

Individual Reports 2018-19

Reports provided by funded organisations:

1. **Citizens Advice Bureaux (CAB)**
2. **Three Counties Transport (3CT)**
3. **Royston & District Community Transport (RDCT)**
4. **Care Network**
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**
10. **Farmland Museum**

1. Citizens Advice Bureaux (CAB)

Report 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 = 5665 clients (+410 from last year)

Amount of work generated by clients = times seen (most need more than one session to get to point of resolution) = 8,478 sessions

Questions answered/ advice issues = 13,810 (+969 increase)

Of those questions asked the top topic areas:

- Welfare rights = 4201 (19%) Top benefit work = PIP, ESA, HB*
- Debt and money advice = 2663 (21%) Top areas = DRO** (463) and Council Tax Arrears
- Employment = 1172 (10%)
- Housing = 1180 (9%)

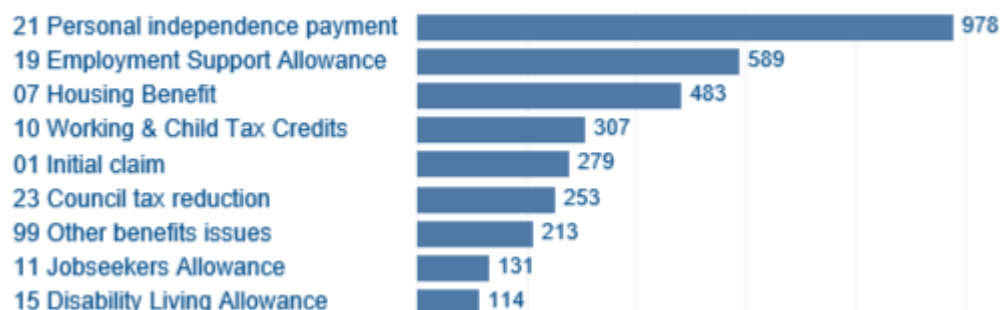
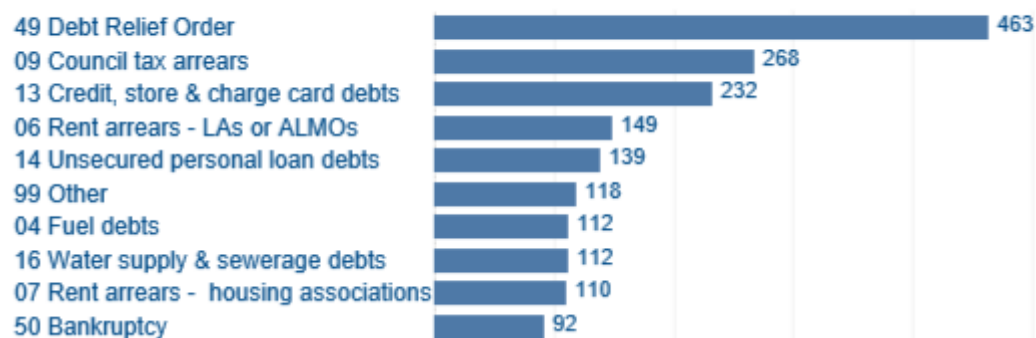
Income gains and debts written off for clients: £2,414,387

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

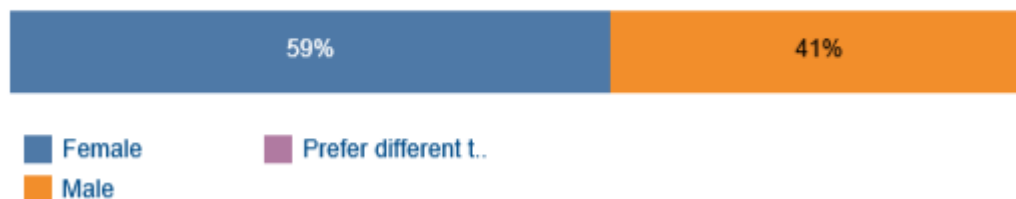
**DRO = Debt Relief Order

Advice Issues: 13,810

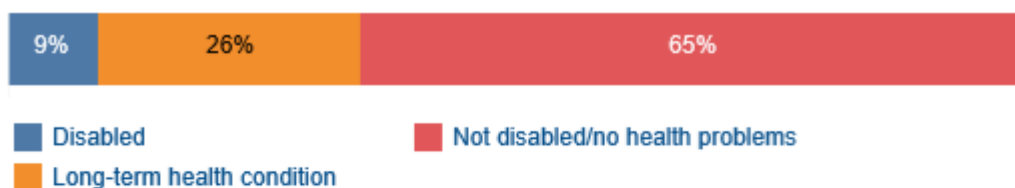
	Issues	Clients
Benefits & tax credits	3,648	958
Benefits Universal Credit	553	246
Consumer goods & services	430	188
Debt	2,663	547
Discrimination & Hate & GVA	169	92
Education	49	28
Employment	1,172	411
Financial services & capability	631	243
Health & community care	261	121
Housing	1,180	489
Immigration & asylum	327	140
Legal	554	327
Other	336	185
Relationships & family	1,296	491
Tax	129	85
Travel & transport	128	76
Utilities & communications	284	111
Grand Total	13,810	

Top benefit issues**Top debt issues**

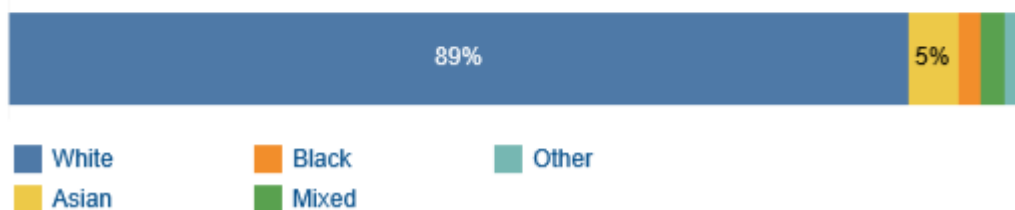
Gender



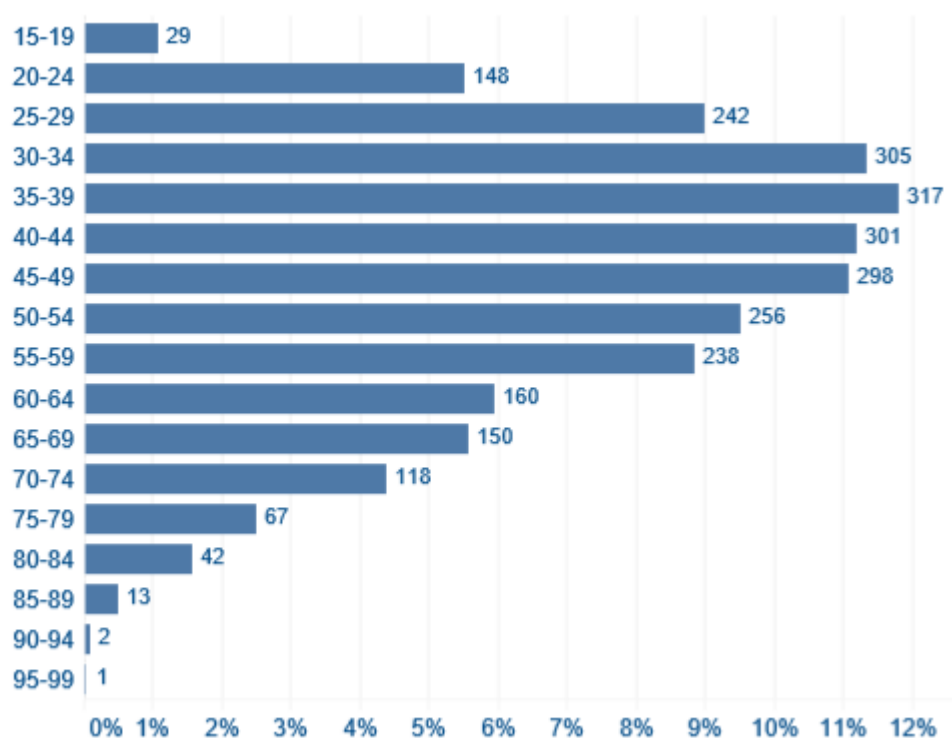
Disability / Long-term health



Ethnicity



Age



Interactive help:

Our website was visited 27,450 times by 20,304 users over 12 months. 48% of users have been recognised as located in South Cambridgeshire. We are now offering webchat to clients under our Help to Claim project.

We answered 1883 (last year 646) enquiries sent to us via email.

In the period we have answered 1585 phone calls from clients.

Clients are still using our touchscreen units located in South Cambs DC Office, Gamlingay and Sawston.

Number of clients as a % of total work.

South Cambridgeshire clients account for 41% of our total work.

South Cambridgeshire funding represents 10% of our funding.

