

## Appendix 3 Reports from organisations funded by Service Support grants 2017-18

1. Citizens Advice Bureaux (CAB)
2. Three Counties Transport (3CT)
3. Care Network
4. Royston & District Community Transport (RDCT)
5. Arts & Minds
6. Cambridgeshire Older Persons Enterprise (COPE)
7. Disability Information Service Huntingdonshire (DISH)
8. Cambridge Council for Voluntary Service (CCVS)
9. Homestart Royston & South Cambridgeshire

### 1. Citizens Advice Bureaux (CAB)

Highlight figures from the CAB service in South Cambridgeshire 2017-2018

**Figures, case studies and client feedback have been provided by the 4 supported by SCDC:**

- Citizens Advice North Herts
- Suffolk West Citizens Advice
- Cambridge and District Citizens Advice Bureau
- Citizens Advice Uttlesford

#### Summary of key statistics:

South Cambridgeshire DC people seen = **5255 unique clients**

Amount of work generated by clients = times seen (most need more than one session to get to point of resolution) = **10,567 sessions**

Questions answered/ advice issues = **12,841**

#### Of those questions asked the top topic areas:

- Welfare rights = **3545 (28%)** Top benefit work = PIP, ESA, HB\*
- Debt and money advice = **2193 (17%)** Top areas = DRO\*\* and Council Tax Arrears
- Employment = **1216 (10%)**
- Housing = **1133 (9%)** Of these **118 cases related to preventing Homelessness** (Shelter values this at an average of £25k per case i.e. a possible **saving to the local authority of £2,950,000** through CAB intervention)

\*PIP (Personal Independence Payment – usually takes 3 hours to complete applications correctly); ESA (Employment Support Allowance); HB (Housing Benefit)

\*\*DRO = Debt Relief Order

#### Case studies:

Mr A from Orwell came to Citizens Advice to ask if we could help with an overpayment of benefit following his partner's death. He was hugely distressed by this and worried about the implications. When his partner died DWP and other organisations failed to notify him about the tell us once service and benefits that they had been receiving as a couple continued for 3



	Day Centre	Hospital appt	Medical appt	Other	Shopping	Visiting relatives	Total
3CT	1	7	2	0	4	20	34
D-A-R	2	3	12	1	527	15	560
WwW	2	11	8	0	0	4	25
Total	5	21	22	1	531	39	619

### 3. Royston & District Community Transport (RDCT)

Royston and District Community Transport have consistently delivered a valued service for South Cambs residents. They have provided low cost door-to-door transport through their scheme, which is open to anyone who cannot use public transport for reasons of age, impaired mobility or social exclusion owing to the lack of a public transport option. This has been achieved, in part, by the voluntary effort of forty-five volunteer drivers operating in the district. The grant awarded covered core funding support.

Funding agreed:

Key achievements in Q3 and Q4 in line with the schedule of grant:

2,540 journeys (1,179 health-related), 43,247 miles (22,359 health-related), 341 regular users in South Cambs, covering 57 parishes

7 presentations given to promote the service; press coverage and poster placements during the Q3 & Q4 period.

05/2018

### 4. Care Network

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>	<p><b>Community Transport</b></p> <p>To deliver six short Community Car training and networking events, delivered each year for South Cambs car scheme drivers and coordinators.</p> <ul style="list-style-type: none"> <li>Delivered sessions about transporting people with dementia to drivers and coordinators from Hardwick, Caldecote and Dry Drayton, Cambourne, Histon, Impington and Girton, Toft and Granchester. Co-hosted with Alzheimer's Society and Dementia Friends. Session included sharing ideas and best practice</li> <li>Developed bite size dementia training for Community Development to use and delivered to North Hunts CCS with Hunts CD worker Susan.</li> </ul> <p>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.</p>

	<ul style="list-style-type: none"> <li>• Attended car scheme AGMs and regular meetings as invited</li> <li>• Responded to enquiries i.e. minimum charge for short journeys and changes to GDPR (GDPR - ongoing piece of work)</li> </ul>
	<p>To target support for car schemes identified as at risk on Care Network's Resilience measure.</p> <ul style="list-style-type: none"> <li>• We sent a survey monkey questionnaire to the car schemes with a deadline of April 30<sup>th</sup>. Dependant on feedback we will seek to support any schemes deemed at risk</li> <li>• Support has been given throughout the year as needed</li> </ul>
	<p>To 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. Sarah B has given talks and presentations to groups about good practice</p> <ul style="list-style-type: none"> <li>• Cambourne Network and Natter group</li> <li>• Town and Parish Countywide Conference</li> <li>• Making Money Count Conference</li> <li>• Meeting with Jean Newman, Older People's Co-ordinator, Histon and Impington</li> <li>• Future East Open Meeting and AGM</li> <li>• Talk to Society of Local Council Clerks at their meeting in Sawtry.</li> </ul>
	<p>To represent Community Car Schemes with strategic partners such as hospitals with a view to improve barriers raised by the schemes.</p> <ul style="list-style-type: none"> <li>• Meeting with Gavin from CCC, David from Royston &amp; District Community Transport, Karen and Samantha from Access Office regarding ongoing difficulties with access cards supplied to CCS drivers – a new system in place has been very challenging for some schemes and we have had to heavily support this transition</li> <li>• Agreeing new access system, cascading system to car schemes and supporting schemes with any difficulties – this has settled down but was quite time consuming for a while</li> </ul>
	<p>To provide one community car scheme case study with each 6 month monitoring report.</p> <p><b>Histon, Impington and Girton Community Car Scheme Case Study</b></p> <p>We have been providing support in the following areas:</p> <p><b>CCS Training with Dementia Friends Speaker</b></p> <p>This training was particularly aimed at community car scheme drivers who are supporting a growing number of passengers and families where a client may have dementia or some sort of memory loss. The training was open to all car schemes with various dates proposed.</p> <p>The HIG Car Scheme coordinator offered the training out to all her drivers. One of her drivers attended the community car scheme training on the 31 January 2018 and the driver would feedback to the scheme.</p> <p><b>Dementia Specific Leaflet</b></p> <p>Find attached a leaflet that has been produced in addition to support community car scheme training. – This is now being printed by CNC and offered across the county for general use. The leaflet has been approved by The Alzheimer's Society</p> <p><b>GDPR</b></p> <p>We have sent an email to all CCS in preparation for GDPR. We will also support all other Care Network 'supported' social groups in South Cambridgeshire in preparation for when the rules become enforceable on 25th May 2018. We have given guidelines on issuing a Privacy Notice.</p> <p>Care Network have been closely liaising with CCVS on a possible template should schemes require further help in contacting their members. Additional information includes the GDPR Advice line and the ICO website's self-assessment and making records about their decision about registering with the ICO in their official minutes.</p> <p>HIG scheme has also asked about best practice for data storage of paper files and other general advice.</p> <p>Care Network is liaising with CCVS about setting up additional training for small voluntary groups should they wish to attend.</p> <p><b>Swivel Seats</b></p> <p>HIG scheme had requested sources of funding for a swivel car seat for a particular passenger. We have been in touch with the County Council but they would not be unable to support this request due to setting a precedent. We have supplied local and national sources of funding information. There are several local charities that are supportive of the CCS.</p> <p><b>Minimum Charge</b></p> <p>HIG Scheme has raised the issue about a minimum charge. Care Network have liaised</p>

	<p>with the County Council and the Community Transport Association. The issue is now resolved and the HIG Coordinator is happy and has advised her drivers.</p> <p><b>Driver /Passenger Leaflets</b></p> <p>We have been supporting HIG with supplying additional driver and passenger leaflets.</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>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>• The Generation Game, Cottenham. Joint working with Andrea Cowley, Youth Worker and DofE students from Cottenham Village College. This is a 10-week course teaching young people the skills to be a confident visitor to older people.(see case study below) <ul style="list-style-type: none"> <li>• Little Shelford supporting setting up of Good Neighbour scheme or mobile warden scheme</li> <li>• Oakington and Westwick Neighbours (OWN) providing support and ideas to sustain the group</li> <li>• Hauxton Lunch Club – assist with organisation’s policies and procedures</li> </ul> </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> <ul style="list-style-type: none"> <li>• Hardwick Office</li> </ul>
	<p>To ensure the opportunities for volunteering in South Cambridgeshire are well publicised and promoted</p> <ul style="list-style-type: none"> <li>• We have recruited a new volunteer Manager Christina Perea – who is guiding us through the Investing in Volunteers Accreditation. We will make our submission to this in August. Christina also supports publicity and promotion for all volunteers.</li> </ul>
	<p>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</p> <ul style="list-style-type: none"> <li>• Orwell Chair Based exercises – following an enquiry by Liz Williams, a retired lady who had recently moved to Orwell. She was aware of the Community Room in Meadowcroft Way and wanted to set up ‘something’ to make use of it. We discussed many possibilities and finally settled on an exercise session for older people. I contacted Ellen Bridges, Physical Activity Locality Coordinator, Let’s Get Moving Cambridgeshire and Forever Active to set up a new group.</li> <li>• LHP has been superseded by Cambridge Health and Wellbeing Board – we keep up to date with information and attend when requested.</li> <li>• Housing Options For Older People – we have been working in partnership with this new initiative from CCC by promoting the service – designing posters and PR – talking at events and giving leaflets out and by providing peer volunteers to talk to people who might be worried about housing needs in later life..</li> <li>• Cambourne Network and Natter group</li> <li>• Town and Parish Countywide Conference – Care Network stall</li> <li>• Making Money Count Conference</li> <li>• Meeting with Jean Newman, Older People’s Co-ordinator, Histon and Impington</li> <li>• Future East Open Meeting and AGM- Care Network stall</li> <li>• Meeting with Hugh Cripps of Groundworks</li> <li>• Meeting with Jennifer Denton of DISH re. setting up coffee morning once café at Papworth reopens</li> </ul>
General statistics	<p>In the 12 month period the team have made 453 recorded contacts with CCS and groups in South Cambs – a contact is defined as a visit – a telephone call – an email ( as recorded on our case management system Charity Log)</p> <p>The CD Team South are currently supporting (actively) 54 CCS and small groups.</p>
	<p>To provide one social group case study with each six month monitoring report</p> <p>The Generation Game – a ten week inter-generational project bringing older people and teenagers together.</p> <p>We were approached by Andrea Cowley, assistant manager (Youth Clubs) Connections Bus Project in Histon to assist in delivering sessions to students at Cottenham Village</p>

	<p>College as part of their Duke of Edinburgh Bronze Award. We shared ideas and helped with session plans and delivered two sessions to fifteen Year 9 students.</p> <p>The first of our sessions, looked at reminiscing, that a memory can be from yesterday back to childhood; how to reminisce with someone and using 'tools' such as a mixed bag of sweets to begin the conversation. Another idea was called 'Tips for Life' or what helpful saying or tip would an older person like to pass on to a younger person to help them through their life.</p> <p>The second session we delivered was all about sharing activities across the generations. Older people from Cottenham came along, including a few residents of Cottenham Court Care Home, and we invited Ross Smith, from Oakington, who has designed the Short Chess Game to bring chess sets along for games lasting about thirty minutes each with a young person playing against an older one. Alternative games were dominoes, a Beetle Drive, and a Higher or Lower Card Game, which few of the students had ever played. This was a chance for older participants to show the students what to do. Everyone really enjoyed playing and talking to each other, sharing memories and experiences. The session concluded with refreshments served by the students.</p> <p>It is hoped that further funding might be found to continue running the Tea and Games sessions as everyone enjoyed it so much.</p>
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## 5. Arts & Minds

### Report to South Cambridge District Council Arts on Prescription October 17 to March 2018 Arts on Prescription for Working Age Adults

The Autumn saw two modifications to the way in which Arts on Prescription is delivered:

1. As a result of our ongoing partnership with the Museum of Archaeology and Anthropology the Museum has offered the use of a room for all Arts on Prescription workshops. The sessions take place there, each week, which gives participants the opportunity to get to know the museum well and feel comfortable there. The sessions also include visits to other museums including the Fitzwilliam Museum and the Botanic Gardens.
2. We are gradually moving towards a new model for delivery in Cambridgeshire which is to establish an ongoing rolling programme of 42 sessions each year in three hubs – Cambridge, Huntingdon/St Ives and Peterborough. This enables us to offer the programme to the greatest number of people because a). the workshops take place in locations that are most easily accessible and b). the rolling nature of the sessions enables new participants to join as soon as a place becomes available. rather than having to wait for the beginning of a new series. The new system started in Cambridge and St Ives in September 2017 and a pilot project will take place in Peterborough next year.

### Cambridge Hub

Workshops began in September and with a break for Christmas, ran weekly through until March. All workshops took place at the Museum of Archaeology and Anthropology and were led by a professional artist and supported by a counsellor and volunteer (a previous participant in Arts on Prescription). A variety of art techniques were explored during the sessions including clay, Chinese ink, collage, drawing and needlework. Visits were also made to the Fitzwilliam Museum and the Botanic Gardens. During the six months, 52 people took part, 12 of those were residents of South Cambridgeshire (from Haslingfield, Histon, Cambourne (x2), Waterbeach, Great Wilbraham, Great Shelford, Papworth Everard, Meldreth, Fen Ditton (x2), Milton).

### **St Ives Hub**

Workshops began in September and with a break for Christmas, ran weekly through until March. All workshops took place at the newly re-opened Norris Museum and were led by a professional artist and supported by a counsellor and volunteer (a previous participant in Arts on Prescription). A variety of art techniques were explored during the sessions including clay, Chinese ink, collage, drawing and needlework. Visits were also made to the St Ives Bridge museum and a local wildlife reserve. During the six months 42 people took part, 6 of those were residents of South Cambridgeshire (from Milton, Elsworth, Cottenham (x2), Cambourne and Willingham).

### **Evaluation**

We continued to evaluate the scheme by asking participants to complete relevant questionnaires, to measure their levels of anxiety and depression, when they started the session and again, at the end. This showed statistically significant improvements in wellbeing and social inclusion and a statistically significant decrease in levels of anxiety and depression. 64% of participants showed an improvement in social inclusion, 72.5 % an improvement in well-being whilst 70% saw a decrease in anxiety and 74% a decrease in depression

The attached sheet includes comments from participants, the session counsellor and case studies.

### **Arts on Prescription for Young People**

Funded by Cambridgeshire County Council, a programme of Arts on Prescription has taken place in 10 schools across Cambridgeshire. The final 7 sessions took place during the last six months and the evaluation statistics are now being collated. We hope to produce a report on this initiative in the next couple of months.

## **Arts on Prescription**

### **Case Study 1**

Client X, a man in his early fifties, joined the Arts on Prescription series in Huntingdon central library in XXXX. He was experiencing depression and anxiety and had a history of self-harm. His health had deteriorated to such an extent that he had had to take early retirement from work.

He enjoyed the series very much and specifically, the visits to the museums and in particular, the Museum of Anthropology and Archaeology with which he felt a particular affinity. He completed the Arts on Prescription series and was encouraged to apply to the Museum of Anthropology and Archaeology as a volunteer. He was accepted and attended regularly. He also offered to volunteer for Arts & Minds for the Arts on Prescription sessions – moving chairs, setting up materials and clearing up afterwards as well as helping the facilitators to create a relaxed and friendly environment at the sessions. He helped at several sessions in Cambridge and Huntingdonshire and also began to accompany the Arts on Prescription Manager to events where they talked to people, who were experiencing depression, about the project. At the same time he had a small part-time job at a local bike shop and despite the occasional lapse and dip in his wellbeing, he continued all these activities.

He was an extremely helpful and effective volunteer and his confidence has grown markedly over the last year. In the summer the Museum of Archaeology and Anthropology presented him with a certificate recognising him as a most valued volunteer. He has been particularly helpful to Arts & Minds as he provided Arts on Prescription participants with a friendly

presence, who identified with their experience and feelings, from his own experience. He also, obviously, was of value to the bike shop as he has now been offered a full time job with them. Although this means he no longer has the time to volunteer for us and we miss him, we are delighted that he has moved on so well towards recovery.

### **Case Study 2**

Sara: 'Having experienced throughout my life, anxiety, depression and intermittent serious alcohol abuse, I had become so low and inefficient that I had lost my confidence. Until recently I had avoided medical and formal help. I self referred to 'Inclusion' for support with my alcohol problems, who referred me to the course with Arts & Minds.

I arrived feeling a mixture of hope and scepticism. I have painted in the past, but not had the motivation, confidence or even been able to concentrate sufficiently. The group represented a cross section of people. Despite having felt withdrawn for quite some while, I felt comfortable socially very quickly. This was thanks to [the artists & counsellor]. They all generated an upbeat, lively and creative environment.

As the weeks passed, I was gently encouraged to take risks and mess up, and make my own decisions to experiment with all sorts of media. It felt unthreatening, I seemed to think I should be able to do everything ...which of course I couldn't, which is OK. Somehow I had missed that option! We were all keen to get stuck in, and have a go. We began to look forward to Tuesdays.

I began to feel I could change, my concentration did improve over the weeks. We were kept informed of exhibitions and events around Cambridge. I began to feel more alive and part of the human race, It felt safe. We were given a sketch book which was small , so encouraged me to carry it and use it, which I did. I have some lovely work, some my old self-conscious work, but some more reckless and free. A good memory. I usually tear up or give up with sketch books, judging them negatively.

We even got to exhibit our work in Cambridge Central Library ...even more amazing, someone donated some money for one of my paintings!

I cannot be grateful enough. I am painting again at home, I am able to sit down and concentrate sometimes. I feel some release from a false sense of perfectionism, what is right, what I should do, be. It's OK not to be able to get everything right, not to be able to do everything well. Somehow I had paralysed myself this way in many aspects of my life, through fear. I have a long way to go and lots to change, but it's a big step in the right direction. Huge thanks to everyone involved. What a wonderful, but crucial project.'

### **Comments from Participant**

'I really enjoyed being at the classes. As you say, just being in the room with everyone with no expectations but plenty of support, focusing on making things, was very helpful. It was the most calming and nurturing and encouraging place I've been...'

Maryam

### **Comments from Participants when followed up some time after they completed the course**

Sandie:

'I am off my antidepressants totally.

Have made new friends and been in charge of some activities, I still run the card making once a month. The communal gardens which I started to look after have been admired by residents.

I continue to go to Richard's art classes and am enjoying it.

I would recommend the sessions to anyone who suffers from depression, it was a way I could express myself and allow how I was really feeling to surface.

Keep up the good work folks you are very much needed.'

Evelyn:

'I think I was at Arts on Prescription on the Oct 2012 course. It was very beneficial to me. It helped me to get a routine going. It was good to have a counsellor there to be listened to. The art teacher was very professional. It was good to be with other people doing art and to have work shown at the end of each session and get a critique.

Since then I have been sorted out more with medication, and did some workshops at Recovery College East, attended an adult education watercolour course and I now do some voluntary work.

Hannah:

'My experience of the sessions was really good. I was possibly the most cynical I could have been about a group art session for people with mental health issues, but I found it surprisingly calming and it really did help with levels of anxiety at the time. Unfortunately I have had to



visit my GP a lot more than usual recently, but this is because I have only recently been diagnosed with Bipolar Disorder, which I was unaware of or being treated for at the time of the sessions. Generally though the sessions have made me a lot more confident and I have actually been discharged from mental health services and my psychiatrist since then.'

Sally:

'Just a quick message to say I did attend Arts on Prescription in Wisbech and thoroughly enjoyed it.

It made me do something I enjoyed without feeling guilty.

It was my time to feel well, meet new people, hear their stories and develop new skills.

I am now a part time Art Teacher at Home Tree School, Friday Bridge, Wisbech who educate children with Mental illness.

Although I still suffer with Anxiety, the knowledge that there is a facility like Art on Prescription, makes me feel there is hope to destroy the stigma of Mental Health and that we, the Mental Health Sufferers, are a worthwhile commodity.

I believe Art on Prescription, for me anyway, was good use of Government resources.'

Elaine:

'Since Arts on Prescription I have found a course with Cambridge Community Arts for Drawing and Painting Level 2. I've had a couple of sessions and I'm really enjoying it. If I hadn't done the Arts on Prescription sessions I would not have had the confidence to go on and enrol in an art course. I am forever grateful to you all for taking my life in this direction and wish you well for funding future courses.'

Sarah:

'...I have always dabbled in abstract art really enjoying and recognizing the calming effect it had on me but never setting enough or even any time in my busy life to do it.

It was wonderful to commit to the course and therefore concentrate on something I really enjoy. The class was very relaxed and we were really looked after, there was a lovely atmosphere and I enjoyed losing myself in the task of the day, I learnt a variety of different techniques that took me out of my comfort zone and I look forward to making use of when I set to dabbling again.

I was amazed at the talent in our group and it was lovely to slowly get to know people and admire their work.'

Tracey (15 January 2017):

Just a little update of what I've been up to since my Arts and Minds course in Cambourne last year. I really missed the classes after they finished and inspired my kids to join me in the summer holidays on small art and craft projects. In September when they went back to school, I spoke to the Head teacher of their school and started an arts and crafts lunchtime club for 5 to 10 year olds. It was lots of fun, a good challenge (as we had only half an hour to get our projects done) and a great confidence booster. I was asked to stay on as a volunteer teaching assistant for the art classes on Wednesday afternoon at Caldecote Primary, helping the Art teaching with the year 5 and 6 art projects.

This has led to me getting a paid job as a teaching assistant at the Cabin at Comberton Village College working with children with additional needs. I had been looking for a part time job for over a year before doing my Arts and Minds art course and think, alongside my illness, it was part of the reason I was feeling so depressed as I not even been able to get an interview up until that point. I would send my CV in and then just get a rejection letter or hear nothing at all.

Thank you for all that you have done for me. This is such a wonderful organisation and I am grateful to you all for how you have made a difference in my life. I look forward to seeing you all in the future.

I think it's really important for the funding to continue for Arts and Minds and Arts on Prescription. It can make such a difference and I know that these types of projects need feedback for the funding to continue. I think more people would benefit from more healthy, creative treatment for mental health issues such as Arts on Prescription rather than relying on drugs which themselves can produce unwanted side effects.

Thank you for all your help and for the information about the work going on in the schools. I do feel that the children don't get enough "making" time in school, something which other parent's also commented on when I started the lunchtime Arts and Crafts club.

**Janet Barraclough, Lead Counsellor for Arts on Prescription, on the rolling programme at the MAA:**

'[A] was very sad to be finishing but feels the sessions have made a big difference to her. She likes the way people finish and start at different times as she thinks it makes the group very accepting and it builds resilience by having to get used to new people.'

'Before the start of the session there was an interesting conversation with the early arrivals saying to me how much they are enjoying coming to the MAA. They feel there is a really nice atmosphere about the place, and they feel inspired to be there. They loved S-J's talk and particularly her enthusiasm for the objects she was talking about.'

Yesterday was a very good session. Caroline started with exploring the fascinating handling collection with the group. There was some really good and lively discussion going on round the table. They then started large scale drawing using charcoal. Having the handling collection on the table we were not able to have refreshments on the table, so about half way through the session I set up refreshments in the corner, and asked them to help themselves. Caroline and I both noticed this created a space where small groups started to talk to each other, it felt much more sociable and gave them a break from their creativity. We intend to carry on doing refreshments this way - which is how they are in the St Ives group, where they are set out in the kitchen. Interesting, how small changes can have such an effect.'

**Janet Barraclough, Lead Counsellor for Arts on Prescription, on the talk given by Jacqui Strawbridge, Outreach and Access Officer at The Fitzwilliam Museum:**

'As I travelled back to St Ives in a taxi with two of our group, all they talked about was how wonderful it was to be at The Fitzwilliam [Museum]. They had both been before, but not for some years, and your talk has reignited a passion in each of them to come back to The Fitzwilliam and explore some more. They loved everything you showed them.'

## **6. Cambridgeshire Older Persons Enterprise (COPE)**

During the last two quarters of the year COPE produced three 20 page Newsletters which were distributed to its members either by post (majority) or email. It was also distributed to local government offices, GP surgeries, Community Centres and Clubs. The membership of COPE during this period was 2602 people, of which 785 live in the South Cambs District Council area.

COPE continued its campaign against loneliness in association with the Campaign to End Loneliness which identified Cambridgeshire as its initial project area in its National Campaign. COPE membership was kept informed of the Campaign through articles in its Newsletters and COPE members attended several seminars throughout the County on how to combat loneliness. The Executive Director of the Campaign to End Loneliness, Laura Alcock- Ferguson will be giving the lead speech at COPE AGM in July 2018. Other campaigns on matters of importance to older people (pension age, computer information and training, avoiding scams etc) are also dealt with on a regular basis in the Newsletter, and COPE is actively establishing a Community Telephone Chatline for its members especially those who are lonely.

There was a very active social programme during the period. Outings to Sheringham, Cam Trip, Garden Centres, BBC Studios, Fitzwilliam and Cambridge Folk Museums were made. In December, a Xmas Lunch was held at Hallmark Hotel, Bar Hill for 80 members and in January a New Year Lunch at the Slepe Inn, St Ives for 50 members. Both Lunches were subsidised by COPE and 30% of those attending were from the South Cambs Area. Then in March there

was a lunch at the Cambridge Regional College at which 42 members attended, again a third of those attending were from the South Cambs Area.

Smaller social groups at which there are talks on health and fitness, gardening, travel and local history, continue to be held at St Lukes Church, Queen Ediths and in St Ives. It is planned to hold similar activities in other community centres where there are facilities and local volunteers available. To enable us to identify our members needs we have conducted a survey among our members. This is being analysed and the results will be published in the Newsletter, and sent to Local Authorities.

David Bailey,  
Chairman COPE

## **7. Disability Information Service Huntingdonshire (DISH)**

We have to date exceeded all measures except home visits which are down by 2 on the agreed metric. This is likely due to the changeover in caseworkers, as our new caseworker, Tracey Woodhouse, took over from Audrey in January, but only started home visits in late March after training.

The number of visits in the office and phone calls has also decreased, although if you look at the number of clients the decrease is not nearly so dramatic. Again this is likely due to the change in caseworker and a dramatic increase in appeals in Huntingdonshire, which has taken much of Michael's time. I'm pleased to say these figures are still comfortably over the requirements for the period.

Although we will continue to serve any South Cambridgeshire clients who come to us, we are not actively advertising our services at the moment as we are at full capacity. We believe we are now the only organisation apart from the County Council's Welfare Benefits Team which offers home visits and tribunal support in this area and the Council's team has seen significant cuts in recent years. As such we are the last hope for more people than we can help at our current size, but our budget is being squeezed along with everyone else's.

We cover areas of work which are particularly time consuming and therefore more expensive to provide than other services. A home visit can take anything from 1-4 hours, not including travel time and the copying, form filling and correspondence that continues for each claim back in the office. Tribunal support sees us travel to Bedford, Peterborough and Cambridge to support clients at the most stressful point of their claim. But we believe these services are absolutely essential – it is ironic that it is those most in need who find it hardest to access support. Our clients often have multiple, complex conditions which make filling in the arduous requirements of the DWP impossible for them to do and they are also terrified of an arbitrary decision that could mean they lose their only means of supporting themselves.

We are looking into new ways of working and new funding streams that will enable us to increase the number of people we help and empower more people to help themselves. However these will take some time to come into effect, if they are deemed to be feasible.

We are also seeing pressure on our premises and it looks like we will be needing to move within the next couple of months. We are actively looking at options for new premises, but only one of those potential options at the moment would see us to continue to operate out of Papworth.

Given these factors, we will likely be looking to do some gentle promotional work in South Cambridgeshire later in the year to ensure we are meeting your requirements and we would appreciate any promotion you can provide through areas like your Citizen's Advice services or other related services.

We set out below a table of work completed for the financial year 2017-2018.

Annual SLA report for 2016 to 2017				
Subject	DISH Outcomes			SCDC requirements
	1st April to 30th September 2017	1 <sup>st</sup> October 2017 to 31 <sup>st</sup> March 2018	Total for 2017-2018	
Home Visits	7	6	13	15 per annum
Advice at DISH offices (face to face)	80 visits (by 20 clients)	33 visits (by 18 clients)	113	15 per annum
Telephone and signposting	122 contacts (33 clients)	51 contacts (25 clients)	173	90 per annum
Appeals	5 supported	4 supported	9	3
Annual Equivalent in Benefits	£66,237.00	£22,322	£88,559	£12,000 in year 1

### SCDC Case Study (Ms E)

Ms E is in her early 60s and wrestles with an increasing number of physical issues including arthritis and fibromyalgia, the combined pain and stress of which means that she is often exhausted by even the smallest tasks. Her mental health has been worsening since 2000, and though she used to be very sociable she has been cutting back on seeing people, making her depression and anxiety worse.

She came to us concerned about losing her PIP payments. It is common knowledge in the disabled community that benefits are being rejected more frequently and that even the most obviously in need often aren't safe. The stress of the approaching renewal was making her mental health worse and she was finding it impossible to face the task of wading through the various papers and putting together a response. On top of everything else, her arthritis and fibromyalgia mean she suffers daily pain and is physically unable to write.

One of our caseworkers walked her through what she needed to do and helped to meet her needs at every step to reduce her stress and make her feel confident that she would be heard. Working together, we were able to put in a claim that we feel should easily receive the standard rate for mobility and daily living and has a good chance at receiving the enhanced rate for both. Ms E is now much more confident about the process, stabilising her mental health. And she knows that, if for any reason her claim is rejected, that she has a team she can rely on to help her navigate the next steps.

### 8. Cambridge Council for Voluntary Service (CCVS)

Key deliverable	Specific measures	Activity
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. This will include 1-2-1 support, email and phone support and access to factsheets and information;	CCVS delivered 259 support sessions organisations that work in South Cambs. Of these sessions 38 were 1-2-1 sessions.  <i>“CCVS has been a lifeline in supporting the Trustees whilst we establish xxx. Thank you for everything you and the team do to push us forward to where we need to be, it is fantastic</i>

	<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><i>to work with you.”</i></p> <p>CCVS delivered 41 Finance and Fundraising sessions.</p> <p><i>“I am delighted to let you know that we have received an offer letter from Big Lottery Reaching Communities for the full amount of £323,172 over 4 years!</i></p> <p><i>MASSIVE thanks to you for your support with the bid - we have stopped holding our breath now!”</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. We will be building on this format into 2018-19.</p> <ol style="list-style-type: none"> <li>1. 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>2. Event held in Swaversey on 10<sup>th</sup> October. 15 people attended the sessions and all rated the event as Excellent or Good.</li> <li>3. Event held in Cambourne on 21<sup>st</sup> Feb. 24 people attended the sessions and all rated the event as Excellent or Good.</li> </ol> <p><i>“Brilliant. Very varied information. Thank you very much”</i></p> <p><i>“Really friendly session, good to discuss with other trustees and understand some of their challenges.”</i></p>

		<p><i>“Thank you - you created a welcoming, informal atmosphere”</i></p>
	<p>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)</p>	<p>Attended the 2<sup>nd</sup> South Cambs event for groups working with Children and Young people 7 Nov</p>
<p><b>Representation</b> Provision of a collective voice for the voluntary and community</p>	<p>Representation on the Local Health Partnership; Representation on the CDRP; Representation at other occasional and adhoc district forums and meetings that require a VCS voice.</p>	<p>Attended CDRP and LHP meetings . Attend Children and Young People’s partnership meetings.</p>
<p><b>Networking and communications</b> Sharing knowledge and experience within the sector, bringing people together to share common issues, identify complimentary activities and develop joint solutions.</p>	<p>11 newsletters sent to all contacts. These will include updates on good practice as well as local and national news and information;</p> <ul style="list-style-type: none"> <li>• Regular e-bulletins to all CCVS members giving them additional local information, news and advice;</li> <li>• 11 funding bulletins to all CCVS members;</li> <li>• Social media updates and promotion;</li> <li>• 2 newsletters to local councillors to promote CCVS and the work of the sector;</li> <li>• 2 newsletters to parish clerks to promote CCVS and the work of the sector.</li> </ul> <p>We will utilise our communications platforms to share appropriate information and consultation opportunities highlighted by South Cambs District Council.</p>	<p>Over the period CCVS sent out</p> <ul style="list-style-type: none"> <li>• 12 editions of the <u>Monthly newsletter</u>.</li> <li>• 18 e-bulletins to members,</li> <li>• 4 bulletins to the CEO group.</li> <li>• 11 editions of the funding bulletin that is produced in partnership with another County CVS</li> <li>• 2 bulletins to all councillors</li> <li>• 2 bulletins to all parish clerks</li> </ul> <p>We regularly update the website to include information relevant to the sector and continue to refine the factsheets that we email to people requesting help. The <u>latest information</u> is on the new rules around Data protection. The CCVS <u>twitter</u> feed has 2150 followers and has been averaging an engagement rate of over 40,000 a month recently. We have developed our Facebook page and our Supported Volunteering Facebook page (both have around 100 followers) and have used local Facebook groups to advertise events and our offer to groups, this has been especially useful in South Cambs.</p> <p><i>“Very useful organisation to keep us up-to-date with funding</i></p>

		<i>alerts, changes in charity legislation and other relevant topics."</i>
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## 9. Homestart Royston & South Cambridgeshire

1<sup>st</sup> May 2018

**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 delivered this training to a total of 11 volunteers over two training events, one taking place on the Tuesday the 7<sup>th</sup> November and the other taking place on Wednesday 28<sup>th</sup> February 2017. One of our volunteers said:

*"As a home visiting volunteer with a background in early years, I found the training to be a useful reminder of the important role that parents play in their child's education at home. The Big Hopes Big Future programme provides lots of useful resources and practical ideas that will be really helpful when offering advice and support to a family who have asked for help with getting their child ready to access the next stage of schooling."*

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

Over the course of this year we have been in contact with various different referrers including Health Visitors, Children's Centre's, Pre-schools and Schools where we have discussed details of the programme. We have made this contact by emailing promotional leaflets, conducting face to face meetings where we share materials used by the volunteers when delivering the course and follow up phone contact to support ease of referrals. We have also had some referrers visit our offices to gain a better understand the project. A change in staffing in November has enabled increased networking in the Cambourne area promoting increased awareness of the project.

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

Over this period of funding we have had a total of 10 families who have engaged in the BHBF project. The referrals have come from a number of different professionals, 7 from health visitors, one from a GP and 2 from children's centres. Of the 10 families 8 have been matched with a volunteer, two decided they didn't want to engage after the initial visit.

### 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 coordinator 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. For this period a total of 20 face to face supervision sessions have taken place to support the volunteers in providing school readiness support to these families.

**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 review visits have 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 and ending 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”*
- *“My volunteer helped with anxiety when going to appointments”*
- *“Sometimes you just need reassurance that you’re doing ok”*
- *“My volunteer helped me feel confident to contact people that I was always worried about contacting”*
- *“My volunteer helped me to learn to distract my son with another activity when he was distressed which helped me keep calm, which helped him keep calm”*
- *“I am so grateful for the help Home-Start has given me. I feel a lot less overwhelmed with life and am able to control things better and understand my son’s needs more”*

**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)**

Over this financial year we have trained a total of 11 new volunteers to deliver the BHBF project to families in South Cambridgeshire. We have maintained contact with referrers by visiting settings as well as sharing literature about the project and encouraging emails through regular follow up contact via phone and email. The additional impact of these relationships is that we have seen other referrals into our organisation. We have had a total of 10 families referred into the BHBF project and we have provided weekly home visiting support to 8 of those families. For 2 of the families referred, after an initial visit from the coordinator they decided that it wasn’t the right time for them to engage with the support that was offered. 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 8 families that we have worked with 2 have children with additional needs. Two of the families have had Early Help Assessments in place and one family had a Child In Need Plan in place.

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 bedtime routines
- Support to establish and implement more consistent boundaries for children
- Support to implement behaviour management strategies both at home and outside of the home
- Support to understand and utilise increased learning opportunities, both at home and when out and about.
- 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 have a better understanding of how learning can be incorporated into 'every day' without needing high tech gadgets and technology
- 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 co-ordinators have attended Team Around the Family meetings and Child In

Need meetings to ensure that other agencies are aware of the volunteers role with the family and the focus being around school readiness.

Sarah Mascal  
Scheme Manager  
Home-Start Royston & South Cambridgeshire