffing Portfolio Holder requested that, so far as was feasible, the corporate information provided to him should be broken down by service areas, and relevant information should be shared with the Portfolio Holders responsible for those services.

10. RETENTION AND TURNOVER

The Finance and Staffing Portfolio Holder received and noted a report providing an analysis of the turnover of staff between 1 July and 30 September 2017.

The Portfolio Holder said that he was not too concerned about the figures at this stage, but noted that there were significant “pinch points”. He agreed with Councillor John Williams that an analysis of staff turnover by service area would be helpful. The position relating to 3C Shared Services staff was also mentioned, and the Head of People and Organisational Development undertook to raise this through the Shared Services Board.

11. WORK PROGRAMME

Those present noted the work programme attached to the agenda.

12. DATE OF NEXT MEETING

Those present noted that the next Finance and Staffing Portfolio Holder meeting had been scheduled for Tuesday 19 December 2017 starting at 6pm.

The Meeting ended at 7.00 p.m.

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12. DATE OF NEXT MEETING

Those present noted that the next Finance and Staffing Portfolio Holder meeting had been scheduled for Tuesday 19 December 2017 starting at 6pm.

The Meeting ended at 7.00 p.m.

Agenda Item 3



South
Cambridgeshire
District Council

Report To: Finance and Staffing Portfolio Holder
Lead Officer: Director, Health and Environmental Services

19 December 2017

Community Chest: Funding Applications

Purpose

1. To consider recent applications for funding from the Community Chest grant funding scheme during 2017/18.
2. This is not a key decision, however, has been bought before the Portfolio Holder following agreement at Leader's Portfolio Holder meeting on 17 July 2014 to make decisions on future Community Chest applications at Portfolio Holder meetings. The responsibility for grants was transferred to the Finance and Staffing Portfolio Holder in May 2016.

Recommendations

3. It is recommended that the Portfolio Holder:
 - (a) considers all new applications for funding that are set out in Appendix A of this report and makes a decision regarding the level of funding (£0 - £1,000) to be awarded for each or defer a decision if further information is required from grant applicants.

Reasons for Recommendations

4. The Portfolio Holder has responsibility to approve policies and criteria for the approval of grant schemes under which no award exceeds level one (£5,000).
5. The Portfolio Holder makes all decisions regarding grant funding unless there is a conflict of interest. On 17 July 2014 the Leader agreed to make decisions on future Community Chest applications at Portfolio Holder meetings. The responsibility for grants was transferred to the Finance and Staffing Portfolio Holder in May 2016.

Background

6. The Community Chest is grant funding available to voluntary and community sector groups, charities, parish councils and public sector bodies wishing to further improve quality of life in South Cambridgeshire. Applicants may apply for up to £1,000 for:
 - Improvements to community facilities (i.e. village halls / pavilions / play areas)
 - Repairs to historic buildings / monuments / memorials
 - Tree and hedge planting
 - Equipment / capital purchase
 - Materials
 - Start-up costs (may include training of staff / volunteers, hall hire and other revenue costs).

7. The guidance notes and eligibility criteria for 2017/18 can be found at <https://www.scamb.gov.uk/communitychest>
8. The amount of funding made available in the Community Chest in 2017/18 was £55,000. At the Finance & Staffing Portfolio Holder meeting on the 22 August and additional £30,000 was allocated to the fund, following the withdrawal of funding from an expired capital grant, bringing the total for 2017/18 to £85,000. The funding is allocated on a first-come first-served basis.

Considerations

9. There are 7 applications for funding to be considered at this meeting. The applications were received between 1 November 2017 and 30 November 2017. The total funding requested equals £6,700. The amount of funding remaining for allocation is £7,286.12 A summary of the applications can be found at Appendix A (copies of the application forms are available from the Sustainable Communities and Partnerships Team upon request).

There is an application relating to Cambourne for £1,000 and previous awards for Cambourne have been made for £2,635.00. The guidance indicates that up to a maximum of £3,000 per parish can be funded in any financial year to ensure good geographical coverage across the district.

Options

10. The Portfolio Holder may consider all applications for funding that are set out in Appendix A of this report and
 - (a) award the amount of funding requested
 - (b) award an alternative amount of funding, including zero funding, or
 - (c) defer a decision if further information is required from grant applicants.

Implications

11. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

Risk Management

12. Applicants are required to provide supporting documents such as copies of their constitution and quotes where applicable. Applicants must agree to the grant conditions before funds are released.

Consultation responses

13. Local members have been consulted on applications that directly affect their local area.
14. The Youth Council has been consulted on applications of interest.

Effect on Strategic Aims

15. The corporate aims are referenced in the criteria and guidance notes for the Community Chest.

Report Author: Gemma Barron – Sustainable Communities and Partnerships Manager
Telephone: 01954 713340

Liz Davy – Project Officer
Telephone: 01954 713111

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COMMUNITY CHEST APPLICATIONS: 1 November 2017 – 30 November 2017

Name of applicant	Type of organisation	Village(s) affected	Project description	Type of project	Total cost of project (£)	Total applied for (£)	Status of documentation
Milton Guides & Seniors	Community Group	Milton, Landbeach & Histon	Purchase of camping equipment	Equipment/Capital Purchase	£1,217.00	£700	Complete
Friends of Histon & Impington Recreation	Charity	District wide	Stroke Survivors Club exercise bike	Equipment/Capital Purchase	£4,200	£1,000	Complete
Duxford Parochial Church Council	Church	Duxford	Church tower clock restoration	Repairs to historic buildings/monuments/memorials	£15,000	£1,000	Complete
Parochial Church Council of All Saints Church Knapwell	Church	Knapwell, Elsworth, Papworth & Boxworth	Structural repairs to organ chamber wall	Repairs to historic buildings	£27,000	£1,000	Complete
Cottenham United Football Club	Sports Club	Cottenham	Purchase of a set of goals	Equipment/Capital Purchase	£2,616	£1,000	Complete
Longstanton Limpers	Sports Club	Longstanton & Northstowe	Coaching & purchase of club branded T shirts	Start up costs/ Equipment/Capital Purchase	£1,585.00	£1,000	Complete
CamCare UK	Charity	Cambourne & surrounding villages	Purchase of electronic kits, projector & laptop for & materials for Cambourne Electronics & Robotics Club	Start up costs/ Equipment/Capital Purchase	£1,000	£1,000	Complete
TOTAL						£ 6,700	

Total budget	=	£85,000.00
Total previously allocated	=	£77,713.88
Total remaining in budget	=	£ 7,286.12
Total requested	=	£ 6,700.00

Agenda Item 4

REPORT TO: Finance and Staffing Portfolio Meeting 19 December 2017
LEAD OFFICER: Director, Health and Environmental Services

Grants To Voluntary Sector: 6-Monthly Update Report

Purpose

1. To examine the delivery of grant programmes funded by the Council during quarters one and two of 2017/18.
2. This not a key decision because it reviews expenditure within current budgets. It has been brought before the Finance and Staffing Portfolio Holder following agreement within the Grants Review of 2013.

Recommendations

3. It is recommended that the Portfolio Holder
 - (a) notes the delivery of all grant programmes within the scope of this report, as currently delivered; and/or
 - (b) highlights any concerns for further investigation or action; and/or
 - (c) agrees to request the return of funding from the Cambourne Church / Children's Centre for 2017/18 only; and/or
 - (d) agrees to reallocate the £4,000 from the Cambourne Church / Children's Centre for 2017/18 to the Community Chest; and/or
 - (e) agrees to include the Community Housing Fund and the Community Energy Fund in future grant reports.

Reasons for Recommendations

4. All organisations receiving grant support, except Cambourne Church / Children's Centre, are on track to deliver the agreed outputs to time and to budget, achieving the objectives of the individual grant programmes. All recipients are being actively monitored.
5. Two additional grant schemes have launched or will launch in quarters three and four of the financial year. To ensure transparency and avoid potential duplication it is suggested that they are added to future grants reports.

Background

6. This report provides an overview of grant aid from South Cambridgeshire District Council to the voluntary sector. Governance of these grants is split between various portfolios as indicated below:
7. The scope of this report covers the following grant funds:
 - (a) Supporting Parishes and Communities
 - (i) Community Chest (*Finance & Staffing*)

- (b) Voluntary Sector – Advice and other grants
 - (i) Service Support Grants (*Finance & Staffing*)
 - 1. Generalist and Specialist Advice
 - 2. Community Transport
 - 3. Independent Living
 - 4. Support Parishes and Communities
 - 5. Fit to Learn
 - 6. Homelessness Prevention (*Housing*)
- (c) Housing and Independent Living
 - (i) Mortgage advice (*Housing*)
 - (ii) Mobile Warden Scheme (*Health and Wellbeing*)
- (d) Planning and Economic Development
 - (i) Museum (*Planning*)
 - (ii) Wildlife Enhancement (*Planning*)
- (e) Young people
 - (i) Young People’s Partnership (*Health and Wellbeing*)
 - (ii) Elite Athlete Award Scheme (*Environmental Services*)

Considerations

- 8. A summary report of progress during quarters one and two for all grant programmes is provided in Appendix 1. The summary also gives an officer opinion on the status against targets agreed within grant agreements.
- 9. Appendix 2 includes further detailed reports from grant recipients where provided in writing. Some grant recipients provide information verbally.
- 10. The Cambourne Church / Children’s Centre has reported that they are unable to progress their Fit to Learn project during 2017/18. This is due to capacity issues that are unlikely to be resolved within the financial year. They expect to be able to progress the project again in 2018/19.
- 11. There are a number of options that the Portfolio Holder could consider regarding the funding that will be returned by the Cambourne Church / Children’s Centre (£4,000). The Portfolio Holder could reallocate the funding to another project / recipient, return the funding to the General Fund or add it to the Community Chest, for example. In order to continue to benefit local communities during the financial year the simplest option would be to vire the monies into the Community Chest.
- 12. All funds under the closed capital grant schemes are either spent or have been re-allocated, and have therefore been removed from this report.

Options

- 13. The Portfolio Holder could:
 - (a) note the delivery of all grant programmes within the scope of this report, as currently delivered; and/or
 - (b) highlight any concerns for further investigation or action; and/or
 - (c) agree to request the return of funding from the Cambourne Church / Children’s Centre for 2017/18 only or for 2017/18 and withdraw the 2018/19 offer of funding; and/or

- (d) agree to reallocate the £4,000 from the Cambourne Church / Children's Centre for 2017/18 to the Community Chest, return the funding to the General Fund or vire the amount to another budget; and/or
- (e) agree to include the Community Housing Fund and the Community Energy Fund in future grant reports.

Implications

- 14. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

Legal

- 15. Arrangements are in place with grant recipients, which should be followed, if a variation or discontinuation of funding is agreed.

Consultation responses

- 16. None.

Effect on Strategic Aims

- 17. Ensure that South Cambridgeshire continues to offer an outstanding quality of life for our residents: the grant programmes promote a good quality of life for all residents, assisting directly or indirectly through voluntary organisations schemes which help overcome the challenges faced by residents imposed by age, infirmity, disability, low income or rurality.

Background Papers

Leaders Portfolio Meeting, 1 Feb 2013

<http://modern.gov/ieListDocuments.aspx?CId=883&MId=5969&Ver=4>

Leaders Portfolio Meeting, 16 December 2016

<http://modern.gov/ieListDocuments.aspx?CId=883&MId=6680&Ver=4>

Leaders Portfolio Meeting, 28 January 2016

<http://modern.gov/ieListDocuments.aspx?CId=883&MId=6699&Ver=4>

Report Author: Siobhan Mellon – Development Officer
Telephone: (01954) 713395

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Grant programmes Q1 & Q2, 2017-18

(a) Supporting Parishes and Communities

(i) Community Chest

The Community Chest provides grants of up to £1,000 to community groups, charities and parish councils towards the costs of projects, equipment or work to improve the quality of life for South Cambridgeshire residents.

£55,000 was originally available through the Community Chest for 2017-18. An additional £30,000 was made available at the Finance & Staffing Portfolio Holder meeting held on 22 August 2017 from the now closed Capital Grants programme. The additional sum had been allocated through the Capital Grants programme to a project which had not, in the end, taken place.

In Q1 and Q2 of 2017/18, £58,209.38 was awarded from the Community Chest to 68 organisations. A summary of allocations will be presented in the end of year grants report.

STATUS: ON TRACK

(b) Voluntary Sector – Advice and other grants

(i) Service Support Grants

1. General Welfare Advice and Specialist Advice

Funding is granted under this theme for the provision of free, independent, confidential advice and advocacy in two categories:

- i. to residents on their rights and responsibilities in the areas of debt, benefits, employment, housing, legal and relationship/family matters (General Welfare Advice)
- ii. to residents who are disabled, to carers and to families with disabled children (Specialist Advice)

Funding for the delivery of General Welfare Advice and Specialist Advice was allocated to four Citizens Advice Bureaux (CABx) as shown below:

Table 1

		2016/17 (£)	2017/18 (£)	2018/19 (£)	Total (£)
Cambridge and District CAB	<i>General</i>	52,000	52,000	52,000	165,750
	<i>Specialist</i>	3,250	3,250	3,250	
North Herts CAB	<i>General</i>	16,800	16,800	16,800	53,550
	<i>Specialist</i>	1,050	1,050	1,050	
Suffolk West CAB	<i>General</i>	5,600	5,600	5,600	17,850
	<i>Specialist</i>	350	350	350	
Uttlesford CAB	<i>General</i>	5,600	5,600	5,600	17,850
	<i>Specialist</i>	350	350	350	
Totals		85,000	85,000	85,000	255,000

The four CABx report jointly with Cambridge and District CAB compiling the report on behalf of the others.

Specific measures agreed with the four CABx for Year 2 of the funding agreement were as follows, to:

- Provide a free advice service to South Cambridgeshire residents, recording all client data (using the PETRA reporting system), tracking the number of people helped, topic of advice and repeat visits
- Log outcomes from the advice given, recording the value of income gained, problems resolved, homelessness prevented, and effect on clients
- Measure and record client satisfaction with the services provided and record customer complaints
- Report the nature and number of advice requests generated through the touchscreen kiosks and tablets forming one element of the outreach strategy
- Monitor, on a monthly basis, the quality of advice given, to ensure the advice consistently meets the criteria set out by the CiTA QAA system

All specific measures were delivered during Q1 and Q2.

Headline figures for services provided by the four CABx for South Cambridgeshire residents during Q1 and Q2 2017/18 are as follows.

1672 clients attended advice sessions
 6677 advice sessions provided (most issues require more than one session)
 5131 questions answered/issues addressed
 £1,642,588 income gains for clients
 £1,513,823 money restructured for clients

£243,991 additional funding for CABx made possible thanks to SCDC grant

Figures for Q1 and Q2 2016/17 are given below for comparison:

1836 clients attended advice sessions
 4725 advice sessions provided (most issues require more than one session)
 £1,725,213 income gains for clients

A full report including case studies is provided in appendix 2.

STATUS: ON TRACK

2. Community Transport

Funding is provided for the delivery, development and promotion of Community Transport services within South Cambridgeshire and for South Cambridgeshire residents.

Funding for Community Transport services was allocated to three organisations as shown below:

Table 2

	2016/17 (£)	2017/18 (£)	2018/19 (£)	Total (£)
The Voluntary Network/3CT (Three Counties Transport)	3,835	3,835	3,835	11,505
Royston and District Community Transport (RDCT)	3,165	3,165	3,165	9,495
Care Network	8,000	8,000	8,000	24,000
Totals	15,000	15,000	15,000	45,000

Taking each organisation in turn,

The Voluntary Network

The Newmarket based Voluntary Network deliver community transport services for residents in the southeast of South Cambridgeshire through the operation of Three Counties Transport (3CT), formerly Haverhill Community Transport. Services comprise:

- a community car service providing by volunteer drivers using their own cars and enabling door to door transport for medical journeys (usually hospital appointments).
- A Dial-a-Ride minibus service providing door to door transport for those who find it difficult to use public transport

- Minibus hire for groups including non profit organisations and residential homes

Specific measures agreed with the Voluntary Network for Year 2 of the funding agreement were as follows, to:

- Maintain a steady flow of new members
- Recruit new group members eg residential homes and non-profit making local groups
- Maintain a steady flow of new voluntary car drivers covering South Cambridgeshire
- Publicise actively the services of 3CT to key potential client groups
- Deliver at least one presentation to a new group to promote services and work with the Council to identify groups.
- Share good practice with other service providers and co-deliver the implementation of the South Cambridgeshire Community Transport Strategy
- Provide monitoring information by village and report on marketing activity
- Deliver services in line with the Cambridgeshire County Council guidelines for community transport services

All specific measures agreed with the Voluntary Network for Year 2 of the funding agreement continued to be delivered during Q1 and Q2. Leaflets promoting the service have been dropped in Linton, Abington and Horseheath. Two new individual members and two new group members (Alexwood House and Bircham House) have been recruited.

Trip numbers during Q1Q2 of 2016/17 are provided in appendix 2.

STATUS: ON TRACK

Royston and District Community Transport (RDCT)

Royston based RDCT deliver community transport services for residents in 57 South Cambridgeshire parishes, mainly those in the southwest, through the operation of a community car service, minibus and a wheelchair accessible multi-purpose vehicle (MPV).

Specific measures agreed with RDCT for Year 2 of the funding agreement were as follows, to:

- Provide monitoring information by village of journeys undertaken in South Cambridgeshire, and relate to baseline figures for 2016/17
- Promote the uptake of RDCT services in South Cambridgeshire, through targeted publicity and presentations (at least one per quarter)

- Promote volunteering to support RDCT South Cambridgeshire services in communities to meet demand for services, through targeted publicity and presentations (at least one per six months)
- Continue to work with South Cambridgeshire District Council and others to explore opportunities to develop DRT style services

All specific measures agreed with RDCT for Year 2 of the funding agreement were delivered during Q1 and Q2.

Headline figures for services provided by RDCT are as follows:

2982	journeys made by South Cambridgeshire residents
426	residents of South Cambridgeshire use the service
55%	of service users are regular users
57	parishes covered
49	volunteer drivers operating in South Cambridgeshire
4	presentations given to promote the service; also poster placements and press coverage

STATUS: ON TRACK

Care Network

Care Network provides help for older, isolated and vulnerable people – enabling them to remain independent and maintain social contact with friends and the community.

SCDC has funding agreements with Care Network to support Community Transport and also Independent Living (reported below).

Specific measures to support Community Transport agreed with Care Network for Year 2 of the funding agreement were as follows, to:

- Deliver six short Community Car training and networking events, delivered each year for South Cambs car scheme drivers and coordinators
- Provide on-going 121 support to the existing car schemes in South Cambs, recording the nature of the enquiry, the advice given and the outcome for the scheme
- Target support for car schemes identified as at risk on Care Network's Resilience measure
- Represent Community Car Schemes across the county at relevant meetings and events, to share good practice with other service providers and co-deliver the implementation of South Cambridgeshire District Council's Community Transport Strategy
- Represent Community Car Schemes with strategic partners such as hospitals with a view to improve barriers raised by the schemes

- Provide one community car scheme case study with each 6 month monitoring report

Care Network are on track to deliver all specific measures by the end of the year. Both the Community Development Manager and the South Cambridgeshire Community Development Worker moved on from their posts earlier this year; both vacancies have been filled and the new staff members have settled in quickly.

Headlines for services provided by Care Network under the Community Transport theme are as follows:

- 30 car schemes supported
- New training on how to assist passengers with dementia has been developed and is being rolled out; an information leaflet has also been produced
- The new South Cambridgeshire Worker has met with car schemes and is progressing a number of issues including regarding Addenbrookes car passes; and regarding a new App for car scheme users to book journeys

A full report can be found in appendix 2.

STATUS: ON TRACK

3. Independent Living

Funding is provided under this theme for the delivery of services that allow residents to maintain their independence; reduce rural isolation; tackle loneliness, depression and isolation; and offer support to carers.

Funding for the delivery of services to support independent living was allocated to four organisations as shown below:

Table 3

	2016/17 (£)	2017/18 (£)	2018/19 (£)	Total (£)
Arts and Minds	2,500	2,500	2,500	7,500
Care Network	6,500	6,500	6,500	18,500
Cambs Older People's Enterprise (COPE)	4,000	4,000	4,000	12,000
Disability Information Service Hunts (DISH)	3,000	3,000	3,000	9,000
Totals	16,000	16,000	16,000	48,000

Arts and Minds

Arts and Minds provide therapeutic arts interventions for adults and young people experiencing depression and anxiety.

Specific measures agreed with Arts & Minds for Year 2 of the funding agreement were as follows, to provide:

- Three series of Arts on Prescription in Cambridge and one series in a hub outside of Cambridge, for adults experiencing depression, stress or anxiety, to be attended by a total of at least 21 South Cambridgeshire residents, each series to be led by a professional artist and a qualified counsellor and to include at least 12 two hour sessions and a visit to a local heritage site or gallery
- A written report of progress at the end of the first two quarters (October 2017) and then for the last two quarters (at April 2018)

As of the end of Q2 one series of Arts on Prescription in Cambridge had reached completion. Two more series, one in Cambridge and one in St Ives, had started. A total of twelve participants from South Cambridgeshire had attended, or were attending, these sessions.

A full report is included in appendix 2. This includes information about the Arts on Prescription for Young People programme which ran during the summer term in three schools in Cambridgeshire, one of which was Swavesey Village College. The programme is currently running in Melbourn Village College.

STATUS: ON TRACK

Care Network

Care Network provides help for older, isolated and vulnerable people – enabling them to remain independent and maintain social contact with friends and the community.

SCDC has funding agreements with Care Network to support Independent Living and also Community Transport (reported above).

Specific measures agreed with Care Network for Year 2 of the funding agreement under the Independent Living theme were as follows, to:

- Provide general support to 22 community social groups or schemes that in turn support older and vulnerable people, through newsletters, other mailings and invitations to training and events
- Work closely to support at least six groups or schemes tackling loneliness and/or depression or supporting people with dementia or their carers. This is

likely to include both working with communities to establish new groups or schemes and supporting existing groups or schemes to sustain themselves or expand and may include one or more intergenerational projects.

- Maintain a physical base in South Cambridgeshire, with staff ready to respond to enquiries and facilities such as meeting room, photocopying etc available to local groups
- To ensure the opportunities for volunteering in South Cambridgeshire are well publicised and promoted
- To capitalise on links with other voluntary organisations and evidence joint working, the sharing of information and signposting of volunteers to other groups, to include attendance at Local Health Partnership meetings and events
- To provide one social group case study with each six month monitoring report

Care Network are on track to deliver all specific measures by the end of the year.

Headline achievements in South Cambridgeshire

- 215 contacts made
- 65 groups supported
- 2000 people receiving Care Network newsletter
- Two dementia singing groups supported (Sawston and Landbeach)
- Farming Memories group at Wimpole Home Farm supported
- New dedicated Volunteer Manager post created

A full report can be found in appendix 2.

STATUS: ON TRACK

Cambridgeshire Older People's Enterprise (COPE)

COPE promotes the interests of people aged 50 and over, through signposting, consultation, co-ordinating and advocacy, with the aim to reduce social exclusion, challenge ageism, promote active ageing, reduce isolation and demonstrate what older people can do.

Specific measures agreed with Care Network for Year 2 of the funding agreement were as follows, to:

- Disseminate news and information of interest to older people in South Cambridgeshire
 - Produce a bi-monthly newsletter and circulate to members, libraries, GP surgeries, and other groups for older people
 - Provide representation for older people of the district
- Provide representation for older people in South Cambridgeshire

- Provide representation on appropriate bodies including South Cambridgeshire's Local Health Partnership and relevant local government scrutiny committee meetings. Respond to consultations including those of the Cambridgeshire Health and Wellbeing Board
- Provide an older people's forum meeting, (which may include the COPE AGM)
- Run one or more campaigns to promote the interests of older people
- Provide a social programme attracting participants from South Cambridgeshire
 - Host monthly meetings encouraging social interaction, friendships and self-help, thereby reducing isolation and loneliness. Record the number of South Cambridgeshire residents attending
 - Organise monthly outings, encouraging social interaction, friendships and self-help, thereby reducing isolation and loneliness. Record the number of South Cambridgeshire residents attending

COPE are on track to deliver all specific measures by the end of the year.

They have produced three 20 page newsletters and distributed these by post to 1800 members and to all GP surgeries in South Cambs; and by email to a further 300 members. Copies have been distributed to various clubs and centres by hand, especially in Trumpington and Cherry Hinton.

Representation for older people has been provided through work in partnership with the Campaign to End Loneliness, which has launched the first phase of work to tackle loneliness in Cambridgeshire with two public meetings on the subject of loneliness. The COPE AGM in July provided a forum for the views of older people to be heard. This was attended by Age UK, Care Network and the Fire Service as well as over 50 COPE members.

COPE has continued to provide a social programme, with monthly bring-and-share lunches held at St Luke's church, Victoria Rd, Cambridge, in Queen Edith's and in St Ives. Outings have been organised to Shuttleworth, Southwold, Oakington Garden centre, Jordan's Mill, Biggleswade and Waddesdon Gardens, and a boat trip on the river Cam has also taken place. South Cambridgeshire residents are amongst those attending these events.

STATUS: ON TRACK

Disability Information Service Huntingdonshire (DISH)

DISH provides advice, information and advocacy services to people with disabilities, carers and families with disabled children in South Cambridgeshire. The organisation undertakes home visits in order to complete assessments and applications, holds office based interviews and provides over the phone advice. It prepares appeals and provides representation for clients.

Specific measures agreed with DISH for Year 2 of the funding agreement were as follows, to:

- Make at least 15 home visits to complete assessments and applications
- Provide at least 15 face to face advice at DISH offices
- Provide a telephone advice and signposting service, dealing with at least 90 enquiries
- Prepare and take to court at least 3 benefits appeals
- Monitor the effectiveness of services provided, conducting an annual client survey providing qualitative information
- Provide at least one case study with each 6 month activity report
- Record using the AIMS database the sum of benefits obtained for clients on an annual basis

DISH are on track to meet or exceed all specific requirements.

Headline figures are shown in the table below with earlier data for comparison.

Table 4

	Yr 1 Q1 Q2	Yr 1 Q3Q4	Yr 2 Q1Q2	SCDC requirements
Home Visits	12	16	7	15 per year
Face to face advice at DISH office	182 visits (32 clients)	65 visits (25 clients)	80 visits (by 20 clients)	15 per year
Phone and signposting	107 contacts (30 clients)	124 contacts (38 clients)	122 contacts (33 clients)	90 per year
Support of appeals	3	3	5	3
Database entries	308	254	300	150 per year
Benefit payments accessed as a result of DISH £	16,002.70	£39,425.50	£66,237	£12,000 per year

A full report is provided in appendix 2.

After DISH submitted their half year report, we received a letter from the chairman of DISH, with news that the manager of DISH, Audrey Gattford, is to retire shortly. DISH are hopeful of being able to appoint to this, and a new post in the near future. There may be a short period in the New Year whilst new staff are familiarising themselves with DISH and their clients.

STATUS: ON TRACK

4. Support for Parishes and Communities

Funding is provided under this theme for organisations providing services and support to local community groups and charitable bodies which are themselves providing services for South Cambridgeshire residents.

All funding under this theme was allocated to Cambridge Council for Voluntary Service (CCVS).

Table 5

	2016/17 (£)	2017/18 (£)	2018/19 (£)	Total (£)
CCVS	10,000	10,000	10,000	30,000

Specific measures agreed with CCVS for Year 2 of the funding agreement were as follows:

- Organisational development - improvements in the confidence and knowledge of people who run local community and voluntary activities.
 - Step by step support and advice with start-ups, growth and service development for all groups that need it to include 1-2-1 support, email and phone support and access to factsheets and information
 - Advice, information and support on all aspects of financial management to small community and voluntary organisations to ensure they meet their legal requirements and the requirements of any funders
 - One training, information and advice giving event per patch (3 in total) to cover topics highlighted by the CCVS annual survey and agreed with South Cambs District Council, which will also include funding elements and 121 support if requested
 - One attendance at up to 6 SCDC-led patch or districtwide events if requested by SCDC to provide advice, information and support to local community and voluntary organisations (and/or parish councils if relevant to the work of CCVS)
- Representation – provision of a collective voice for the voluntary and community sector, offering expert and impartial representation, so that the views of the sector be taken into account as statutory policy makers make decisions
 - Representation on the South Cambs Local Health Partnership
 - Representation on the CDRP
 - Representation at other occasional and ad hoc district forums and meetings that require a VCS voice
- Networking and communications - sharing knowledge and experience within the sector; bringing people together to share common issues, identify complementary activities and develop joint solutions:
 - 11 newsletters sent to all contacts. These will include updates on good practice as well as local and national news and information

- Regular e-bulletins to all CCVS members giving them additional local information, news and advice
- 11 funding bulletins to CCVS members
- Social media updates and promotion
- 2 newsletters to local councillors to promote CCVS and the work of the sector
- 2 newsletters to parish clerks to promote CCVS and the work of the sector
- Communicate by any or all of these means to share appropriate information and consultation opportunities highlighted South Cambridgeshire District Council

CCVS has continued to deliver all measures agreed.

Headline figures are as follows:

110 support sessions have been delivered for organisations that work in South Cambridgeshire, of which 21 of these were one-to-one sessions.

28 Finance and Fundraising sessions have been delivered.

One training, information and advice giving event has been held, in Sawston on 10th July, attended by 12 people who all rated the event as excellent or good. Further events are planned for Swavesey and Cambourne in the second half of the financial year.

CCVS have attended CDRP, LHP and Children and Young People's partnership meetings to provide a collective voice for the voluntary and community sector.

CCVS have shared knowledge and experience within the sector, sending out 6 editions of the monthly newsletter, 12 e-bulletins to members, 3 bulletins to the CEO group, 5 editions of the funding bulletin that is produced in partnership with other county CVS, 1 bulletin to all councillors and 2 bulletins to all parish clerks. The website has been regularly updated and Twitter and Facebook feeds kept busy.

A full report is provided in appendix 2.

STATUS: ON TRACK

5. Fit to Learn

Funding is provided under this theme to support the delivery of services that help pre-school children develop strength; co-ordination; language and communication skills; and good mental health.

Funding under this theme was allocated to two organisations as shown in Table 16.

Table 6

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
Cambourne Church	4,000	4,000	4,000	12,000
Home Start Royston & South Cambs	4,000	4,000	4,000	12,000
Total	8,000	8,000	8,000	24,000

Cambourne Church / Children's Centre

The Cambourne Church project is a collaboration with the Bassingbourn-Melbourn-Cambourne Children Centres Group to deliver a 'Ready Steady Go' school readiness programme to children identified as most in need of the intervention.

Specific measures agreed with Cambourne Church for Year 2 of the funding agreement were as follows:

- To identify and recruit a further ten children from Cambourne and 10 from the Melbourn area, within the 20% lowest scoring band on the Early Years Foundation Stage (EYFS) Profile
- A family worker to meet with all parents in this cohort, at the outset of the program and a play worker to work with each individual child
- To provide sessions for parents, and for parents with their children, either as a course, or one-to-one as meets the need, to empower the parent to be their child's first educator and help the child become ready for school.
- To assess children in terms of progress made, through the EYFS framework
- To provide a written report of progress at the end of the first two quarters (October 2017) and then for the last two quarters (at April 2018)

As of the end of October, the Children's Centre had not yet recruited to the programme. They have had a number of staffing issues, which, with the recent reconfiguration of Children's Centres and staff consultation, they have not been able to resolve quickly, and which have had an impact on capacity. The Children's Centre had been hoping to recruit to the programme before the Christmas break.

However, on 01 December we received an email from the Children's Centre manager indicating that due to continuing staff capacity issues that are unlikely to be resolved within the financial year, it was likely that they would need to pull out of their commitments under the Fit to Learn programme for 2017/18. At the time of submitting the report no further communication had been received.

STATUS: NO PROGRESS DURING 2017/18

Home Start Royston and South Cambridgeshire

Home-Start Royston & South Cambridgeshire provide support to families in crisis or under stress. They have been funded to roll out the Big Hopes Big Future school readiness programme to ten families in South Cambridgeshire.

Specific measures agreed with Home Start for Year 2 of the funding agreement were as follows, to:

- Deliver a volunteer training event
- Hold briefing sessions for Health Visitors on the aims of the programme and the referral process
- Match a volunteer to each family identified, who will provide them with weekly support sessions (for between four and six months)
- Provide 6 weekly volunteer supervision (undertaken by the scheme coordinator) for the duration of the support
- Monitor the effectiveness of the services provided; the coordinator will conduct a review visit with each family supported every three months and at the end of support record the feedback from the family through a review questionnaire, in a final meeting between the family and the coordinator
- Provide a written report of progress at the end of the first two quarters (October 2017) and then for the last two quarters (at April 2018).

As of the end of September, progress was on track for all measures to be delivered by the end of the year. A volunteer training event was planned for 7th November, with five volunteers booked to attend. Six families had engaged with the project so far since 01 April.

A full report is provided in appendix 2.

STATUS: ON TRACK

6. Homelessness Prevention

Funding is provided under this theme to support the prevention of homelessness in the district.

Funding under this theme for 2017/18 was allocated to three organisations as indicated below:

Table 7

	2016/17 (£)	2017/18 (£)
Cambridge Cyrenians	1,712	1,717
Cambridge Re-Use (formerly	1,471	1,515

SOFA)		
Cambridge Women's Aid	7,528	8,181
Total	10,711	11,413

Cambridge Cyrenians. The grant from South Cambridgeshire is contributing to the maintenance and upgrade of computers & IT support provided to service users. Cambridge Cyrenians provides a PC and internet access for residents in each of their houses to enable them to bid on-line for housing, apply for benefits and search for work.

In the six months to 30 September Cambridge Cyrenians accommodated two new residents with a connection to South Cambridgeshire.

Cambridge Cyrenians has now recruited a Registered Mental Health nurse to join the staff team, due to the very high incidents of mental health issues they see in their clients.

They have also agreed to taking on a number of move-on houses, currently provided by Riverside Housing. A total of 29 bed spaces will transfer to Cyrenians, plus they will be creating a further 7 bed spaces as part of a programme of development over the following four months. This will enable them to free up valuable bed spaces in their short stay houses, which are the initial point of entry to their services for all homeless applicants.

STATUS: ON TRACK

Cambridge Re-Use provides low cost household goods to low income families in Cambridge and South Cambridgeshire.

During the first half of 2017/2018 a total of 92 people living in the SCDC area accessed the Cambridge Re-use service.

STATUS: ON TRACK

Cambridge Women's Aid's (CWA)

CWA offers a high standard of modern refuge accommodation to women and children. In the first six months for 2017-18, CWA accommodated 25 women and 28 children in refuge. In addition to in house individual support, staff also provided various groups and activities to build women and children's confidence and support their independence.

The outreach service offers a free and confidential service based in the community to support those affected by domestic abuse, either directly or by supporting those who

know them or work with them. Users of the service were offered a range of flexible support options.

The Outreach Project supported 371 people from the following areas:

- South Cambridgeshire 86
- Cambridge City 171
- East Cambridgeshire 45
- Fenland 1
- Huntingdonshire 9
- Out of county 48
- Did not disclose/not recorded 2

A further 103 (29 were South Cambridgeshire residents) were offered support due to their involvement with the police but they declined the help.

CWA offered a highly valued needs led support service that could be accessed through our telephone helpline, one to one appointments with a specialist worker or through one of our many groups on offer.

STATUS: ON TRACK

(c) Housing and Independent Living

(i) Mortgage Advice (Homelessness prevention)

Funding of £8,250 per annum is provided for specific money advice to prevent homelessness.

This funding has been allocated to Cambridge and District CAB to deliver a weekly advice session at South Cambridgeshire Hall. Reporting of this has been combined with the report from Cambridge and District CAB on Service Support Fund grant aided activity.

STATUS: ON TRACK

(ii) Mobile Warden Scheme

Funding of £19,250 to support mobile warden schemes in 2017/18 was allocated by the Health & Environmental Services Portfolio Holder in December 2016 as follows:

Table 8

	Grant Awarded 2017-18(£)
Cottenham Mobile Warden scheme	1050

Harston & District Village Warden scheme	850
Haslingfield Community Warden scheme	250
Histon & Impington Community Warden scheme (Age UK)	2520
Linton Community Warden scheme (Age UK)	2500
Melbourn Mobile Warden scheme	2200
Milton Community Care scheme	2000
The Mordens & Litlington Mobile Warden scheme	2000
'Small villages' Community Warden scheme (Age UK) (Balsham, Western Colville, West Wrattling, Horseheath, West Wickham, Castle Camps and Shudy Camps)	3040
Swavesey Community Warden scheme (Age UK)	1240
Teversham Community Warden scheme (Age UK)	1600
TOTAL	19250

Monitoring of mobile warden schemes is undertaken at the end of the year (usually as part of the application process for further funding).

The application process for funding for schemes in 2018/19 is currently open and will close on 19 January 2018.

STATUS: ON TRACK

(d) Planning and Economic Development

(i) Farmland Museum

Funding of £8,500 per annum is given to support this heritage resource for the benefit of residents as well as further afield for education, recreation and relaxation. The aim is to ensure that the museum is as accessible to as many people as possible and to keep costs to visitors affordable.

Since the last report at the beginning of August the Farmland Museum has been busy with a good number of visitors, for example, family activity days during the summer were well attended, and a medieval weekend in August and the Open Heritage day at the beginning of September each attracted upwards of 300 visitors. The museum reports that the grant from the Council is a key factor in enabling them to continue to provide a valuable resource as plans for the new settlement at Waterbeach unfold, and the role the museum can play in that community is developed. The full report is provided in appendix 2.

STATUS: ON TRACK

(ii) Wildlife Enhancement

The Wildlife Enhancement Scheme (WES) provides grants to parish councils, conservation bodies, community groups to support special activities that conserve, enhance, restore or create habitats or features that sustain biodiversity. Grant allocation is decided by the Consultancy Unit Team Leader in consultation with the Ecology Officer.

The total budget for 2017/18 is £10,500.

As of the end of September, £347.00 had been spent, primarily on pictorial meadow seeding, ('Flower Patches').

Three projects are currently in the pipeline:

1. Great Crested Newt Pond Restoration, Oakington Parish Council : approx. £3,400
2. The Wild Walk Project, Milton Country Park: £1,200
3. Water Vole Habitat Enhancement, Weston Colville: approx: £1000 - 2000

STATUS: ON TRACK

(e) Young People

(i) Young People's Partnership

£10,000 was allocated to the Children & Young People's Area Partnership in 2017/18 to support the delivery of SCDC children, young people and families' priorities.

(ii) Elite Athlete Award scheme

The Elite Athlete Award scheme supports sporting talent. Grant allocation is decided by the Environmental Services Portfolio Holder. The scheme closed for applications on 30 November. Allocations will be made in January 2018.

STATUS: ON TRACK



Joint Bureau Half Year 2017/18 Report for South Cambridgeshire District Council

Figures and case studies have been provided by Citizen Advice North Herts,
Suffolk West CAB, Cambridge and District CAB and Uttlesford CAB.

Summary of key statistics:

Financial outcomes:

Added funding (not client money) levered with SCDC grant to do work
in the area = **£243,991** (this does not include the SCDC grant)

Income gains for clients = **£1,642,588**

Money restructured for clients = £ 1,513,823

South Cambridgeshire DC people seen = **1672**

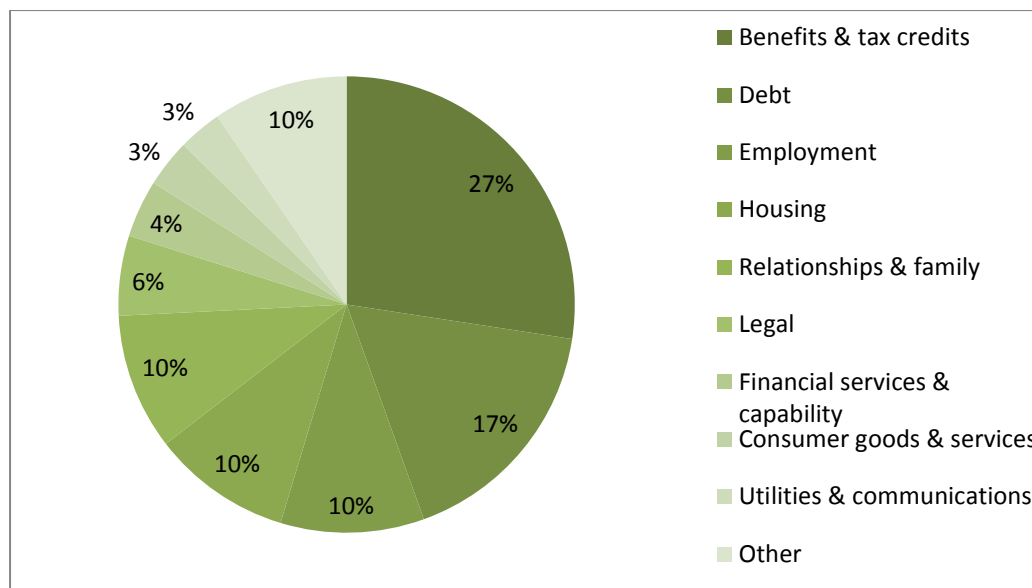
Amount of work generated by them = times seen (most need more than
one session to get to point of resolution) = **6677**

Questions answered/ advice issues = **5131**

Advice Issues: 5131

Breakdown of the issue codes:

Advice Issue Codes	Total
Benefits & tax credits	1430
Benefits Universal Credit	39
Consumer goods & services	176
Debt	891
Discrimination	53
Education	19
Employment	531
Financial services & capability	213
Health & community care	97
Housing	515
Immigration & asylum	88
Legal	295
Other	98
Relationships & family	504
Tax	55
Travel & transport	51
Utilities & communications	161
Grand Total	5131



Measure of the level of work in all bureaux:

Contacts	
Information	<i>1604</i>
Advice	<i>845</i>
Advice and limited action	<i>123</i>
Advice and referral	<i>33</i>
Generalist casework	<i>111</i>
Specialist casework	<i>2251</i>
Not recorded	<i>1710</i>
Grand Total	<i>6677</i>

NB: We have seen a considerable increase in benefit appeal and representation work. It can take up to 3 full days to support someone all the way to tribunal.

The vast majority of the work that the 4 bureaux do is casework which is time consuming and often lengthy. This reflects the fact that the problems that people bring are much more complex than in the past and also frequently interlinked with other matters.

Advice Issue Codes	Total
Benefits & tax credits	1599
Benefits Universal Credit	39
Consumer goods & services	179
Debt	998
Discrimination	53
Education	20
Employment	554
Financial services & capability	231
Health & community care	111
Housing	534
Immigration & asylum	91
Legal	301
Other	103
Relationships & family	524
Tax	56
Travel & transport	54

Utilities & communications	176
Grand Total	5632

Interactive help:

This period we had 2,987 clients using our 5 touchscreens located in South Cambridgeshire. They have visited about 8,925 pages. Locations of the units are: Cambourne Church, South Cambs DC, Melbourn, Gamlingay and Sawston.

Our new website was visited 11,381 times by 8,438 users from April to September. 45% of users has been recognised as located in South Cambridgeshire.

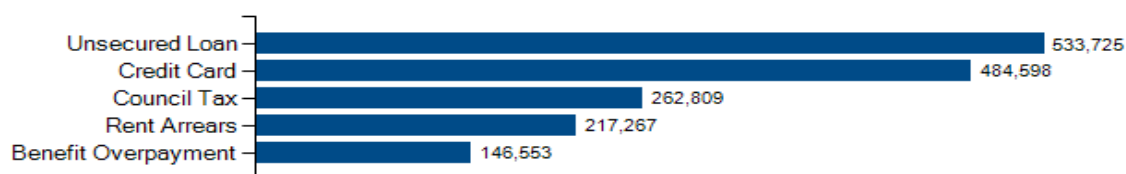
We have answered 267 enquiries sent to us via email.

In the period we have answered 1,347 phone calls from clients which is 30% of total demand – we still have a way to go to meet phone call demand !

Benefits and Debt

Financial Outcome Category	No of Unique Clients	Number of Outcomes	Total £ amount recorded
Debts written off	114	135	£1,464,774
Income gain	482	686	£1,642,588
Income loss	3	3	£6,354
Re-imbursments, services, loans	73	112	£31,433
Repayments rescheduled	16	25	£11,262
Total	615	961	

Client Debts by Category top 5 by amount



Breakdown of benefits outcomes:

Benefits	Outcome	Total £ amount recorded	No of Unique Clients	Number of Outcomes
02 Income Support	Benefit / tax credit gain - a new award or increase	£43,284	11	12
	Benefit / tax credit gain - award or increase following revision or appeal	£3,509	1	2
	Total	£46,793	11	14
02 Standard element	Benefit / tax credit gain - a new award or increase	£3,814	1	1
	Total	£3,814	1	1
03 Housing element	Benefit / tax credit gain - a new award or increase	£1,349	1	1
	Other (financial)	£907	1	1
	Total	£2,255	2	2
03 Pension Credit	Benefit / tax credit gain - a new award or increase	£21,525	4	5
	Total	£21,525	4	5
07 Housing Benefit	Benefit / tax credit gain - a new award or increase	£127,928	40	44
	Benefit / tax credit gain - award or increase following revision or appeal	£10,829	6	6
	Benefit / tax credit gain - Money put back into payment	£32,236	12	14
	Other (financial)	£9,539	15	15
	Total	£180,531	69	79
08 Child Benefit	Benefit / tax credit gain - a new award or increase	£7,676	5	6
	Benefit / tax credit gain - Money put back into payment	£1,076	1	1
	Total	£8,753	6	7
10 Working & Child Tax Credits	Benefit / tax credit gain - a new award or increase	£60,675	15	15
	Benefit / tax credit gain - award or increase following revision or appeal	£4,277	1	2
	Benefit / tax credit gain - Money put back into payment	£3,371	1	1
	Total	£68,323	17	18
11 Jobseekers Allowance	Benefit / tax credit gain - a new award or increase	£19,109	8	8
	Total	£19,109	8	8
13 State Retirement Pension	Benefit / tax credit gain - a new award or increase	£19,078	3	3
	Total	£19,078	3	3
15 Disability Living Allowance	Benefit / tax credit gain - a new award or increase	£57,098	8	17
	Benefit / tax credit gain - award or increase following revision or appeal	£13,587	3	5
	Benefit / tax credit gain - Money put back into payment	£2,894	1	1
	Total	£73,578	11	23
17 Attendance Allowance	Benefit / tax credit gain - a new award or increase	£72,491	20	22
	Total	£72,491	20	22
18 Carers Allowance	Benefit / tax credit gain - a new award or increase	£45,423	13	14
	Total	£45,423	13	14

19 Employment Support Allowance	Benefit / tax credit gain - a new award or increase	£335,105	61	70
	Benefit / tax credit gain - award or increase following revision or appeal	£193,414	31	37
	Benefit / tax credit gain - Money put back into payment	£26,318	8	8
	Other (financial)	£2,730	1	1
	Total	£557,567	95	116
20 Universal credit	Benefit / tax credit gain - Money put back into payment	£4,510	1	1
	Total	£4,510	1	1
21 Personal independence payment	Benefit / tax credit gain - a new award or increase	£836,354	170	283
	Benefit / tax credit gain - award or increase following revision or appeal	£177,570	39	58
	Benefit / tax credit gain - Money put back into payment	£6,324	3	3
	Total	£1,020,249	205	344
22 Localised social welfare	Other (financial)	£505	2	2
	Total	£505	2	2
23 Council tax reduction	Benefit / tax credit gain - a new award or increase	£21,186	21	21
	Benefit / tax credit gain - award or increase following revision or appeal	£1,635	3	3
	Benefit / tax credit gain - Money put back into payment	£1,166	1	1
	Other (financial)	£3,898	2	2
	Total	£27,884	27	27
99 Other benefits issues	Benefit / tax credit gain - a new award or increase	£20,848	5	6
	Other (financial)	£928	3	3
	Total	£21,776	8	9
Total	£2,194,165	426	695	

Monitoring Information

Gender	Clients	%
Female	950	58%
Male	684	42%
Trans	3	0%
Trans - Female	0	0%
Trans - Male	1	0%
Unknown\Not Recorded	34	
Total	1672	100%

Age Profile	Clients	%
0 – 16	1	0%
17 – 24	83	5%
25 – 34	318	19%
35 – 49	551	33%
50 – 64	467	28%
65 – 74	183	11%
75 – 84	67	4%

85 +	1	1%
Not recorded		
Total	1672	100%

Ethnic Origin	Clients	%
BAME	170	11%
White	1370	89%
Not Recorded\Unknown	132	
Total	1672	100%

Ethnic Origin	Clients	%
Asian or Asian British - Bangladeshi	10	1%
Asian or Asian British - Chinese	16	1%
Asian or Asian British - Indian	20	1%
Asian or Asian British - Other	16	1%
Asian or Asian British - Pakistani	6	0%
Black or Black British - African	23	1%
Black or Black British - Caribbean	15	1%
Black or Black British - Other	4	0%
Mixed - Other	17	1%
Mixed - White & Asian	4	0%
Mixed - White & Black African	3	0%
Mixed - White & Black Caribbean	15	1%
Other - Any Other	22	1%
Other - Arab	3	0%
White - British	983	64%
White - English	197	13%
White - Gypsy or Irish Traveller	7	0%
White - Irish	13	1%
White - Northern Irish	3	0%
White - Other	154	10%
White - Scottish	8	0%
White - Welsh	1	0%
Declined to Reply	27	
Unknown	105	
Not recorded/not applicable		
Total	1672	100%

Disability	Clients	%
Disabled	112	8%
Long-term health condition	375	27%
Not disabled/no health problems	902	65%

Not recorded/not applicable	0	
Unknown/withheld	283	
Total	1672	100%

Type of Disability	Clients	%
Cognitive Impairment	3	1%
Deaf	3	1%
Hearing Impairment	4	1%
Learning Difficulty	13	3%
Mental Health	124	28%
Physical Impairment (non-sensory)	75	17%
Visual Impairment	7	2%
Long-Term Health Condition	168	38%
Multiple Impairments	17	4%
Other Disability or Type Not Given	31	7%
Not recorded/not applicable	1227	
Total	1672	100%

Case Studies

Benefits

Mr P from Steeple Morden came to Citizens Advice to ask if we would help him with a benefit appeal. He was diagnosed in 2014 with a progressive disease for which there is no known cure. Since 2014, his symptoms have been developing rapidly and he is not responding to treatment.

Up until earlier this year, Mr. P, as well as being in receipt of high rate care and mobility personal independence payment, was also in receipt of employment and support allowance (ESA). He had been receiving this since giving up work in 2015, due to the symptoms of his disease negatively affecting his ability to work.

This year he was asked to complete another questionnaire and attend another work capability assessment. Despite the deterioration in his condition and the way that it affects him, the department of work and pensions found him to be fit for work and the previous decision to award him ESA was superseded by the decision maker. Mr. P immediately requested a mandatory reconsideration and provided additional evidence. The mandatory reconsideration upheld the decision.

After spending time with Mr. P in an appointment, it was evident to us that he met the criteria for ESA and that there would be merit in taking the case to appeal. We gathered evidence from Mr. P's GP and consultants and sent a written submission to HM Courts and Tribunal Service. The court telephoned Mr. P on the day of the tribunal and informed him that they had decided to find in his favour and to award him Employment and Support Allowance and that he did not need to attend the hearing.

Mr. P was quite emotional when he telephoned to advise us of this and thanked us for our help. He said that he would never have had the mental strength to do it on his own and it has now given him enough of a lift to start making plans for his future caring needs.

Debt

Miss E lives in housing association accommodation with her adult son. Her son works but has a zero hours contract and his income fluctuates drastically. Many weeks he is unable to contribute towards his keep and this has been a contributory factor in Miss E amassing debt, mainly council tax and credit card. Mrs E also suffers with severe anxiety and depression and is unable to work as a result of this which has exacerbated her debt problems.

Mrs E came to us in desperation as she didn't know which way to turn. We were able to speak to her local council and hold any further action whilst we looked at her income and expenditure and advise on debt options. We established that Miss E met the criteria for a Debt Relief Order. After informing her of all advantages and disadvantages as per the national Debtline guide, Miss E decided to proceed with this option, preferring to 'wipe the slate clean'. The debt relief order application has been submitted and we are confident that it will be granted.

We were also able to assist Miss E create a realistic budget which will help keep her out of debt in the future. She has informed us that she is already feeling much more positive and able to cope with life in general. .

Financial Capability

Client is a single pensioner in Linton who had been unaware until she came to see us that she was entitled to Pension Credit (guarantee), Housing Benefit and Council Tax Reduction, and had been struggling to pay her rent and council tax. We did a benefit check for her, and helped her to make an online claim for HB and CTR since she had no access or understanding of computers. The total increase in her income was £767.16 per month, and she had difficulty believing it! Our financial capability team are now talking to her about the savings in energy costs she can achieve having been with British Gas all her life, paying by quarterly bill.

Energy case

We have been looking at energy costs for a number of South Cambs residents. Amongst them were three clients from Linton and Balsham; two couples were elderly and one single resident was under 65 but vulnerable due to difficulties in managing to pay for her fuel, having developed arrears. Their joint saving was £915.59 per year, an average of just over £300 per year per household. As well as identifying the cheapest supplier/tariff with people and helping them to switch if needed, we also make them aware of the Priority Services Register, grants available, and the Warm Home Discount.

Benefit Check

B came to see us for a benefit check. She suffered from a physical disability and depression and as such had been receiving Employment support allowance. However after taking on a new job, her entitlement had been reassessed and she had been notified that she was no longer to receive this benefit

This was a worry for B financially, but she was keen to continue to work as she found the social interaction helpful and her self-confidence had improved. Therefore she did not wish to appeal the decision, but having received conflicting advice about the impact of her working hours on her benefit entitlements, she wanted our help to clarify her situation.

Our adviser worked through B income and carried out a benefit check. As she was near pensionable age, they also considered her forthcoming pension entitlement. Together they discussed three different scenarios. Our adviser was able to show B that although she would be better off by working more hours, this would be counterbalanced by benefit reductions.

As B was soon to turn 60, her situation would shortly change again. She was advised to contact her pension provider for more detail and return for a new benefit check to be carried out.

Barbara was pleased that she now understood the options available to her, which allowed her to make a fully informed choice with regard to her working hours. She agreed to return to the office for further help once the situation with her pension had been clarified.

Home visit disability team

J suffered from severe mental health issues, which made it extremely difficult for him to leave his home. He was referred to the home visit team by his support worker for help to make a claim for personal independence payment.

Our volunteer visited J and helped him to complete the complex form and submit the application. A few weeks later he received a letter from DWP requesting that he attend an interview at a location over an hour away on public transport. This made J extremely anxious and his support worker was adamant that the pressure of this meeting would be detrimental to J mental and physical health.

Our specialist gathered evidence from J GP and support team, which she submitted to DWP to explain why J would be unable to attend the assessment.

Following the submission of this extra evidence, J was notified that he was not required to attend the assessment and was awarded both the daily living and enhanced mobility elements of the benefit. This enabled him to continue to receive the support necessary to manage his day to day needs. J told us that he would not have had the confidence to challenge the DWP without our support.

Housing

R suffered from mental health problems and physical disabilities. He came to us for help with his housing situation. He wished to downsize to a smaller, more accessible property to be closer to his family, who supported and cared for him. He was struggling to manage on his limited income and wished to reduce his outgoings, however was unable to move as the result of historic rent arrears.

Our adviser helped R create a budget to better manage his finances and identified where he could make some savings, for example by renegotiating his car insurance. As well as rent arrears, R also owed money to his utility suppliers, so our adviser helped to negotiate reduced payments.

With his new budget and reduced outgoings, R was able to afford to reduce his rent arrears to a level at which he could apply to move properties.

This allowed him to be closer to his family, which reduced his transport costs; together with his lower rent, this relieved the pressure on his finances. R felt less anxious and with the extra support from his family, his mental health improved.

He is now well on the way to a debt free life. He feels more in control and able to manage his own finances without our support.

Additional funds levered with Council funding in the 6 month period:

Additional funding levered = £182,941 (a mixture of local grant making charities, Lottery, donations earned income and legacies)

Suffolk West, Uttlesford, North Herts and Cambridge and District CABx received additional funding from energy suppliers (via Citizens Advice) to continue delivering Energy Best Deal sessions. Citizens Advice North Herts host a regional Energy Champion for the East of England to support local Citizens Advice to provide information and advice on energy costs and switching energy providers. **The value of the funding is £61,050** (additional to the figure above)

So TOTAL additional funding = £243,991

Funding for clients:

Uttlesford (Saffron Waldon office) office have used the following charities, Saint Peter's Church Fund, the Parkinson Fund, Vicars Relief Fund, Sophie's Fund and Uttlesford Foodbank, to support clients living in South Cambridgeshire.

Other Charities that the other offices have accessed include Central Aid, Edward Storey, Cambridge Local Assistance Scheme, various foodbanks (inc fuel vouchers), Water Trust, Community Foundation, John Huntingdon Charity, and various local/parish charities. (the evidence for this is detailed in the income for clients part of this report – earlier)

Service Update

The drop in sessions on the first and third Thursday mornings of each month continues to operate at Melbourn Hub. They are fairly well attended with the majority of clients presenting with issues that can be dealt with in one visit.

Citizens Advice North Herts' Royston office is continuing to see an increase in clients from the South Cambridgeshire villages. It would seem that these clients have more complex needs and often require at least one appointment, sometimes necessitating casework. A high proportion of these clients have debt and benefit issues and we have recently seen an increase in benefit appeals.

Outreach continues at Sawston now in the new centre 2 days a week (generalist and specialist Debt casework appointments), and at Girton once a week. A drop-in facility has been added to our once a week session at the District Council offices in Cambourne.

An outreach has started at Longstanton GP practice in preparation for moving to the new community of Northstowe and we have plans to develop more outreach in Cambourne as it doubles in size and also in the new community that is planned for Waterbeach.

Community training

We are working with the DC to provide training and 1:1 support for the staff of the council starting with money management and energy switching. The first sessions started in June and will continue on a rolling basis.

Client feedback: We survey clients 6 weeks after they have had advice and these are some of their comments on the service:

I appreciate the mental support I got from CAB

Marvellous team, professional, caring and dynamic. Much impressed.

You have been very helpful and supportive.

Excellent support

Thank you so much to the experts that offer their advice free of charge, for listening and bring helpful. Thank you.

All very helpful

Very smooth. Very efficient and very helpful. It gave me everything I wanted.

I would like to thank the staff for all their support and empathy regarding my issue.

The advisor was kind & professional

Professional.

Very helpful

Excellent service

Trip Count

08/12/2017 13:18:01






01/04/2017 to 30/09/2017

		Completed	Cancelled	Refused	Total
3CT East Cambs Car Service	Balsham CP	18	0	0	18
	Castle Camps CP	3	0	0	3
	Linton CP	3	1	0	4
	Total	24	1	0	25
Cambridge Dial A Ride Haverhill	Balsham CP	32	6	0	38
	Haverhill CP	13	5	0	18
	Hildersham CP	37	10	0	47
	Horseheath CP	44	2	0	46
	Linton CP	108	40	0	148
	West Wickham CP	69	35	0	104
	Total	303	98	0	401
Community Car East Cambridgeshire	Burrough Green CP	23	1	1	25
	Burwell CP	141	4	0	145
	Total	164	5	1	170
Wheels Within Wheels - For East Cambs Residents	Balsham CP	2	0	0	2
	Linton CP	7	0	0	7
	Total	9	0	0	9
Total		500	104	1	605

Care Network

6 monthly report on activity - September 2017

Version 2, 03/08/17

APPENDIX 2 – SERVICES TO BE PROVIDED IN YEAR 2	
Overall Mission	To provide community transport development services and support services to organisations supporting elderly and vulnerable residents of South Cambridgeshire.
Key Deliverables	To develop, deliver and publicise community car scheme training, provide support to individual car scheme and establish new community car schemes to meet the needs of South Cambridgeshire residents. To sustain and develop schemes to support the elderly and vulnerable and encourage an inter-generational approach to support for the elderly within communities.
Specific Measures	Community Transport
	To deliver six short Community Car training and networking events, delivered each year for South Cambs car scheme drivers and coordinators. We have been testing our bespoke training session to drivers and coordinators of Fenland Community Car Schemes and this has been received well. The training is delivered in partnership with a Dementia Friend trainer and focuses on how to assist passengers with a dementia diagnosis. This has been identified by us as a trend throughout car schemes in Cambridgeshire. Sarah Bellow will be booking dates with car schemes in South Cambs to replicate this training. Sarah B has also written a useful information leaflet to give guidance to those travelling with dementia (attached)
	To provide on-going 121 support to the existing car schemes in South Cambs, recording the nature of the enquiry, the advice given and the outcome for the scheme. <ul style="list-style-type: none">  Sarah B introduced herself (new in post) by email to all the car schemes in South Cambs; met with Gavin Moulton at CCC  Eversdens Car Schemes – met with June the Co-ordinator, designed and delivered laminated posters for her to distribute  Dry Drayton, Hardwick and Caldecote Car Scheme – attended AGM; sign-posted to Alan Turner at CCVS for specialist help with their application to the CCC Innovate and Cultivate Fund to progress the development of Car Scheme booking App  Issued new Addenbrookes car passes to car schemes as required; passed on info regarding the new number plate recognition system in place at the hospital  All enquiries recorded on database 'CharityLog'
	To target support for car schemes identified as at risk on Care Network's Resilience measure. ongoing
	To represent Community Car Schemes across the county at relevant meetings and events, to share good practice with other service providers and co-

	<p>deliver the implementation of South Cambridgeshire District Council's Community Transport Strategy.</p> <p>Ongoing - visiting and giving talks and AGMs</p>
	<p>To provide one community car scheme case study with each 6 month monitoring report.</p> <p>Sarah Bellow was delighted to be invited to attend the Dry Drayton, Hardwick and Caldecote Car Scheme AGM. Interested to hear about the development of the App to enable car scheme users to book a journey. Still development work to be undertaken which needed funding and had recently received an email from Gavin Moulton at CCC about the Innovate and Cultivate Fund which is looking to support car schemes this year. Sarah sent the details through to Sheila, the Dry Drayton, Hardwick and Caldecote Car Scheme Co-ordinator and also put them in contact with Alan Turner at CCVS for specialist help with their application to the Fund and to look at the status of the App designer which at present is a private company.</p>
	<p>Independent Living</p>
	<p>To provide general support to 22 community social groups or schemes that in turn support older and vulnerable people, through newsletters, other mailings and invitations to training and events –</p> <p>The Care Network newsletter was distributed to over 2000 people. We continue to promote through social media and twitter weekly. Members of Care Network car schemes have been invited to the AGM in October</p>
	<p>To work closely to support at least six groups or schemes tackling loneliness and/or depression or supporting people with dementia or their carers. This is likely to include both working with communities to establish new groups or schemes and supporting existing groups or schemes to sustain themselves or expand and may include one or more intergenerational projects.</p> <ul style="list-style-type: none"> 📄 Sing to Remember –Sawston – provided with name badges, posters, used Support Cambridgeshire grant tool to signpost co-ordinator to grant providers and talked to local County Councillor about possible Innovate & Cultivate scheme. Publicised group in Carers Trust Mag (group is now at capacity) 📄 Sing to Remember – Landbeach- attended session, discussed support needed – funding for instruments – signposted to Bright Futures Fund and CCVS 📄 Working with Farming Memories in our Community - review the group and move forward – work in progress.
	<p>To maintain a physical base in S Cambs, with staff ready to respond to enquiries and facilities such as meeting room, photocopying etc available to local groups</p> <p>Ongoing facilities in Hardwick</p>
	<p>To ensure the opportunities for volunteering in South Cambridgeshire are well publicised and promoted</p> <p>Care Network has recruited a dedicated Volunteer Manager – now in post. We will be working with Christina Perea to ensure all volunteers receive the best volunteering experience offered within Care Network and giving advice and assistance externally. New 'Do-IT' national volunteering website.</p>
	<p>To capitalise on links with other voluntary organisations and evidence joint working, the sharing of information and signposting of volunteers to other</p>

	<p>groups, to include attendance at Local Health Partnership meetings and events</p> <ul style="list-style-type: none"> ■ Attended Dementia Friends information session with a view to jointly delivering information to car schemes ■ Met with the 7 Parishes Nurse to discuss setting up new community groups using the community café in Balsham ■ Attended at PATCH meeting at SCDC ■ Working with the National Trust to continue the Farming Memories Group at Wimpole Home Farm ■ Attended and run a stall at Future East event.
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Arts & Minds**Report to South Cambridge District Council****Arts on Prescription April to September 2017****SECTION ONE - Arts on Prescription for Working Age Adults**

The first half of the financial year tends to be the quietest for Arts on Prescription as we do not run any sessions for six weeks during the summer. However we ran one series in Cambridge from 25 April to 25 July. The start of a second series, due to run during that period in Huntingdonshire, was delayed to a September start as we were offered the chance to hold it at the newly restored Norris Museum in St Ives which did not open until late Summer. The sessions during the period under review were:

1. Cambridge

Venue: Weekly from 25 April to 25 July.

14 sessions including visits to:

Museum of Archaeology and Anthropology collection, Fitzwilliam Museum and the Botanic Gardens. 16 participants enrolled with 3 South Cambridgeshire residents from Kingston, Trumpington and Impington.

2. Cambridge

Venue: Museum of Archaeology and Anthropology. Weekly from 12 September to 12 December 2017

14 sessions in total – 3 taking place in September.

14 participants enrolled with 6 South Cambridgeshire residents from Fen Ditton, Great Wilbraham, Trumpington, Cambourne, Waterbeach and Histon.

3. St Ives

Venue: Norris Museum, 13 September to 13 December 2017.

14 sessions in total – 3 taking place in September.

17 participants enrolled with 3 South Cambridgeshire residents from Willingham, Cottenham and Milton. .

The sessions were supported by grants from the Heritage Lottery Foundation, Cambridge City Council and the Rayne Foundation as well as South Cambridgeshire District Council.

SECTION 2: Arts on Prescription for Young People

Following two pilot projects in Cambourne and St Neots, Arts & Minds began a roll out of Arts on Prescription for Young People to 10 schools throughout Cambridgeshire. The first three took place from April to July 2017. An ethically approved evaluation programme is continuing to assess the effects and potential benefits of the workshops. The sessions during the Summer Term were:

Netherhall School. Cambridge - 8 participants

Swavesey Village College, Swavesey – 11 participants

Cromwell Community College, Chatteris – 12 participants

A further series is taking place in South Cambridgeshire during the Autumn term, in Melbourn Village College.

24/10/2017 Disability Information Service, Hunts, (DISH)

6 monthly report to South Cambridgeshire District Council

We have to date again over all exceeded SCDC SLA requirements.

I hope that the report that follows shows how much we are providing value for money for SCDC and its elderly and disabled residents.

Our workload has continued to increase in the South Cambridgeshire area due to the termination of Papworth Trust's contract to provide welfare advice. Several other providers have also ceased to do this work. It is very rare for people to do home visits, or conduct Benefits Appeals.

A home visit can take from 3 to 4 hours to complete a DWP form, particularly if the client is elderly or has memory or learning difficulties. Added to this must be travel time, and time to make database entries, to photocopy forms and to do covering letters. This is around a day's work for a member of staff.

We have been able to exceed targets only because of reliance on funds from other unrestricted areas. In actual fact we need more funding to continue with this level of work in the South Cambridgeshire area.

Overall, our whole project is costing just over £50,000 per annum to run.

It costs us at least £17.50 an hour to maintain casework (including oncosts etc)

Our funding situation is increasingly difficult as each year progresses.

We set out below a table of work completed from April 1st 2017 to September 30th

Annual SLA report for 2016 to 2017				
Subject	DISH Outcomes			SCDC requirements
	1st April to 30th September 2017			
Home Visits	7			15 per annum
Advice at DISH offices (face to face)	80 visits (by 20 clients)			15 per annum
Telephone and signposting	122 contacts (33 clients)			90 per annum
Appeals	5 supported			3
Database entries	300			150 annually
Annual Equivalent in Benefits	£66,237.00			£12,000 in year 1

SCDC Case Study (Ms MS)

This case was referred to us by the Adult Support Co-ordinator, from the Adult Early Help Team.

The client was a 39 year old lady with four children. She had seperated from her husband, who moved out of the family home. She became increasingly seriously ill, both physically and mentally.

Social services were so concerned about her welfare and that of the children, they advised the husband to move back into the family home to avoid the children being taken into care.

When I visited, she was wheelchair bound, and suffering from 18 diagnosed conditions, and taking around 20 or more different types of medication. She was prone to suffering collapse and episodes of depression. Her only care was provided by her mother and her estranged husband who had moved back to the family home, and continued to live there for around 6 years.

The client was not in receipt of Employment and Support Allowance (ESA), and HMRC wanted £12,000 in alleged overpaid Child tax credits. She needed to also make a Personal Independence Payment (PIP) application.

We advocated to HMRC on her behalf, and the debt was written off. We made successful applications for ESA and PIP.

This has stabilised the financial and social situation for the family, relieved anxiety, and improved the client's mental health and emotional state.

Conclusion

We believe that our service has justified the funding, and we are providing value for money.

Yours Sincerely,

Audrey Gatford
Project Manager
Disability Huntingdonshire



South Cambridgeshire report

2017-18 01 April 2017 – 30 September 2017

Key deliverable	Specific measures	
<p>Organisational development</p> <p>Improvements in the confidence and knowledge of people who run local community and voluntary activities</p>	<p>Step by step support and advice with start-ups, growth and service development for all groups that need it. This will include 1-2-1 support, email and phone support and access to factsheets and information;</p>	<p>CCVS delivered 110 support sessions organisations that work in South Cambs. Of these sessions 21 were 1-2-1 sessions.</p> <p><i>"We find them invaluable - I can pick up the phone and ask them about any aspect of running a not-for-profit organisation and they usually know the answer or can point me in the right direction. Training is excellent. Every local voluntary group should belong!"</i></p>
	<p>Advice, information and support on all aspects of financial management to small community and voluntary organisations to ensure they meet their legal requirements and the requirements of any funders</p>	<p>CCVS delivered 28 Finance and Fundraising sessions.</p> <p><i>"It is reassuring to be a member especially as we are applying for charitable status this year and have called for advice on this. The funding news is also very helpful."</i></p>
	<p>1 training, information and advice giving event per patch (3 in total) to cover topics highlighted by the CCVS annual survey and agreed with South Cambs District Council, which will also include funding elements and 121 support if requested</p>	<p>The new format for the events in South Cambs is to have a short training session from 4-6pm and then have a funding session from 6:30 to 8:00. At the second session we invite funders to come along and tell people about their funds and answer questions, we are also able to do a short presentation on good practice in making applications. These events are run with input from the parish councils where possible, and have proved popular following the pilot in Histon last year.</p> <ul style="list-style-type: none"> • Event held in Sawston on 10th July. 12 people attended the sessions and all rated the event as Excellent or Good. • Event Planned in Swaversey for 10th October.

		<ul style="list-style-type: none"> Event in planning at Cambourne for Feb 2018.
	Attendance at up to 6 SCDC-led patch or districtwide events if requested by SCDC to provide advice, information and support to local community and voluntary organisations (and/or parish councils if relevant to the work of CCVS)	No invitations to attend events made in this period
<p>Representation</p> <p>Provision of a collective voice for the voluntary and community sector, offering expert and impartial representation, so that the views of the sector can be taken into account as statutory policy makers make decisions.</p>	<p>Representation on the Local Health Partnership;</p> <p>Representation on the CDRP;</p> <p>Representation at other occasional and adhoc district forums and meetings that require a VCS voice.</p>	<p>Attended CDRP and LHP meetings .</p> <p>Attend Children and Young People's partnership meetings.</p>

16th October 2017

Report to: South Cambridgeshire District Council

Report from: Home-Start Royston & South Cambridgeshire

Programme: Big Hopes Big Futures

Overall Mission: To provide support to families in crisis or under stress in South Cambridgeshire

Key Deliverables: To deliver “Big Hopes, Big Future” school readiness programme to 10 families

Specific Measures as detailed in Agreement dated 25th May, signed 8th July 2016

1. To deliver a volunteer training event

We have a volunteer training event has been planned and will take place in South Cambridgeshire on Tuesday 7th November 2017. We have 5 volunteers booked to attend this training and we will collect volunteer feedback after the training that we can share in the next monitoring report.

2. To hold briefing sessions for Health Visitors on the aims of the programme and the referral process

We have been in contact with Health Visitors based in South Cambridgeshire and discussed details of the programme. We are waiting for some dates to attend another team meeting with the Health Visitors where we can go over the programme and referral process and discuss any potential referrals. We have also met with the Children Centre in Melbourn and some of the pre schools and schools in Cambourne to discuss the programme and referral process. A change in staffing in November will provide the opportunity to better network in the Cambourne area increasing awareness of this programme and potential referrals.

3. To match a volunteer to each family identified, who will provide them with weekly support sessions (between four and six months)

Since April 2017 6 families have engaged with the BHBF project. The referrals for these families have come from Health Visitors and one from the Children’s Centre. 4 families have been matched with a volunteer and have received home visiting support and two families decided after an initial visit from a co-ordinator that they didn’t want to engage with Home-Start at the current time.

4. To provide 6 weekly volunteer supervision (undertaken by scheme coordinator) for the duration of support

All volunteers who have provided weekly support to families have received 6 weekly supervision sessions. Supervision is face to face between the co-ordinator and the volunteer

and takes place at the office in a confidential environment. Supervision in this way enables the co-ordinator to keep well informed of the support that the volunteer is providing, the opportunity to consider any changes that may be necessary and plan future support, taking into account any contact and/or reviews between the family and coordinator. The co-ordinator can support the volunteer to make use of the activity cards and the resource bags available so that support can be planned in the most effective way for each family. This is also an excellent opportunity to provide positive feedback to volunteers that families have articulated at review visits with coordinators.

5. To monitor the effectiveness of the services provided; the coordinator will conduct a review visit with each family supported every three months and at the end of the support record the feedback from the family through a review questionnaire, in a final meeting between the family and the coordinator

For each of the families that we have worked with a review visit has been completed where the coordinator is able to work with the family to re-assess their needs and adjust support accordingly.

Family feedback from review questionnaires:

- **“My volunteer gives me tips on games to play”**
- **“My volunteer has ideas around how to help calm him which has been really useful”**
- **“The support I have received from Home-Start has really helped me to not feel so overwhelmed with everything and has been a massive help to me and my son”**
- **“My volunteer helped me sort out a preschool place and access funding (2 year funding)”**
- **“My volunteer helped with routines – especially discussing and helping with bedtime routines”**

6. Provide a written report of progress at the end of the first two quarters (October 2017) and then for the last two quarters (at April 2018)

We have identified some more volunteers who are keen to be trained to deliver the BHBF support to families and a training session will be held next month. We have maintained contact with referrers and in fact since beginning this work we have developed improved relationships with the Children’s Centre and Health Visitors which has resulted in other referrals into our organisation. To date, since April 2017 we have supported 4 families with weekly home visits and received an additional 2 referrals who decided, after initial visit from the coordinator that they did not want to engage at this time. For both of these families this was largely due to a number of other agencies being involved and therefore they felt that they did not have the time to commit to being available for home visiting. Of the 4 families that we have worked with 2 have included children with additional needs.

The role of the volunteer when working with the families has been:

- Modelling play and engaging with different aged children, taking and suggesting activities
- Providing positive reassurance and feedback to parents

- Supporting families to think creatively around play to encourage development, particularly when supporting families with children with additional needs
- Supporting families to access other services outside of the home including preschool, play groups and parent and toddler groups
- Supporting families to feel confident to engage with other more specialist agencies for example Occupational Health, Physiotherapy, Speech and Language
- Support to establish routines including better after school and sleep routines
- Support to implement behaviour management strategies both at home and outside of the home
- Modelling reading, singing and talking with children to encourage improved communication

Outcomes for families include:

- Parents feel more able to play with their children, they are more confident at selecting appropriate activities
- Parents mental health is improved, they feel more confident with better self-esteem and this impacts positively on relationships between parents and children
- Parents are able to consider different and more creative ways to encourage children to participate in activities resulting in better engagement and development for the children
- Parents feel more confident to engage with additional services that may be able to offer support and therefore children are able to benefit from that additional support
- Children are more self-confident and able to move away from parents including when joining preschool settings
- Children feel more secure and settled with improved boundaries and routines in place
- Parents are able to better manage children's behaviour which impacts positively on their confidence in taking children out
- Parents have a better understanding of the importance of reading, singing and talking to children which improves children's language development

We continue to liaise with other professionals involved with the families we are providing support to, including referrers, Children Centres and other more specialist services. Where appropriate we have attended Team Around the Family meetings to ensure that other agencies are aware of the volunteers role with the family and the focus being around school readiness.

Sarah Mascal
Senior Co-ordinator
Home-Start Royston & South Cambridgeshire



The Farmland Museum at Denny Abbey

Report to South Cambridgeshire District Council October 2017

Since the last report at the beginning of August the Farmland Museum has been busy with a good number of visitors. Visitors do not always know what decided them to visit us, and frequently just say 'the internet' when asked. Key factors which I am sure have helped are the publicity through the South Cambridgeshire District Council's magazine and the much greater use of social media, with Facebook, Twitter and the recently introduced Instagram site. Urban and Civic also published a feature about us in their latest magazine. The rather late production of this was possibly too late to have a big effect visitor numbers this year but the focus on the important role volunteers play will help to promote the essential importance of volunteering for organisations such as ours.

Visitor numbers 2017 compared with 2016

	2016	2017
April	865	1399
May	1401	1270
June	881	1021
July	1392	1432
August	1878	2119
September	910	1025
Total	6446	8266

An analysis of the postcode data for visitors up to the beginning of August was prepared by the treasurer, Michael Williamson.

District	Percentage
South Cambridgeshire District	27%
East Cambridgeshire District	12%
Cambridge City	10%
Huntingdonshire District	5%
Fenland District	3%
Outside Cambridgeshire	43%

The geographic distribution of these visitors is shown in a separate appendix along with a simple analysis using the Index of Multiple Deprivation. We will do another analysis of the data at the beginning of November to get the picture for the whole season as this data does not cover the school holidays.

The Medieval weekend at the end of August was an enjoyable event for both the 325 visitors and the re-enactors who camped on the site. There was also representation from the Woodland Trust and the Amey education officer ran a recycling activity. Visitor numbers for this event were affected by competition from other big Bank Holiday events in the area but it was a worthwhile contribution to the Bank Holiday offer in the area.

Family Activity Days on Wednesdays and Thursdays in the school holidays were well attended with many families making repeat visits

300 people came to the Open Heritage Day at the beginning of September

The Farmland Museum had a stand at the Fen Ditton Medieval Fair and at the Ely Cathedral Harvest weekend when we engaged directly with about 100 people at each event

The first half term of the new school year has seen visits from two schools, four language schools, and a local history society. Other educational visits are in the pipeline. These compensate for the drop in ordinary visitors once the school term started and the weather became less good. The Education Room has been booked for a children's birthday party and for meetings of SHARE Museums East

We have had volunteer teams in from Amey and Mathsworks, each for a day, and more visits from Amey are planned. The Headway gardening team continue to come in and work on the allotment on Thursdays and there is a regular team of volunteers who come in each Wednesday. We are actively recruiting for new volunteers and also trustees with the help of the Volunteer Recruitment Officer funded through SHARE Museums East.

Other Activity

Since September we have had visits for Cllr Topping and on a separate occasion the new Chief Executive - Beverly Agass who was being given a tour of the parish by our District Councilors.

On 17th October in collaboration with Urban and Civic and with discussion with the planning team from South Cambridgeshire District Council, we had a meeting with a number of stakeholders to explore the role that Denny Abbey and the Farmland Museum could play in building the community in the new settlement. As well as a team from Urban and Civic, attendees included Chris Goldsmith (RLW), members of the County Archaeology team, Kathy Fawcett (Arts Council England), Gordon Chancellor (Museum Partnership Officer), Tim Cockerill (English Heritage) and representatives Waterbeach Parish Council and the Neighbourhood Plan Group and from Amey. We started at the Barracks and had a brief tour so that people could see how the proposed Causeway route to the Museum and Abbey linked the Barracks with the Scheduled Monument site. At the Museum we walked part of the way down towards the proposed site of the new settlement along the part of the Causeway which still exists. (This Causeway was main way from the village to the Abbey for possibly 800 years before it was closed with the coming of the airfield at the start of WW2.) We then a brainstorming session when we talked about what the Museum and Abbey could offer the new community, what new infrastructure would be required and how the Abbey and Museum Site could made be fully self-sustaining. This discussion provided some very useful ideas to follow up

Organization and Management

The loss of the Education officer earlier this year put enormous demands on the staff and volunteers who have coped admirably, but it has been a strain for everybody and they are to be congratulated for running a very successful season with an increased number of visitors and some very positive feedback.

Talks with English Heritage about the management agreement for next year are ongoing.

Both our Visitor Services Assistants are moving on to full time jobs , one to work with HLF and the other at the British Museum. Both felt that the experience they gained at the museum was very useful for their career development.

Grants and funding

We are still talking to Jane Darlington at Cambridge sire Community Foundation about the most effective way of using a grant for £3500 from the Frank Litchfield Trust to help us with our marketing strategy for next year. At one point it was suggested that this money could be used to look at rebranding but further discussion has concluded that that this might not be very productive at this stage in our development.

Progress with the HLF application for a grant for a Community Engagement officer got stalled by a very slow response from HLF to the initial Expression of Interest submitted for this post. Their advice eventually was that we submit a new Expression of Interest for a fund which would release a bigger grant and this has been done and we are waiting to hear from HLF for a preliminary discussion with HLF. We have applied for funding for a 2year 0.5 FTE post to research and engage with two new audiences. Firstly, those who have little experience of visiting museums, well community groups and care homes. Secondly engaging with the residents of the many new developments in the area who may have little idea of the way in which the land was used and lived on before the big changes which have taken place recently. This will provide valuable experience for developing engagement strategies with the residents of the new settlement at Waterbeach as well as increasing our audiences and hence income in the short term.

We are enormously grateful for the funding and support from South Cambridgeshire District Council We want to keep the Museum accessible and affordable for as many people as possible and charge a realistic and competitive price. Secondary spend is very important and we look to maximize that. We are proposing to launch a new Supporters programme to encourage more voluntary giving in the very near future. However, the grant we receive from the District Council is a key factor in enabling us to continue to provide a valuable resource as plans for the new settlement unfold and the role which we can play in that community is developed

The Farmland Museum and Denny Abbey

Notes on the postcode data collected by the VSAs to 17 August 2017

Each visitor or group of visitors to the museum is asked for their postcode. The VSAs have recorded 2,006 postcodes between 1 April 2017 and 17 August 2017. These have been passed through a simple filter to check that the formats are correct and this results in 1,742 validly formatted postcodes.

There is a very useful website at <http://imd-by-postcode.opendatacommunities.org/> which allows a list of up to 10,000 postcodes to be uploaded and generates a spreadsheet which provides various statistical indices, mainly linked to deprivation. The data has been uploaded and the results are reported on below.

It turns out that of the 1,742 postcodes uploaded, 119 could not be recognised by the website. Some of these are Welsh and Scottish (the website is restricted to England) and some may either have been entered incorrectly or may have been provided incorrectly by the visitors. The result is 1,623 valid items of data.

Where do our visitors come from?

Information about the District Council where our visitors come from is provided by the spreadsheet. Not surprisingly, a significant number of our visitors come from South Cambridgeshire District (443 or 27%) of whom 94 come from Waterbeach District Ward. Looking more widely we have the following figures

District	Percentage
South Cambridgeshire District	27%
East Cambridgeshire District	12%
Cambridge City	10%
Huntingdonshire District	5%
Fenland District	3%
Outside Cambridgeshire	43%

It is possible to obtain a more detailed picture using the Ordnance Survey CodePoint data. This gives coordinates for each postcode. Use of this database yields Figure 1 which shows visitors from within approximately 20 Km radius of Museum.

The CodePoint data also provides the District within which each Postcode is placed so that Figure 2 shows all visitors whose postcodes are within South Cambridgeshire District. This clearly shows that there is a wide distribution of visitors from within the District. This must have been helped by recent publicity for the Museum in the SCDC magazine.

Demographic analysis

Using the IMD website referred to above, some analysis can be carried out on the nature of the areas from which our visitors come. Not surprisingly, if we use the basic Index of Multiple Deprivation (IMB) we find a clear positive correlation between our visitors and the index, with the highest proportion coming from the areas with lowest IMD (the highest quartile) and vice versa. Figure 3 provides this analysis.

Other analysis is possible (e.g. income or educational attainment). If anyone is interested, please let me know.

Michael Williamson

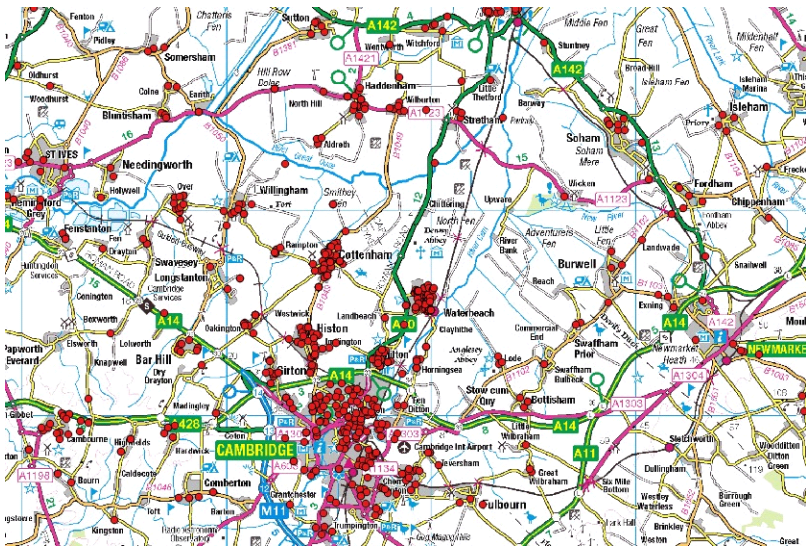


Figure 1- Visitors from within approx. 20 Km radius of Museum

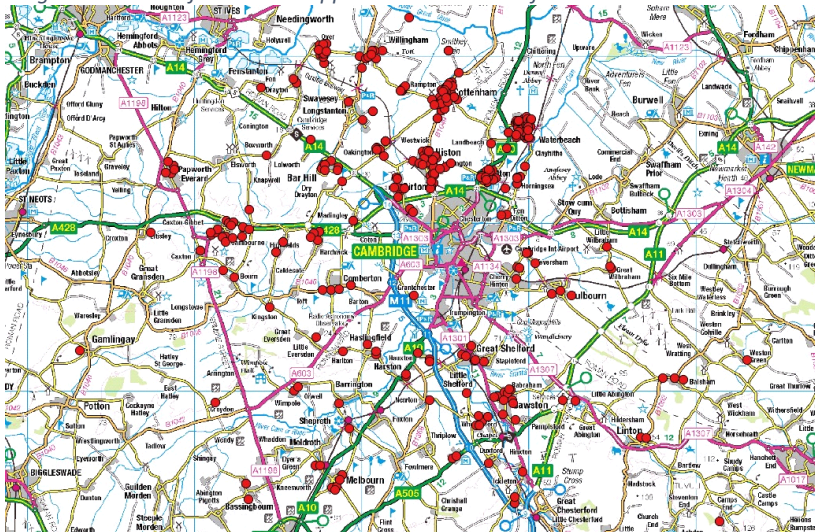


Figure 2- Visitors from South Cambridgeshire District

Figure 3- Visitors by IMD

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Finance and Staffing Portfolio Holder – Work Plan 2017-18

Date of meeting	Reports to be signed off and sent to Democratic Services by 5.00pm on	Title of Report	Key or Non-Key?	Reason Key Specify no(s) listed below	Purpose of Report, ie For Recommendation / Decision / Monitoring	Lead Officer / Report Author	Date added to Corporate Forward Plan (contact: Victoria Wallace) *
16 January 2018 (provisional)	Friday 5 January	Grants – Community Chest	Non-key		Decision	Gemma Barron	
20 February 2018 - Full Business	Friday 9 February	Grants – Community Chest	Non-key		Decision	Gemma Barron	
	Friday 9 February	Treasury Management	Non-key		Monitoring	Dan Hasler	
	Friday 9 February	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	

	Friday 9 February	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner Craig / Cornwell	
	Friday 9 February	Write offs	Key	1	Decision	Katie Brown	
	Friday 9 February	People and Organisational Development Strategy refresh	Non-key		Decision	Susan Gardner-Craig	
	Friday 9 February	NNDR local discretionary relief – Policy review			Decision	Katie Brown	
20 March 2018 (provisional)	Friday 9 March	Grants – Community Chest	Non-key		Decision	Gemma Barron	
17 April 2018 (provisional)	Friday 6 April	Grants – Community Chest	Non-key		Decision	Gemma Barron	
15 May 2018 – Full Business	Thursday 3 May (7 May is a Bank Holiday)	Grants – Community Chest	Non-key		Decision	Gemma Barron	

	Thursday 3 May (7 May is a Bank Holiday)	Treasury Management	Non-key		Monitoring	Dan Hasler	
	Thursday 3 May (7 May is a Bank Holiday)	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Thursday 3 May (7 May is a Bank Holiday)	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner-Craig / Helen Cornwell	
	Thursday 3 May (7 May is a Bank Holiday)	Write-offs	Key	1	Decision	Katie Brown	
19 June 2018 (provisional)	Friday 8 June	Grants – Community Chest	Non-key		Decision	Gemma Barron	
17 July 2018 (provisional)	Friday 6 July	Grants – Community Chest	Non-key		Decision	Gemma Barron	
21 August 2018 – Full Business (to be confirmed)	Friday 10 August	Write offs	Key	1	Decision	Katie Brown	

	Friday 10 August	Treasury Management quarterly review	Non-key		Monitoring	Dan Hasler	
	Friday 10 August	Localised Council Tax Support Scheme	Non-key		Recn to Council in Jan 2019 or decn to consult and refer to Cabinet in Sep / Nov 2018 to rec to Council	Dawn Graham	
	Friday 10 August	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner-Craig / Helen Cornwell	
	Friday 10 August	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Friday 10 August	Grants – Community Chest	Non-key		Decision	Gemma Barron	
	Friday 10 August	Grants to Voluntary Sector			Monitoring	Gemma Barron	
18 September 2018 (provisional)	Friday 7 September	Grants – Community Chest	Non-key		Decision	Gemma Barron	

Tuesday 16 October 2018 (provisional)	Friday 5 October	Grants – Community Chest	Non-key		Decision	Gemma Barron	
20 November 2018	Friday 9 November	Community Chest			Decision	Gemma Barron	
	Friday 9 November	Grants to Voluntary Sector – 6-month report			Monitoring	Gemma Barron	
	Friday 9 November	Write offs	Key		Decision	Katie Brown	
	Friday 9 November	Treasury Management			Monitoring	Dan Hasler	
	Friday 9 November	Performance – Revenues and Benefits			Monitoring	Katie Brown / Dawn Graham	
	Friday 9 November	Quarterly report on Sickness absence			Monitoring	Susan Gardner Craig	

	Friday 9 November	Quarterly report on staff turnover			Monitoring	Susan Gardner Craig	
11 December 2018 (or 18th?)	Friday 30 November (or 7 December)	Community Chest			Decision	Gemma Barron	

Key Decisions

1. it is likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
2. it is likely to be significant in terms of its effects on communities living or working in an area of the District comprising two or more wards.
In determining the meaning of 'significant' for the purposes of the above, the Council must have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the 2000 Act (guidance)).
 - Key decisions can only be made after they have been on the Corporate Forward Plan for at least 28 clear calendar days not including the day on which they first appear on the Forward Plan or the day on which the decision is to be made.