Financial outcomes:

Outcomes	
Income gain	£887,422
Re-imbursements, services, loans	£18,639
Debts written off	£1,454,691
Repayments rescheduled	£5,376
Other	£48,259

Financial Outcome Category	Outcome	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Debts written off	Bankruptcy	6	6	£437,000	£72,833	£72,833
	Debt write off - other	4	4	£19,534	£4,883	£4,883
	DRO - debt relief order	68	71	£763,956	£11,235	£10,760
	IVA - Individual Voluntary Agreement	7	7	£234,201	£33,457	£33,457
	Total	83	88	£1,454,691	£17,526	£16,531
Income gain	Application made to govt scheme for financial help/energy efficie..	3	3	£420	£140	£140
	Benefit / tax credit gain - a new award or increase	99	163	£579,657	£5,855	£3,556
	Benefit / tax credit gain - award or increase following revision or ..	44	64	£209,882	£4,770	£3,279
	Benefit / tax credit gain - Money put back into payment	6	6	£10,812	£1,802	£1,802
	Benefit cap or under-occupation - action taken to mitigate	1	1	£814	£814	£814
	Better deal through switching supplier	17	24	£6,210	£365	£259
	Better deal with same supplier	8	8	£2,583	£323	£323
	Budgeting change	12	15	£15,836	£1,320	£1,056
	Charitable payment	47	55	£9,683	£206	£176
	Child Maintenance Enforcement action taken	1	1	£3,132	£3,132	£3,132
	Child maintenance received	1	1	£600	£600	£600
	Compensation - awarded	1	1	£15,000	£15,000	£15,000
	Complaint successful	2	2	£5,000	£2,500	£2,500
	Financial gain	3	3	£480	£160	£160
	Financial gain (please specify)	3	3	£935	£312	£312
	Homelessness prevented - remained in home	1	1	£3,400	£3,400	£3,400
	Money recovered	1	1	£216	£216	£216
	Other (financial)	12	12	£11,222	£935	£935
	Other savings achieved	8	9	£1,174	£147	£130
	Tax - other (financial gain)	2	2	£638	£319	£319
	UC claim submitted	1	2	£7,629	£7,629	£3,815
	Unfair practice remedy - success	1	1	£2,100	£2,100	£2,100
	Total	219	378	£887,422	£4,052	£2,348

Financial Outcome Category	Outcome	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Other	Not liable for debt	1	1	£1,176	£1,176	£1,176
	Other	1	1	£0	£0	£0
	Other (non-financial)	6	6	£0	£0	£0
	Request to be added to Priority Services Reg / Special Ass Reg	4	4	£0	£0	£0
	Tax coding corrected	1	1	£0	£0	£0
	Terms or conditions maintained/enforced	1	1	£8,722	£8,722	£8,722
	UC: Personal Budgeting Support received	2	2	£0	£0	£0
	Unfair Insurance challenged - unsuccessful	1	1	£252	£252	£252
	Utility meter installed / moved / recalibrated	1	1	£0	£0	£0
	Uttlesford - BTU Project - Improved Quality of Life	1	1	£2,980	£2,980	£2,980
	Uttlesford - BTU Project - Reduced Isolation	1	1	£3,107	£3,107	£3,107
	Verify process successfully completed	1	1	£0	£0	£0
	Will / probate outcomes - successful	1	1	£0	£0	£0
	Total	90	154	£48,259	£536	£313
Re-imbursements, services, loans	Benefit / tax credit loan agreed	2	2	£3,319	£1,659	£1,659
	Blue badge - obtained	1	1	£400	£400	£400
	Disputed fine / charge / action - successful	1	1	£100	£100	£100
	Financial gain/improvement	3	3	£2,238	£746	£746
	Food provision / referral	27	32	£1,474	£55	£46
	Goods or services provided	5	6	£1,481	£296	£247
	Reduction/removal charges	2	2	£4,513	£2,257	£2,257
	Refund / Repair / Replacement agreed/scheduled	3	4	£5,114	£1,705	£1,279
	Total	40	51	£18,639	£466	£365
Repayments rescheduled	CASHflow	1	1	£0	£0	£0
	DMP - debt management plan	1	1	£0	£0	£0
	Repayment negotiated	7	7	£5,376	£768	£768
	Total	9	9	£5,376	£597	£597

Service Update:

The drop in sessions on the first and third Monday mornings continues at Melbourn Hub. They are well attended, clients can book an appointment in advance or drop-in and most issues can be dealt with in one visit. North Herts who deliver this have observed that demand is increasing for both the drop in and casework.

An appointment system is in operation for the monthly Bassingbourn outreach at The Limes Community Centre. This service has less demand, so the system ensures that we only attend the centre on days where there is a need. The appointment system is efficient and we continue to see a clients with diverse issues.

The Longstanton and Wilingham outreach based in the GP surgeries have really taken off. Lots of positive feedback (separate report has been prepared and submitted)

We attend the council offices every Tuesday to provide debt casework referred to us by the Homeless Prevention team. Many of these clients get referred to the main office for Debt Relief Orders.

Personal Budgeting Support appointments are delivered at the job centre for people moving to Universal Credit.

Additional funds levered in the 12 month period:

- Successful extension of an Evelyn Trust funded project @ £18,500 for 2 years.
- Continue to be key partner in the delivery of CLAS. We have a fund of £14,300 to award vouchers to clients for white, green goods and food.
- Help to Claim (getting people signed up to UC) work started in April with funding from Citizens Advice of £101,962

Case Studies:

Ms P had many problems with her housing. She lives with her adult son who has learning difficulties and hard-to-manage behaviour. He works in a supportive work environment and earns his own money, but is unable to understand that he needs to contribute to the rent or that he would be unable to live alone, despite threatening to move out when asked for rent. P's Housing Benefit claim had been stopped as her eligibility was affected by her son's income, which lead to her falling behind on her rent and at risk of losing her home.

P's Housing Association had to move towards possession proceedings due to her large rent arrears, but they were aware of P's vulnerability and wanted to support her. Our adviser spoke to the council and the Housing Association on P's behalf due to her poor literacy and memory issues, and once they were made aware that P was receiving support, they paused the possession proceedings. After this immediate crisis was avoided, our adviser was successful in securing Attendance Allowance for P which then led to her Housing Benefit of £74 a week being reinstated. She was also paid her backdated Housing Benefit payments, a total of £747. This paid off her rent arrears and stopped her losing her home.

Our adviser had also noticed that P had no adaptations to her home and was struggling to live there safely, including sleeping on the downstairs sofa due to her mobility issues. They contacted adult social services to request a needs assessment, which led to P having adaptations made to her home and receiving equipment to improve her mobility. Now P can

live comfortably in her own home, and our work increased her annual income by an invaluable £6,827.

Mr S had agoraphobia, severe anxiety and his condition was being made worse by the fact that he had recently lost his Disability Living Allowance and now had money problems. His GP referred him to his surgery outreach worker for help.

Like many unwell or disable people who are unable to work, Mr S needed to claim more than one benefit to meet his ordinary living costs.

We were able to establish that he had been moved over from Disability Living Allowance (DLA) to Personal Independence Payment (PIP) and that he had not been able to attend the required medical assessment which usually took place in Haverhill. Mr S had explained his difficulty going out, but despite a supporting letter from his GP, the DWP refused to carry out the assessment at his home. As a result he was refused PIP, depriving him of a more than half of his income. We appealed the decision and won, not only getting regular payments PIP at the rate as those of his old DLA, but also getting around £4,000 of arrears going back to when his DLA ended.

During the time we were working on his case, Mr S's mother, whom he lived with, died. She was the sole tenant of the house in which they both lived. This could have led to him becoming homeless. However we checked her tenancy agreement and discovered that he had a right to take over her tenancy, but that as the property was too big for one person, he would not going to be entitled to sufficient housing benefit to pay the rent.

We helped Mr S negotiate with the housing association who owned the house to provide him with a suitable one bedroomed property close by, and made the necessary arrangements to ensure the rent on his mother's house was paid until he moved out and that he received full housing benefit on his new home.

A query about whether or not he needed to pay prescription charges led to the discovery that he had been put on to the wrong type of Employment and Support Allowance (ESA) some years ago when he was moved onto ESA from Incapacity Benefit which was being phased out.. This had led not only to him not being entitled to free prescriptions, but also being paid less money than he was entitled to. We raised the matter with the DWP and not only got him moved over to the correct benefit, but also got back the money he had lost over the last six years as a result of this error. This totalled to more than £14,000.

The DWP subsequently announced that this was a widespread problem and that all other claims which might have been similarly affected are being reviewed.

Mrs A is a single parent, with three children, aged 2, 9 and 13 who lost £589 per month due to a tax credit decision made by HMRC in February 2018. A's ex-partner claimed that their two older children lived with him. HMRC recalculated the client's tax credits based on one child and backdated it, leading to a tax credit overpayment of £2,783.

At the end of 2017, A had a relationship breakdown with her partner and was locked out of her home with her three children. She was homeless for several months and lived in temporary accommodation. In January 2018 she was given a council flat on an introductory tenancy. She had also borrowed money from friends and family and had other debts

including rent arrears and council tax. The client worked 24 hours per week as a biomedical scientist at a local hospital.

Actions Identified:

- Applied successfully to HMRC to stop deducting money to pay off the tax credit overpayment on grounds of hardship, giving client additional £200 per month;
- Applied for a mandatory reconsideration of the tax credit decision. HMRC upheld their decision and in May 2018 a CAB benefits specialist helped the client request an appeal.
- Applied for a grant from the Turn2Us Elizabeth Finn Fund for science professionals going through hardship. This was turned down on the basis that A's income was too high;
- Discussed with A, applying for a CLAS grant for furniture, so that she would be able to get her aunt to take over her existing furniture, bought on HP. Applied for £250 CLAS Cambridge re-use voucher. This saved £150 per month in HP costs;

Results:

- Deficit budget of minus £430 brought down to minus £19 per month;
- Adviser helped client keep tenancy through a housing benefit review;
- Client able to manage financially while waiting for the tax appeal hearing.

TIME PERIOD: 9 months

Feedback:

The person I spoke to was very lovely. She didn't know the answer straight away but was able to help me get to the answer I needed, and I now have the required visa!

CAB was my lifeline when it came to having 'no other means'

I love the idea of being able to speak to someone who has knowledge about legislation, etc that I don't have. Sometimes an issue that you have at home, that you can't or don't know how to deal with, can make feel under pressure and worried. It is nice getting advice from CAB.

It is a wonderful free service - please DON'T stop it - it is so nice to think that when you need help there is the CAB!

Just to say thank you all very much for all the excellent service you all provide to all in the community. It's very much appreciated. I will always need help and support . I am disabled. Thank you 😊

I wouldn't know where to go, so, please don't close. We need the CAB. The community needs all the wonderful people that work there. I always here good words about all the wonderful work you all do. Thank you 😊

The service on offer has been excellent. Where it hasn't been possible to answer my questions, I've later had emails from the member of staff that I've seen.

I was very grateful that everything went so smoothly and I could not ask for a better service on the day.

It was a very good experience one that helped me so very much.

So helpful. Advice was excellent. Have recommended the CAB and have had them recommended to me!

I am most appreciative that the service is available and local.

Cambridge CAB have helped me incredibly.

Some great people providing a much needed service to the community.

Continue with the important work. We all need you, and many thanks to everyone.

There is no where I can think of that I would go to if Citizens Advice Bureau were not available here in my area.

The advisor I saw was very helpful and put me at ease helping me with my benefit form

A massive thank you to CAB! Please continue the good work.

For me personally, the service was simple, straight forward, helpful and positive. A very definite and efficient service

The staff are very kind and understanding and give good advice.

2. Three Counties Transport (3CT)

Dial-a-Ride Group hire figures 2018-19:

	Yr to Mar 19
No. of Passenger Journeys	1013
No. of Registered Pax	147
No. of New Passengers	28
No. of Groups	12
No. of New Groups	1

Trip Count

01/04/2018 to 31/03/2019

		Total
3CT South Cambs Car Service	Balsham CP	22
	Castle Camps CP	16
	Linton CP	12
	Weston Colville CP	12
Cambridge Dial A Ride Haverhill	Balsham CP	1
	Hildersham CP	84
	Horseheath CP	70
	Linton CP	504
	West Wickham CP	242
Community Car Haverhill	Castle Camps CP	12
Community Car Hospital Appointments - Haverhill	Castle Camps CP	4
Wheels Within Wheels - For South Cambs Residents	Castle Camps CP	4
	Fulbourn CP	8
	Linton CP	22
		1013

- We have recruited and trained a new DATS trainer, enabling us to continue to provide MiDAS training.
- We have trained/retrained 2 new drivers able to provide services to South Cambs Residents
- We continue to market our services across our area, we are pleased with our success in Linton, refreshing publicity and connections has achieved some new members.
- We have found marketing our services effectively to be increasingly challenging, aware that our limited capacity can make it challenging to get information out on the ground. As such from September we are employing a Marketing Officer.
- We have identified a potential need emerging need from passengers in Balsham, they seem to prefer to travel to Cambridge, although Haverhill and Newmarket can also be considered. We will look to contact Balsham Parish Council to try to establish the level of demand, we may be able to assist. We would appreciate any data/feedback available to South Cambs DC.

- We have successfully increased the operating hours of Haverhill DAR and have redirected many shorter journeys away from Community Cars to DAR. This has enabled us to increase financial sustainability and availability of volunteer car drivers for essential hospital appointments, simply a better use of resources.

3. Royston & District Community Transport (RDCT)

RDCT 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-eight volunteer drivers operating in the district. The grant awarded covered core funding support.

Funding agreed for 2018-2019:

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

2,535 journeys (1,234 health-related), 43,474 miles (24,306 health-related), 105* regular users in South Cambs, covering 57 parishes.

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

*Regular users based on new criteria of users travelling on average at least once a month throughout the year. Some clients travel one or two times a week.

4. Care Network

APPENDIX 3 – SERVICES TO BE PROVIDED IN YEAR 3	
Overall Mission	To provide community transport development services and support services to organisations supporting elderly and vulnerable residents of South Cambridgeshire.
Key Deliverables	To develop, deliver and publicise community car scheme training, provide support to individual car scheme and establish new community car schemes to meet the needs of South Cambridgeshire residents. To sustain and develop schemes to support the elderly and vulnerable and encourage an inter-generational approach to support for the elderly within communities.
Specific Measures	Community Transport

	<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"> Delivered six networking Get Togethers and training sessions over the year attended by <ul style="list-style-type: none"> Shelford Support Group, Fulbourn CCS Cottenham CCS Histon, Impington and Girton CCS Toft CCS Heron – Orwell CCS Bourn CCS Barton CCS Hardwick Caldecote & Dry Drayton CCS Haslingfield & Harlton CCS Foxton Help Group Cambourne CCS Common issues which continue to be raised include the increase in requests for hospital and medical journeys, transporting passengers with mobility issues, requests for transport to visit relatives in care homes, insurance and recruiting new drivers. Many of the coordinators and drivers are elderly and are finding it difficult to recruit more volunteers to help out although they are generally positive about the future of community car schemes. We always offer to hold a Networking Get Together at a local CCS volunteers' meeting so that the groups do not have to travel to Hardwick. This is usually taken up by Fulbourn CCS and the Heron Group CCS It has been useful to have Gavin Moulton from CCC in attendance at some of the Networking Get Togethers to answer drivers and coordinators queries directly. Feedback from the participants was very positive and they appreciated the opportunity to hear how other schemes are run and to discuss the issues faced with others in a similar situation. We continue to encourage CCS who do not engage as much as some other schemes, to come along and always send a follow up email summarising the Networking Get Together discussion and including any information requested. We publicise the Networking Get Togethers and CCS generally through Care Network Facebook page and Twitter.
	<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"> Attended 12 car scheme AGMs and regular meetings as invited Responded to enquiries raised, and made over 105 contacts with Car Schemes We have worked with SCDC to produce a new South Cambs Transport Directory. We contacted all the CCS in South Cambs to ensure that their contact details, villages covered and types of journeys are up to date and correct.

	<p>To target support for car schemes identified as at risk on Care Network's Resilience measure.</p> <ul style="list-style-type: none"> • Support has been given as needed to each scheme with a targeted focus on ensuring volunteer driver and coordinator recruitment and parking issues at hospitals. • Due to our close work with the car schemes over the previous 3 years, the issues raised and gaining a better knowledge of the role played in local communities by the CCS, we have now embarked on an in depth research project across the whole of Cambridgeshire to identify sustainability threats and support needs to community car schemes to ensure people can continue to access this transport service. The results of the research will be available early 2020.
	<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.</p>
	<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"> • We have continued to liaise with the Access Office at Addenbrookes Hospital as many schemes have experience difficulties with the new system to gain access to the hospital car park • We are liaising with the Assistant Project Manager at the Royal Papworth Hospital on the Addenbrookes site to ensure provision for CCS drivers and passengers. • The CCS have reported an increase in 'out of area' hospital journeys and we are discussing with CCC the importance of their continued support for the cost of these journeys. • Through our other services within Care Network, car schemes are represented at all levels of meetings within the County Council, local district councils, community health and hospitals
	<p>To provide one community car scheme case study with each 6 month monitoring report.</p> <p>Shelford Support Group Case Study</p> <p>The Group was first started by Biddy Wilkinson nearly thirty years ago, she began as a driver and then became the group coordinator as the demand for journeys and support grew. Now in her eighties, Biddy decided the time had come to take a back seat but she will continue as secretary.</p> <p>Care Network assisted with the publicity to find new coordinators to take over the running of the group and fortunately found three willing, keen volunteers.</p> <p>We held a Networking Get Together on 26th February in Hardwick which was attended by twenty CCS coordinators and drivers, including three new coordinators of the Shelford Support Group. This training was aimed at giving car scheme co-ordinators and drivers the opportunity to meet together to share best practice. It is particularly helpful for new volunteers to meet others doing the same role.</p> <p>We attended the event held by Shelford Support Group to thank Biddy Wilkinson for all the work she has done on behalf of the Group. We had the opportunity to meet with the coordinators and drivers and presented Biddy with a plant from Care Network in appreciation of her many years in the role.</p> <p>We continue with supporting the new coordinators as they settle in to running the group.</p>

Specific Measures	Independent Living
	<p>To provide general support to community social groups or schemes that in turn support older and vulnerable people, through newsletters, other mailings and invitations to training and events</p> <ul style="list-style-type: none"> As well as providing information and email updates to groups on such matters as SCAMS or new initiatives for loneliness, we started to plan a series of networking and information sharing events. <p>To work closely to support at least six groups or schemes as identified by client need which might be addressing loneliness and/or depression, supporting people with dementia or their carers or intergenerational work. 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.</p> <p>Over 140 contacts with groups, providing support and advice where necessary. As well as this day to day support we have:</p> <ul style="list-style-type: none"> In January, we started to work closely with the School Council at Cambourne Village College to arrange a 50s Tea Party for older residents in Cambourne which took place in May. We are supporting the students so that they have the resources and contacts to arrange further events as part of the School Council's responsibilities each year. We delivered the 'Reminiscence' session for the Generation Game Course at Impington Village College in collaboration with the Connections Bus Project, to ten students in Year 9 as part of their intergenerational course to enable them to connect with older people in their community. Attended Fulbourn Patient Participation Group at Fulbourn GPs Surgery to discuss the possibility of setting up a Good Neighbour Scheme to reduce loneliness and social isolation in the community. We are continuing to work with the group.
	<ul style="list-style-type: none"> Cottenham mobile warden scheme, attended AGM, supported with GDPR and linked with Little Shelford who are considering setting up a similar scheme themselves Continuing to support Little Shelford who have held their first Tea Party for older residents.
	<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"> We maintain our base in Hardwick and where we are able to hold some of the CCS Networking Get Togethers and we are always happy to support for photocopying requests, design and printing of posters and flyers for groups and CCS.
	<p>To ensure the opportunities for volunteering in South Cambridgeshire are well publicised and promoted</p> <ul style="list-style-type: none"> The Volunteer Manager, Christine Perea, supports publicity and promotion for all volunteer roles. We successfully gained the Investing in Volunteers Accreditation.

	<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"> • We attend the Cambourne Network & Natter sessions and involve Cambourne Time Bank coordinator and volunteers in any events we are holding in Cambourne. • We attended the Asset Based Community Development course organised by CPSL Mind and delivered by Nurture Development and found it extremely useful, giving new ways of working with local communities so our work has changed from being much more community led. We have the confidence to spend time listening to what residents themselves want and use our skills when called upon by the community rather than imposing our ideas. • Along with a member of the Community Navigators team, we had a Care Network information stall at the Cambridgeshire Local Councils Conference, which was a great networking opportunity where we engaged with parish councillors, clerks and members of local organisations throughout Cambridgeshire. • We took part in the 'Art and Creative Ageing' Information Day held at Kettles Yard, gathering useful contacts and information regarding the benefits of creativity in later life. • Care Network is also a member of the Health & Wellbeing Network and we attend all networking events arranged.
	<p>To provide one social group case study with each six month monitoring report</p> <p>Landbeach Singing for Fun</p> <p>Care Network attended Landbeach Sing to Remember group. They explained that the group is fairly small now and they would like to increase the number of attendees. Previously, the group had been formed for people with dementia and their carers but as Landbeach is a small village, we suggested that changing the group name to Singing for Fun group may widen the participant group. We have produced a new poster and sent copies to group Coordinator / treasurer. The Coordinator is happy to have her details on the poster.</p> <p>We put Kelly Austin (Granta Medical Practice) in contact with the coordinator as there is a waiting list for another singing group 'Sawston Sing to Remember' which is very successful but now full to capacity. We have suggested that the coordinator contacts the Age UK mobile Warden who covers Landbeach and Waterbeach and to contact Fen Edge Association. We have also given the group information on finding grants and group policies. We continue to publicise the group through Care Network Facebook page and Twitter, as well as ensuring that Care Network Community Navigators and Help at Home teams know of the changes and that the group is welcoming new members.</p>

5. Arts & Minds

Arts and Minds Report to South Cambridgeshire District Council Arts on Prescription October 2018 to April 2019

During the second half of 18-19, Arts and Minds was able to offer Arts on Prescription sessions in three locations; Cambridge, St Ives and Peterborough, with 20 sessions in Peterborough, and 23 in both St Ives and Cambridge.

The sessions took place at the Museum of Archaeology and Anthropology (MAA) in Cambridge, the Norris Museum in St Ives and the Peterborough Museum in Peterborough. We are extremely grateful to both the MAA and the Norris Museum who provided a room for the workshops free of charge, which enabled us to increase the number of sessions we were able to offer in these locations. Both venues provide an interesting, stimulating, safe and friendly, regular base. The response to the sessions piloted in Peterborough proved there was a bid demand in the city.

The sessions supported by South Cambridgeshire District Council saw the culmination of a three-year project 'Heritage for Health' delivered with support from the Heritage Fund, South Cambridgeshire District Council, Cambridge City Council and a number of smaller Trust funds. The project culminated with an exhibition of work created by participants who took part in the programme at the Museum of Archaeology and Anthropology. The launch on 10 April welcomed over 80 people, including a number of participants and generated a palpable buzz. Participants were pleased and proud to see their work exhibited at the museum they had come to know well. The exhibition runs until June.

A film was also made as part of the exhibition which can be used, together with some of the artworks, for a touring exhibition to publicise Arts on Prescription.

Cambridge Hub

Weekly workshops ran at the MAA from October to March only breaking for public holidays. All workshops were led by a professional artist, supported by a counsellor and took place on Tuesday afternoons from 1.30pm to 3.30pm. 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, Botanic Gardens and the newly opened Kettle's Yard. During the 6 months, 53 people took part 16 of whom were residents of South Cambridgeshire from Hardwick, Harston, Lower Cambourne, Milton, Swavesey, Oakington, Whittlesford (x2), Girton (x2), Sawston, Caldecote, Upper Cambourne, Impington, Comberton and Waterbeach.

St Ives Hub

Weekly workshops were run from October to March from 1.30pm – 3.30pm on Wednesday afternoons at the Norris Museum. These were led by a professional artist and supported by a counsellor. 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 Kettle's Yard. During the six months 34 people took part – one was from South Cambridgeshire – Swavesey.

We were a little disappointed with the number of people who attended the sessions in St Ives as we thought it would prove an attractive location for people in the Swavesey/Over area of the County. However, it is clear that most participants from South Cams prefer to attend sessions in Cambridge. We continue to promote the sessions through GP surgeries in these areas.

Peterborough

The first pilot series was launched in Peterborough at the end of September with 10 weekly sessions (until the end of December), followed by a further series of 10 sessions from January to March 2019. Again, the sessions were led by an artist, supported by a counsellor

and were held at the Peterborough Museum. The participants also visited John Clare House. 42 people took part, none from South Cambridgeshire.

Evaluation

We continued to evaluate the programme by asking participants to complete relevant questionnaires that measured their levels of anxiety and depression at the end of the programme. These were contrasted with earlier questionnaires and identified significant improvements in wellbeing, social inclusion and a significant decrease in levels of anxiety and depression.

Please find attached the Project Report and Evaluation. which gives details of the evaluation statistics and feedback from participants.

Arts on Prescription

Session Details April to September 2018

CAMBRIDGE

Date	Venue	No of Participants
2.10.18	MAA	4
9.10.18	MAA	9
16.10.18	MAA	9
23.10.18	MAA	7
30.10.18	MAA	13
6.11.18	MAA	9
12.11.18	MAA	12
20.11.18	MAA	11
27.11.18	MAA	10
4.12.18	MAA	8
11.12.18	MAA	12
8.1.19	MAA	11
15.1.19	MAA	12
22.1.19	MAA	10
29.1.19	MAA	13
5.2.19	MAA	13
12.2.19	MAA	11
19.2.19	MAA	14
26.2.19	MAA	11
5.3.19	MAA	12
12.3.19	MAA	14
19.3.19	MAA	12
26.3.19	MAA	16

ST IVES

Date	Venue	Attendees
3.10.8	Norris Museum	8
10.10.18	Norris Museum	6
17.10.18	Norris Museum	8
24.10.18	Norris Museum	8
31.10.18	Norris Museum	8
7.11.18	Norris Museum	7
14.11.18	Norris Museum	5
21.11.18	Norris Museum	8
28.11.18	Norris Museum	6
5.12.18	Norris Museum	9
12.12.18	Norris Museum	6
9.1.1	Norris Museum	15

16.1.19	Norris Museum	7
23.1.19	Norris Museum	12
30.1.19	Norris Museum	10
6.2.19	Norris Museum	10
13.2.19	Norris Museum	7
20.2.19	Norris Museum	7
27.2.19	Norris Museum	7
6.3.19	Norris Museum	6
13.3.19	Norris Museum	5
20.3.19	Norris Museum	9
27.3.19	Norris Museum	11

PETERBOROUGH

4.10.18	Peterborough Museum	15
11.10.18	Peterborough Museum	15
18.10.18	Peterborough Museum	11
25.10.18.11.188	Peterborough Museum	11
1.11.18	Peterborough Museum	12
15.11.18	Peterborough Museum	12
22.11.18	Peterborough Museum	14
29.11.18	Peterborough Museum	12
6.12.18	Peterborough Museum	11
7.2.19	Peterborough Museum	13
14.2.19	Peterborough Museum	17
21.2.19	Peterborough Museum	13
28.2.19	Peterborough Museum	12
7.3.19	Peterborough Museum	11
14.3.19.	Peterborough Museum	12
21.3.19	Peterborough Museum	10
28.3.19	Peterborough Museum	15
4.4.19	Peterborough Museum	10
11.4.19	Peterborough Museum	9
18.4.19	Peterborough Museum	13

Final Evaluation:

Arts on Prescription – Heritage for Health

Arts on Prescription – Heritage for Health was a project designed to add an extra dimension to Arts & Mind's successful Arts on Prescription sessions that had been running since 2012, by offering the sessions in partnership with Cambridgeshire museum and heritage sites. Sessions took the museum collections as a starting point to inspire artwork created during the subsequent sessions. As a result, new visitors were brought to the museums that, in turn, were able to develop a closer relationship with these visitors. The programme was designed for people experiencing mild to moderate anxiety and depression with the aim of improving their well-being, supporting social inclusion and reducing symptoms of depression and anxiety. The sessions aimed to introduce participants to heritage sites in their local area, enabling them to become familiar with activities available there and to increase their sense of social inclusion. The programme ran from March 2016 to April 2019.

An exhibition at the Museum of Archaeology and Anthropology was organised in April 2019 and the private view on 10 April was a great success with many of the past participants attending. There was a real buzz at the event and a great sense of pride for many the participants for the work they had created. It also proved very beneficial PR to spread the word about the positive impact the arts and heritage can have within social prescribing. The event was attended by the Deputy Lieutenant for Cambridgeshire, Ms Lily Bacon, the Master

of Pembroke college, Chris Smith, and a number of local funders and health providers. The exhibition continues until June.

Evaluation

Benefits for Participants

The series was evaluated throughout the series, in association with Anglia Ruskin University, to measure the impact on participants. This was done by means of a baseline questionnaire and an end of project questionnaire. The questionnaires used recognised measures of depression (GAD7), anxiety (PHQ9), Well-being (WMWBS) and Social Inclusion. The evaluation showed that there was a statistically significant improvement in well-being and social inclusion and statistically significant decrease in anxiety and depression. This was despite the fact that over the course of the series, participants who attended often had additional more complex problems. In addition to anxiety and depression, many participants also had additional physical, mental and socio-economic conditions as a result of their illness and cuts to benefits. We also sought feedback from participants regarding their opinion of their experience and how it could be improved. See below for their comments.

Other Benefits

During the first year of the project, the Museum of Archaeology and Anthropology (MAA) in Cambridge and the Norris Museum in St Ives offered to host the weekly workshops as well as visits and this provided an improved offer for participants. They began to feel at home in these museums and that they had a 'safe' place in the middle of town they could always go to. It is not surprising that these museums attracted new volunteers from the participants with 4 volunteering at the MAA and one at the Norris. Although a further three also joined the Opening Doors project at the Fitzwilliam Museum. We also learnt that some participants came to visit the museums again, in order to bring family and friends due to the close relationship they felt with the museum. The knowledge and familiarity that they had gained during the sessions gave them a sense of ownership of the museum and they were proud to share this with others.

Other groups of participants agreed to continue to meet together after their sessions had finished, some continue to regularly visit the galleries together, as well as making art or just meeting for coffee. In these ways the series have helped people to take control, to start to manage the symptoms of their mental health problems.

What we learnt

- Training was offered to museum staff and volunteers early on in the project about welcoming visitors with mental health problems but it was the informal learning gained whilst delivering the programme together that proved most beneficial. Small adjustments that had a big effect. For example, we learnt to be careful about exhibition selection as we found that one talk about weaponry and armour, which included mention of the practice of trepanning, had to be very carefully managed as the images it created caused difficulties for some participants. We needed to be aware to avoid 'Triggering' with some exhibits and conversation. Similarly a reconstruction of a Victorian operating theatre was avoided.
- We learnt that for many people visiting a new museum or heritage site was quite challenging. Many of the participants had physical problems in addition to the anxiety and depression (no doubt the two were related) which could make visits more difficult. Moreover, for many, Arts on Prescription was the only time in their week when they went out apart from visits to the doctor. Visits could be quite daunting for some participants therefore and we found that it was not a good idea to have a visit on the first session as originally planned so we moved the first visits to the second

session when participants were feeling more familiar with the set up. We also had to be more selective in the sites we visited – Houghton Mill was difficult as some people found it was bad for their COPD (Chronic Obstructive Pulmonary disease) whilst others found it claustrophobic. The Botanic Gardens however were a joy for participants – it was interesting, calming, flat, contained and friendly. It is a very popular place for our participants to visit and provided much inspiration.

- We also found that running the evaluation was quite difficult as the questions that the survey asks are quite intense (see attached questionnaire) and require the respondent to think deeply about their mental health which was not always the most positive start for a new session. It was also difficult at the end of the series as well as people were always sad when they came to the end and thinking about their lives did not support this. We therefore moved the end questionnaire to the second to last session so the last session was celebratory. We also stopped the evaluation in December 2018 once it became clear the series was showing the same benefits as the earlier research had shown.
- We originally planned to hold one series a year in 4 different locations in Cambridgeshire but this proved challenging because we built up a waiting list of well over a year and also people found it quite difficult to travel to the more remote centres. Over the course of the project we therefore moved towards running a year round programme of three series a year in three hubs Cambridge. St Ives (where the museums hosted the workshops) and Peterborough. Savings made on the venue hire and transport budget allowed us to run extra sessions which enabled us to bring down the waiting list considerably.

Over the course of 3 years the support of Heritage Lottery has been integral in delivering and expanding Arts & Minds' heritage programme for arts on prescription, reaching more people and locations than originally anticipated. The demand for Arts on Prescription, and individual's interest in connecting with heritage assets locally has enabled this success. This project, that connects individuals in need with their community through heritage, has been held up as a leading national example of how arts on prescription can support vulnerable individuals within our society. As a result, Gavin Clayton has extensively supported and consulted with other organisations, local authorities and funders to share Arts & Minds' model, informing and influencing the national agenda. This includes Arts and Minds being used as a key case study in the 'Creative Health' report, published by the All-Parliamentary Group for Arts, Health and Wellbeing, which also references Heritage Lottery's support of the programme and consulting on the Heritage Fund's own Health and Wellbeing development

Evaluation Data

Adults Data HLF April 2016- December 2018

Demographic data

207 participants completed base-line data.

86/207 (45%) were aged 25-49, and 81/207 (42%) were aged 50-74 years of age.

136/207 (66%) were female.

151/207 (79%) identified as white British, 5% White Irish and 10% 'other' white background.

81/207 (39%) had a disability

89/207 (47%) were educated over the age of 21 (graduates)

89/207 (45%) were not in paid work, 61 (31%) described themselves as retired or 'other'.

207 participants completed baseline data with 40% of participants completing the questionnaires at the end of the programme.

The findings indicate that participants experienced statistically significant improvements in wellbeing and social engagement, and statistically significant reductions in anxiety and depression. Participants also rated the sessions highly on the programme evaluation form.

1. Improvements in wellbeing measured using the Warwick and Edinburgh Wellbeing Scale

The mean score at the beginning of the programme (T1) was 33.34 (s.d. 10.20), and a score of below 40 is considered below average well-being (Tennant et al. 2007). At the end of the programme (T2) the mean score was 39.84 (s.d. 11.95). Whilst this is still below 40 it does indicate an increase in the mean score of wellbeing of 6.5. A change of three points or more between pre and post interventions is considered to represent a meaningful clinical change (Maheswaran et al. 2012).

Because the data at T2 were not normally distributed a Wilcoxin Signed Rank test was performed to determine whether the improvement between T1 and T2 was statistically significant. **The Wilcoxin Signed Rank test revealed a statistically significant increase in the WEMWBS following the Arts on Prescription programme** $z=-4.850$, $p<0.001$ with a medium effect size ($r=0.4$), according to Cohen (1992). The median score on the WEMWBS scale increased $Md=34$ to post programme $Md=41$.

2. Social Inclusion Measure

Scores for social inclusion increased (+ 1.39) between T1 ($M=5.39$, $SD=3.51$) and T2 ($M=6.79$, $SD=3.37$) and reached statistical significance: **The Wilcoxin Signed Rank test revealed a statistically significant increase in the Social Inclusion Index following the Arts on Prescription programme** $z=-4.322$, $p<0.001$ with a medium effect size ($r=0.3$), according to Cohen (1992). The median score on the Social Index scale increased $Md=5$ to post programme $Md=7$.

3. GAD7 (Anxiety)

Anxiety scores significantly decreased (-2.87) between T1 ($M=12.78$, $SD=5.49$) and T2 ($M=9.91$, $SD=5.29$). and reached statistical significance: **The Wilcoxin Signed Rank test revealed a statistically significant decrease in anxiety following the Arts on Prescription programme** $z=-4.779$, $p<0.001$ with a medium effect size ($r=0.4$), according to Cohen (1992). The median score on the GAD7 decreased $Md=13$ to post programme $Md=9$.

4. PHQ9 (Depression)

Depression scores significantly decreased (-4.08) between T1 ($M=14.70$, $SD=6.95$) and T2 ($M=10.62$, $SD=6.50$). and reached statistical significance: **The Wilcoxin Signed Rank test revealed a statistically significant decrease in depression following the Arts on**

Prescription programme $z=-5.359$, $p<0.001$ with a medium effect size ($r=0.4$), according to Cohen (1992). The median score on the PHQ9 decreased $Md=14$ to post programme $Md=9$.

The participants rated the Arts on Prescription programme highly with a mean score of 9.14 on the evaluation form, (range = 6 -17 where 6 is the maximum score achievable and 30 is the minimum).

Participants were also asked for their opinion on Arts on Prescription and how it could be improved. These are their comments

- This has been such a wonderful and stimulating programme. It has made a big impact in my life and has inspired me to be more creative and to spend more time on me.
- It has been an amazing experience and I have learned a lot about myself including just to have a go and not to expect perfection. Thank you.
- I have enjoyed my time in arts and minds, and meeting new people
- I have really enjoyed being on this course, it is the first time I have done art.
- It has been great to meet other people who are so not judgmental and supportive. The waiting time was quite long.
- Just give them as much support and encouragement as I got.
- I think you are doing everything you possibly could. I have really enjoyed all of the sessions and they've gone by so quickly. Sometimes 2 hours feels a little long to concentrate for, but other times we really need the 2 hours so I think it is ok as it is.
- The course is brilliant and the people running it are friendly and engaging. Only suggesting would be to do the furthest museum visit last, to build up people's confidence in the group first.
- It was a wonderful experience! Thank you so much.
- Maybe develop some kind of after programme; I would like to develop some art/craft workshops to deliver at local venues! It would not be an overstatement to say that Arts on Prescription has changed my life. I am grateful
- I enjoyed the course, but enjoyed it more in the Arts and Minds office, as small table everyone much more together and social, in the box coffee room a few times felt on my own.
- Really loved every session- thank you so much for your support and kindness during the art classes. Highly recommended. Thank you, you have inspired me to build my future and career as an artist!
- I really like coming to Arts and Minds, I would like to have done a bit more painting. Also would like to come back. And a big thank you to the helpers.

- Some of the session e.g. Botanic Gardens had too much 'talking' first so there wasn't much time for art. I would have preferred not to use the same medium twice (chinese ink!!!). Caroline, Janet and Kev are lovely :)
- I really look forward to coming; I lack confidence so much, I don't know of anything to dislodge it.
- This is a well balanced, well-managed programme. Venue is excellent. Could not suggest any improvement.
- I really enjoyed going to different places and the botanic gardens and the museum. All the craft and arts we did I really enjoyed.
- I wish it could be longer. It could lead into something more I could do to feel useful, but everyone has been really supportive.
- I enjoyed all sessions, perhaps we could have more pottery work.
- I have really enjoyed the programme. I wish I had known about it sooner. I missed a large part of the programme. If arts on prescription is always to return to the Wisbech area, I would have no hesitation in participating. I have also recommended the programme to other professional organisations in Wisbech. Many thanks to the people who run the course.
- Closer to Peterborough/Huntington; Wood work
- Possibly: If you could offer other art forms i.e. ceramics or sewing. The course has been the only time I have left the house in over 3 months I have found it invaluable. Particularly the group, as there is no pressure to talk.
- It would have been wonderful for it to have lasted longer than 12 weeks, it's been a fantastic experience with a fantastic group of people. Thank you Caroline, Jessa and Janet.
- Would be good to develop certain arts skills by doing some things consistently rather than doing different things every time.
- A very interesting course- which has introduced me to new ideas and new ways of doing things!!!
- It's been really great thanks so much.
- I enjoyed the company of others on the course and the opportunity to learn different techniques associated with art.
- The session at the MAA have been great. It has helped enormously, I have enjoyed all the art work we have been doing. It has helped me to renew my interest in art and coming has improved my levels of anxiety.
- There should be more sessions. The group are finally getting to know each other and interacting well and supporting each other. All these things the time for people to feel comfortable with the strangers they initially meet. Some people struggle with social situations/ social interaction, and it takes time to overcome these issues. The

course has been time to overcome these issues. The course has been fantastic! Just wish we had more sessions to look forward to.

- Caroline and Rob have been complete rocks to everyone, I wouldn't change a thing, they have been fantastic and so well organised.
- I think we need some aprons when we plan to work with paint/ink and tissues/wet wipes when we use pastel/chalks. We could provide our own if we are told in advance. The tea and biscuits are most welcome!
- I have really enjoyed talking to people who are experiencing the same things as me. Also, the variety of art activities is great.
- It's been great to have coffee/tea together and chat during our visit to the Botanic Gardens. I'd encourage more things like that if possible.
- Absolutely loved it. Cohesive fun people/groups. Caroline (our artist) was brilliant - so friendly, talented, generous, encouraging, just wonderful. Rob (councillor) was very appropriate and helpful at the right times, available and encouraging too. Great location. Great outings (fitz. mus and bot. gardens). Wonderful variety and stimulating activities each week. Would love it to last longer!!
- I think this is a fantastic programme and I have been inspired to try new media and to draw in .(I have very much liked and avoided drawing a painting in colour) I feel more confident and my drawings are boses and more 'free form' more spontaneous, less stiff.
- No, I think it is a great programme and I have really appreciated being part of it. Rob and Caroline are very attentive and friendly and the range of art activities and types have been great. I wish I could keep going! Thank you so much.
- A bit more time - 2 hr is too short. Really only 1 hr to try creative things (maybe allow gallery time beforehand to add extra time).
- Open the start time as 10 minutes to 1pm-so those of us who struggle to get places on time have an earlier target! I wasn't entirely clear whether Janet was available for a brief word in the earlier sessions-I found a few factors very difficult early in the sessions (now discussed) but it would have been more helpful to have been able to talk them through (briefly) nearer to or at the time the matter/feelings were arising.
THANK YOU SO MUCH FOR ARTS ON PRESCRIPTION
- There was a beautiful range of object materials and artistic techniques and approaches was throughout the course. I feel very fortunate to have been given the opportunity to attend and hope that many more people get this opportunity in the future, I am excited to develop the new skills I've learned and hope to more productive artwork in the future
- I am pleased Arts on Prescription very much should be carried on. I think everyone on the course enjoyed it and socially a very friendly group. Nice people I would not have met and will continue to see
- I loved all aspects
- None that I can think of

- Can't really see how it could be improved-I loved the variety of activities and visits. I loved getting to know everyone (I usually find this difficult)
- Fantastic opportunity to discover explore unknown skills that really can to get your mind off things and make you feel calm
- Since taking part in Arts on Prescription I have started to produce my own artwork again. The first time in over 3 years and I am happy with my progress. I have found this fantastic opportunity both for my mental health and for my confidence. Thank you x
- As I find it difficult to relax among others, I have really only just started to relax a bit through the time, so I personally would prefer the programme to be attended or have an option for extension
- Clever idea on the counselling support available via AonP. Other projects that I am aware of sometimes offer follow up support once course has finished, e.g. illuminate (confidence courses). One coaching, ongoing support is available to participants once the course is finished (I haven't done illuminate but know of it and have referred clients to it)
- AoP has been an amazing experience. It is the only time I did something and made time for myself. I have met some wonderful people. Since attending the group I have had a significant health diagnosis, problems at home and unexpected divorce papers 4 weeks before Christmas. With our AoP and our lovely people who attend, including Caroline - art teacher, Janet not forgetting Jessa from the beginning, I really don't think I'd be here now. I have enjoyed the group so very much and feel sad it is now to an end but so grateful to be able to be part of it. Thank you so much. Perhaps in the future it would be nice for people who attend to receive a certificate of their participation. I feel this would mean a lot and something to remember the group by. As our group was at the Norris Museum, it has been really wonderful learning about our local history and seeing, touching artifacts with thanks to Ally whose knowledge has been incredible. Also the lovely area, tea, coffee and cakes each week. How lucky we have been. Thank you so so much everyone for all your hardwork organising and just being you!! It's really made a difference :)
- It was amazing and the best 'therapy' I have ever had. For the first time I had hope for the future! I realise that as it is funded it is limited to length per person, but if it could be maybe 1/2 hour longer? Enjoyed the interaction of the program with the museum.
- really welcoming and friendly people I wouldn't change a thing
- It has been great to try out new things to me. The environment has been supportive and very friendly
- I really like having new subjects/new activities most weeks, including the museum visits with educators - so interesting. It's been so good to try new ideas and increase engagement and skills, and remembering those I used to do and enjoy. Really enjoyed course, lovely group, feel more confident, and able to commit to longer experiences now. Thank you.

- It would be good to continue with 'Arts on Prescription' a group that could meet up for doing art and supporting people with health issues. Doing art for therapy is very important - it helps break the isolation of being stuck at home.
- Arts on Prescription has been a truly amazing experience and I really appreciate being able to participate in it. It's been wonderful to try out various types of artistic techniques (to experience the different materials/paints etc.). Caroline has been very helpful and supportive as has Janet, Also Shena too. The venue for AoP the room at MAA is perfect for it and I've really looked forward to going each week. 14 weeks is a good time to really experience the sessions and to get to know the participants better. Also at no cost to participants, especially with quality materials is almost unprecedented. Thank you!
- To continue your good works. Thank you so very much for all your times devotion to the class and to me - as I feel in particular. Kind regards, Patchara.
- I think this is a fantastic opportunity it really creates a sense of belonging to a friendly group of people. I have enjoyed being a part of A.O.P.P. The only down side being my time here has come to an end. I wish everyone the best in the future. Thank you very much for allowing me to be part of it as helped me so much. Cheers Stephen.
- I have really enjoyed coming to arts on prescription and I have found it a meaningful and valuable experience. Thank you so much, it's been really great.
- offer further sessions
- I joined the programme half way through so the programme was already well established. But I have really enjoyed it.
- Really enjoyed the programme. I hope it gets run regularly. Great for confidence building and having a reason to get out. It s run well, maybe have an extra 15 mins at the beginning to check in with everyone and how they are doing. But we mostly end up chatting anyway.
- I have loved it! I kept coming as I was a bit concerned from the 1st session as I think that was too early for us to 'tour' the museum and would have worked more mindfully if chairs had been made ready upstairs for those of us with mobility issues. Thank you again for an inspiring and nurturing course.
- I have very much enjoyed the course and I feel happier about my skills
- Was a wonderful social and encouraging time. Felt well looked after and cared for, Very relaxing. Thank you.
- I like the people in the group. The two teachers were encouraging and positive
- Evening would be better for lots of people who suffer anxiety/stress/depression that are coping with going to work but are struggling like me. I ad to make my time up at work and found it an issue with a colleague leaving work early to attend as she clearly found it inconvenient.
- thank you so much for providing this course, it has helped me to get out of the house and to talk to other and feel safe. I've really massively enjoyed the course and

meeting some new people, although now I am feeling fairly sad that the course has come to an end. I wish it could go on longer and be an ongoing thing because it has helped me so much and I've looked forward to coming to each week. Thank you so much to the lovely people that have run this course it's been great.

- the art on prescription was fantastic. There was a really good mix that we did weekly. I felt encouraged to try things that I had not done before.
- this course has brought to me out of myself and given me something to look forward to each week I wish it could continue

6. Cambridgeshire Older Persons Enterprise (COPE)

Grant Agreement South Cambridgeshire District Council

Annual Report April 2018 to March 2019

Activities carried out during the year with a grant of £4,000 from SCDC

This report continues on from the half yearly report submitted in November 2018.

There were monthly outings and events throughout the rest of the year, and a report was prepared on the questionnaires received back from members, regarding their needs and problems and if they are affected by loneliness. The questionnaire was prepared in association with the Campaign to End Loneliness. The report was published in the Dec-Jan newsletter. This was to have been presented to the Live Well partnership meeting in January, but the meeting was cancelled.

COPE has an office in the St. Lukes Community Centre which is open on Weekdays from 10.00am to 13.00pm. The office is maintained by Volunteers who answer the phone and operate the computer. Approx. 12 members also 'stuff' the printed Newsletter into addressed envelopes to be posted to members every two months. COPE has 2,587 members with 777 living in S Cambs.

The Executive Committee (all Trustees and invited members) meets quarterly, Editorial and Research Committee meets monthly (discuss Newsletter content and Campaigns and surveys).

Newsletters

October/November, December/January and February/March newsletters were produced each of 20 pages, containing articles on COPE campaigns, health and well being, dementia caring, and avoiding scams. There were also articles on travel, COPE visits, and members memories, with details of groups and associations for older people. 2,000 copies are printed of each copy and distributed to members and the general public, with 300 sent to members by email and others who requested it that way. All South Cambs members receive them. Other copies were sent to local councils, community centres, GP Clinics and health centres, libraries care homes and recently park and ride shelters.

A new Website has been established, www.copecambs.org.uk, which contains COPE activities and what it provides for the older person, recent newsletters, details of outings and how to join, emphasising that membership is free.

Representation

At year end COPE had lost two trustees but acquired two replacements, so it still has 8 trustees.

They attended Local Council, Health Partnership, Dementia Connect, Carer Groups, Bus Passenger Association, Greater Cambridge Partnership and Loneliness Meetings. The

Chairman attended the AGM of The Campaign to End Loneliness at the British Library, London. COPE is also a member of the National Pensioners Convention, CCVS, NCVO and attends Remembrance Services, through out the County. Its Chairman was awarded the Etheldreda Medal by the Bishop of Ely in October for work done by COPE for Older People, throughout the County.

Besides Loneliness, COPE is at present campaigning for retention of the Free over 75 TV licence, keeping analogue access to Council and Public facilities and services, and Scams. Letters have been sent to Chief Executives of all Cambs Councils and MPs re the analogue access.

Volunteers are continually needed to help COPE maintain and expand its services for Older People, and ensure its representation throughout the County.

Outings

Oct.	Silver Sunday, Older Persons Tea Party, St Lukes	45 persons (15 S Cambs)
Oct.	Ely Cathedral Tour	17 persons (8 S Cambs)
Nov.	Scotsdales Garden Centre, Shelford	15 persons (6 S Cambs)
Dec.	Christmas Lunch, Hallmark Hotel, Bar Hill	119 persons (40 S. Cambs)
Jan.	New Year Lunch, Slepe Hall, St Ives S.Cambs)	54 persons (25
Feb.	Anglesey Abbey	12 persons (6 persons)
Mar.	Spring Lunch, Cambridge Regional College S.Cambs)	67 persons (25

Social Events

- St Ives Free Church Hall, 2nd Fri. each month, 10.30 -12.30, Talk, Tea & Coffee, av. 20 -30 attend.
- Queen Edith's Chapel, Cambridge, 3rd Weds each month, 12.00-14.00, Talk, Light Lunch, av 15-25 att.
- St Luke's Community Room, 2nd & 4th Weds each month, 10.30- 13.00, Social, Lunch, av 10 attend

David Bailey,
Chairman
April 2019

7. Disability Information Service Huntingdonshire (DISH)

2016 – 2019 - Summary of Activity

Summary

A period of significant change at DISH over the 3-year period. 3 managers, and a new CEO appointed in April 2019.

New process changes and infrastructure to enable capturing of vital information as required by funders and stakeholders.

A commitment to excellent partnership and relationship working.

To make home visits as required to complete assessments and applications

- 15 home visits per annum
- **42 home visits over course of 3-year period**

To provide face to face advice at DISH offices

- 15 advice sessions annually

- **44 office visits**

To provide a telephone advice and signposting service.

- At least 90 telephone enquiries dealt with annually
- **We don't have the facility to keep accurate records of numbers of phone calls.**

To prepare and take to court benefits appeals

- At least 3 undertaken annually
- **11 appeals 2016 – 2019.**

To monitor the effectiveness of the services provided, conducting client surveys on survey monkey, providing qualitative information.

- Annual survey data to be made available –
 - 2018 survey
 - **95 questionnaires sent**
 - **16 responses (very poor 15% return) – next survey due at end of 2019.**
 - **All rated DISH 5 out of 5**
 - **Key questions**
 - **How would you rate the service? Do you think there is a need for an organisation like DISH? How did you hear about DISH?**
- A case study provided with each 6 - month activity report
 - **Only 2 case studies filed – this is a situation that will improve as the use of testimonials and case studies is now a high priority.**

To record using the AIMS database the sum of benefits obtained for clients on an annual basis

- Quantitative data provided annually, and fed into case study (see measure above)
- 150 database entries recorded annually.
 - **86 clients with average hours of 3 per client with average of 5 separate interactions (phone, visit, email) per client recorded. 430 recordings.**
- Aim to deliver a return of 4x the investment in DISH services through this grant (i.e. £12,000 in year 1)
 - **2016 – 2019 Overall return for SC clients £117,235.03**
 - **Average award per client - £3,006.03**

Annual SLA report for 2018 to 2019				
Subject	DISH Outcomes			SCDC requirements
	1st April to 30th September 2018	1 st October 2018 to 31 st March 2019	Total for 2018-2019	
Home Visits	6	8	14	15 per annum
Advice at DISH offices (face to face)	20	38	58	15 per annum
Telephone and signposting	25	96	121	90 per annum
Appeals	2	2	4	3
Annual Equivalent in Benefits	£29,099	£15,228.20	44327.20	£12,000 in year 1

8. Cambridge Council for Voluntary Service (CCVS)

Key deliverable	Specific measures	Activity	RAG
Organisational development Improvements in the confidence and knowledge of people who run local community and voluntary activities. The following to be provided annually:	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 338 support sessions organisations that work in South Cambs. Of these sessions 59 were 1-2-1 sessions. <i>"Thank you all so much for all the support you have given us over the years, it's very exciting to be able to share this news with you and thanks again for all you have done for us."</i> <i>"thank you for your time and your advice last week. You managed to instil some clarity and help me to see a way forward. I'm sure we will be in touch during the build to pick your brains again. Much</i>	

		<i>appreciated, thanks! "</i>	
	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>CCVS delivered 47 Finance and Fundraising sessions.</p> <p><i>"I just wanted to let you know that we have been successful with our Lottery Community Fund bid and so now have our project fully funded. Thanks for all the help you gave me"</i></p> <p><i>"Very satisfied after 3 years of contact with CCVS. Extremely helpful guidance when applying for funding because they made us think much more widely about potential benefits than our initial narrow views."</i></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>In the last year 391 participants from groups working in South Cambs have attended a CCVS training course or event. We continue to deliver our joint training/funding events across the district in the past year we have delivered</p> <p>Event held in Cottenham on 2nd July. 17 people attended the sessions and all rated the event as Excellent or Good.</p> <p><i>"Very practical and informative. Excellent speaker. Thank you!"</i></p>	

		<p>Event held in Fulbourn on 31st October. 12 People attended</p> <p><i>“Lots of good info provided will be helpful for the future”</i></p> <p>Event in held in Hauxton on 20 Feb. 36 different people attended.</p> <p><i>“Thank you for organising such a useful pair of sessions”</i></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>We are open to invites to attend meetings but receive very few.</p> <p>We have attended events at Northstowe and run training there for local groups.</p>	

<p style="text-align: center;">Representation</p> <p>Provision of a collective voice for the voluntary and community sector, offering expert and impartial representation, so that the views of the sector 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>We have attended both CDRP and LWAP meetings and continue to ensure that the voice of the voluntary sector is heard. We have also participated in discussions about how these groups could evolve and how they work with other networks.</p> <p>We continue to attend the community meetings in the different growth areas and have attended planning sessions for the North east Cambridge scheme as well as both the Northstowe and Southern Fringe's meetings.</p>	
<p>working and communications</p> <p>ring knowledge and experience in the sector; bringing people together to share common issues, identify complementary 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> <p>Regular e-bulletins to all CCVS members giving them additional local information, news and advice</p> <p>11 funding bulletins to CCVS members</p> <p>Social media updates and promotion</p> <p>2 newsletters to local councillors to promote CCVS and the work of the sector</p>	<p>Over the period CCVS sent out:</p> <p>12 editions of the Monthly newsletter.</p> <p>13 e-bulletins to members,</p> <p>4 bulletins to the CEO group.</p> <p>11 editions of the funding bulletin that is produced in</p>	

	<p>2 newsletters to parish clerks to promote CCVS and the work of the sector</p> <p>Communicate by any or all of these means to share appropriate information and consultation opportunities highlighted South Cambridgeshire District Council</p>	<p>partnership with other County CVS</p> <p>3 bulletin to all councillors</p> <p>3 bulletins to all parish clerks</p> <p>The website is constantly updated. In this period, we had over 523,800 hits from 40,412 unique visitors. We have developed four webinars in partnership with Cambridge Online that help groups develop their digital skills. These are available from the Cambridge Online Youtube page. We will continue to promote these.</p> <p>Social Media</p> <p>Twitter continues to be our primary platform and the CCVS feed had 2787 followers as of 31st March 2019 which is a growth of over 600 in the year.</p> <p>We continue to use Facebook and Instagram to advertise events and training, but more importantly to share the work of members and local charities with our audience.</p> <p>The CCVS blog has been growing and has received both local and national recognition. Our most popular blogs are being read over 150 times. Over the year</p>	
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		<p>we have had over 1300 views.</p> <p>Newsletters</p> <p>We are working with Parish councils as well as SCDC to get more articles promoting our work into the magazines that they publish.</p>	
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9. Homestart Royston & South Cambridgeshire

24th April 2019

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 2016 – 2019.

1. To deliver a volunteer training event

We have delivered BHBF training to new staff to ensure that they are able to support volunteers sufficiently. Resources have been considered, revamped and extended and resource information sent to volunteers with information about what is included in the bags. We have trained 10 new volunteers to be able to support a family through the BHBF project.

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

We have met with Health Visitors in South Cambridgeshire to promote the BHBF project. This has been especially important following changes to teams and the loss of long-standing Health Visitor colleagues with a good understanding of Home-Starts and the school readiness support we are able to offer. This year we have also received referrals from Early Intervention Family Workers, Preschool Managers, Children Centre family support workers and schools. We promote the project through our social media platforms including website and take every opportunity to reach and inform other potential referrers.

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

Over the year April 1st 2018 to March 31st 2019 we have had 10 families referred into the BHBF project. The referrals for these families have come from a variety of agencies including Health Visitors, Children’s Centre’s, School’s Family Support Workers and parent’s referring themselves. All 10 families have been matched with a volunteer and are receiving or have received home visiting support.

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, as well as any feedback from the referring agency or any other agencies that might be involved with the 2

family. 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 will be completed where the coordinator is able to work with the family to re-assess their needs and adjust support accordingly. All families have received at least one review. Here are some comments from the families that we have supported:

- “My volunteer helps me survive being a mum”
- “I’ve learnt new ways to play and support my child and everyone is happier”
- “I’m starting to learn about understanding to stay calm with my child”
- “We seem happier as a family and more involved together”
- “My volunteer is able to take me to local services that I wouldn’t otherwise be able to access”
- “My volunteer is a lovely person. She’s really good with the girls, brings the right things for them to play with and is a good listener”
- “My daughter’s speech has really come on – I notice how much better she is at speaking. She is much clearer and they have seen a difference at pre-school too”
- “It has been really reassuring to pull on my volunteer’s vast experience as a mother/grandmother”

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 provided training to some of our new staff to enable them to deliver training and support to volunteers working with families on the Big Hopes Big Futures Programme. We have trained 10 new volunteers to be able to deliver school readiness support through the BHBF project to families, making use of the resources and ideas packs that are available for this home visiting. Having been delivering BHBF training for the last three years has meant that we now have a good bank of volunteers who have received the training and can be

matched with a BHBF referral. We have maintained contact with referrers and worked in different ways to make the programme available and accessible to more families. We have received referrals from new schools and preschools demonstrating that our marketing techniques are proving to be successful. Over the last year 10 families have been referred into the BHBF project. Of these families we have supported 9 with weekly home visits from a trained volunteer. One family was matched with the volunteer and then decided after the first visit that they did not want to engage any further in the programme. We informed the 3

referrer and left the door open for the family to be re-referred if they changed their mind. As well as requiring support to help their children become 'school ready' the families referred into the BHBF project are often experiencing other stresses including:

- English as a second language
- Isolation – lack of family and/or peer support
- Poor parental mental health including Post Natal Depression, low self-esteem, anxiety, personality disorder
- Children with developmental delay – ASD, poor speech and language, not potty trained
- Bereavement
- Being a lone parent
- Physical needs of parent and/or child requiring frequent visit and stays in hospital

One of the family had an Early Help Assessment in place and the co-ordinator attended regular Team around the Family meetings to feedback the focus of support that the volunteer was providing for the family.

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 constructive play activities to improve motor skills and coordination
- Providing positive reassurance and feedback to parents and modelling positive praise
- Supporting new routines including eating, sleep, new baby
- Support with potty / toilet training
- Sensory stimulation to widen view of world
- Support around children's eating
- Supporting families to access other services outside of the home including preschool, parent and toddler groups, Tumble Tots, library
- Supporting parents to better understand the link between play and learning
- Supporting parent to attend appointments out of the home.
- Supporting family to feel more confident to engage with more specialist services like speech and language therapy and to implement suggested strategies at home.
- Supporting families to access local parks

- Support to implement behaviour management strategies both at home and outside of the home
- Supporting child to become more self-aware
- Encouraging development of communication language and literacy skills through modelling reading, singing and talking with children.

Outcomes for families include:

- Parents more confident to engage with their children in play and select appropriate activities.
- Parent's improved self-esteem and confidence, feeling happier in self and more resilient, impacting positively on ability to manage other relationships within the family.
- Parents reporting feeling more able to cope with more energy
- Parents reporting an improved understanding of the importance of playing with their children and feeling happier about being 'mum'.
- Children displaying improved speech and language skills both at home and in preschool settings.
- Children displaying less challenging behaviour as more able to communicate needs. This has impacted positively on parent/child relationships.
- Children potty trained.
- Improvements in parent's mental health has resulted in better ability to access other specialist services where input is required, so children are receiving additional support in a more timely way.
- 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.

Sarah Mascal
Scheme Manager
Home-Start Royston & South Cambridgeshire 5

Case Study – 046/18

Family referred by pre-school manager and health visitor because mum's mental health was impacting on child development. Child 1 was nearly 4 and still in nappies and Child 2 was keeping mum awake due to breast feeding. The family plan was to:

- