



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

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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**

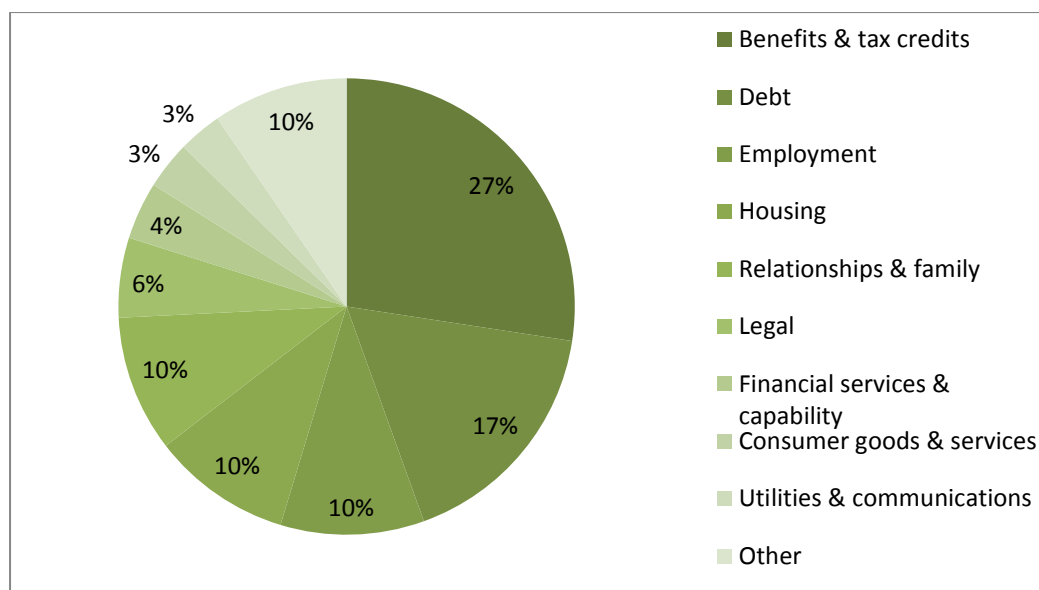
Amount of work generated by them = times seen (most need more than one session to get to point of resolution) = **6677**

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
<b>Grand Total</b>	<b>5131</b>



Measure of the level of work in all bureaux:

<b>Contacts</b>	
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>
<b>Grand Total</b>	<b><i>6677</i></b>

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.

<b>Advice Issue Codes</b>	<b>Total</b>
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
<b>Grand Total</b>	<b>5632</b>

### 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.

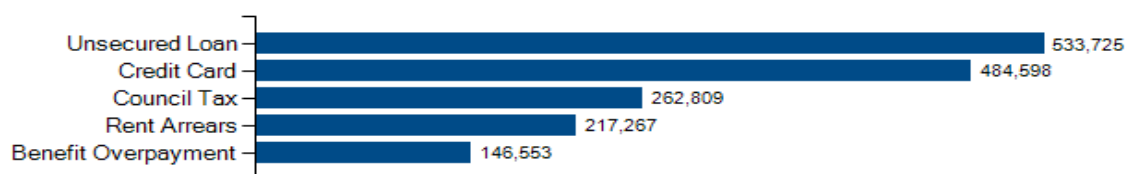
We have answered 267 enquiries sent to us via email.

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
<b>Total</b>	<b>615</b>	<b>961</b>	

### 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
	<b>Total</b>	<b>£557,567</b>	<b>95</b>	<b>116</b>
20 Universal credit	Benefit / tax credit gain - Money put back into payment	£4,510	1	1
	<b>Total</b>	<b>£4,510</b>	<b>1</b>	<b>1</b>
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
	<b>Total</b>	<b>£1,020,249</b>	<b>205</b>	<b>344</b>
22 Localised social welfare	Other (financial)	£505	2	2
	<b>Total</b>	<b>£505</b>	<b>2</b>	<b>2</b>
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
	<b>Total</b>	<b>£27,884</b>	<b>27</b>	<b>27</b>
99 Other benefits issues	Benefit / tax credit gain - a new award or increase	£20,848	5	6
	Other (financial)	£928	3	3
	<b>Total</b>	<b>£21,776</b>	<b>8</b>	<b>9</b>
<b>Total</b>	<b>£2,194,165</b>	<b>426</b>	<b>695</b>	

## Monitoring Information

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

<b>Age Profile</b>	<b>Clients</b>	<b>%</b>
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		
<b>Total</b>	<b>1672</b>	<b>100%</b>

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

<b>Ethnic Origin</b>	<b>Clients</b>	<b>%</b>
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%
	8	0%
White - Scottish		0%
White - Welsh	1	0%
Declined to Reply	27	
Unknown	105	
Not recorded/not applicable		
<b>Total</b>	<b>1672</b>	<b>100%</b>

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

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

<b>Type of Disability</b>	<b>Clients</b>	<b>%</b>
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	
<b>Total</b>	<b>1672</b>	<b>100%</b>

## 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
<b>Total</b>		<b>500</b>	<b>104</b>	<b>1</b>	<b>605</b>

## Care Network

### 6 monthly report on activity - September 2017

Version 2, 03/08/17

APPENDIX 2 – SERVICES TO BE PROVIDED IN YEAR 2	
<b>Overall Mission</b>	To provide community transport development services and support services to organisations supporting elderly and vulnerable residents of South Cambridgeshire.
<b>Key Deliverables</b>	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.
<b>Specific Measures</b>	<b>Community Transport</b>
	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"> <li>📄 Sarah B introduced herself (new in post) by email to all the car schemes in South Cambs; met with Gavin Moulton at CCC</li> <li>📄 Eversdens Car Schemes – met with June the Co-ordinator, designed and delivered laminated posters for her to distribute</li> <li>📄 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</li> <li>📄 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</li> <li>📄 All enquiries recorded on database ‘CharityLog’</li> </ul>
	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><b>Independent Living</b></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"> <li>📄 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 &amp; Cultivate scheme. Publicised group in Carers Trust Mag (group is now at capacity)</li> <li>📄 Sing to Remember – Landbeach- attended session, discussed support needed – funding for instruments – signposted to Bright Futures Fund and CCVS</li> <li>📄 Working with Farming Memories in our Community - review the group and move forward – work in progress.</li> </ul>
	<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"><li>■ Attended Dementia Friends information session with a view to jointly delivering information to car schemes</li><li>■ Met with the 7 Parishes Nurse to discuss setting up new community groups using the community café in Balsham</li><li>■ Attended at PATCH meeting at SCDC</li><li>■ Working with the National Trust to continue the Farming Memories Group at Wimpole Home Farm</li><li>■ Attended and run a stall at Future East event.</li></ul>
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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 1<sup>st</sup> 2017 to September 30th

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



Support for community & voluntary groups **South Cambridgeshire report**

**2017-18 01 April 2017 – 30 September 2017**

Key deliverable	Specific measures	
<p><b>Organisational development</b></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"> <li>• Event held in Sawston on 10<sup>th</sup> July. 12 people attended the sessions and all rated the event as Excellent or Good.</li> <li>• Event Planned in Swaversey for 10<sup>th</sup> October.</li> </ul>

	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)	<ul style="list-style-type: none"> <li>Event in planning at Cambourne for Feb 2018.</li> </ul> No invitations to attend events made in this period
<p><b>Representation</b></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>

16<sup>th</sup> 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 25<sup>th</sup> May, signed 8<sup>th</sup> 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 7<sup>th</sup> 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 17<sup>th</sup> 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

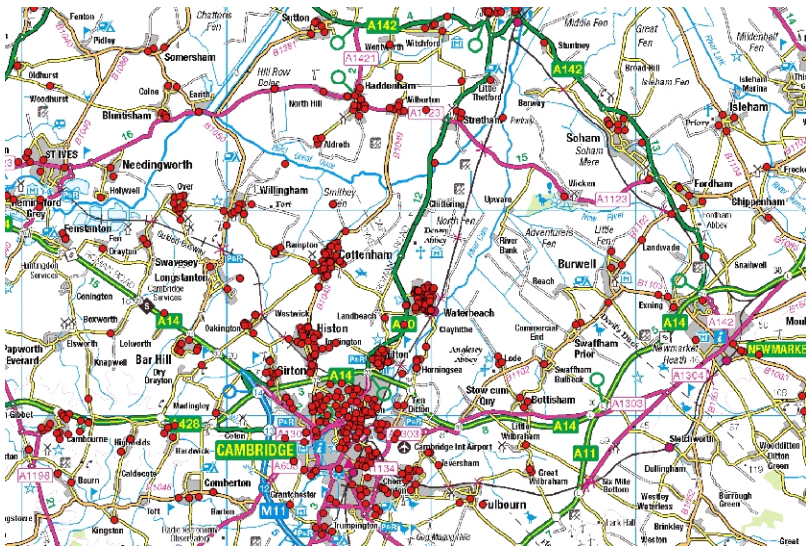


Figure 1- Visitors from within approx. 20 Km radius of Museum

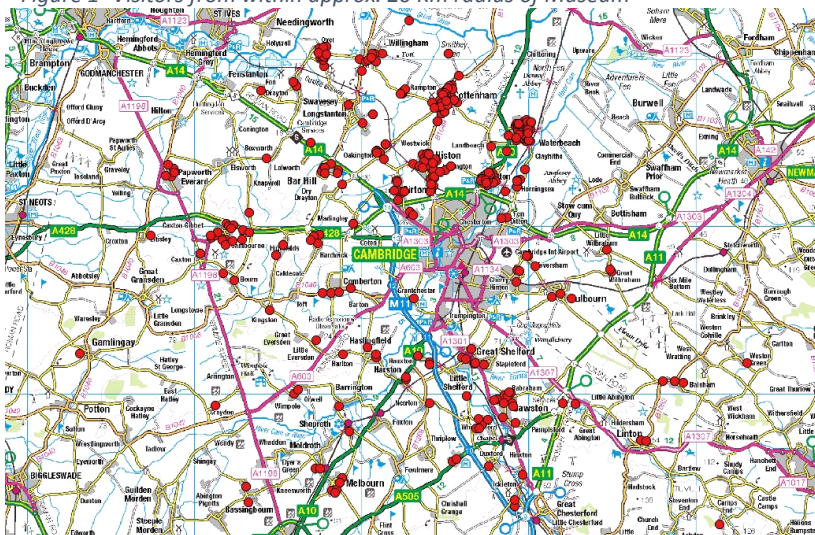


Figure 2- Visitors from South Cambridgeshire District

Figure 3- Visitors by IMD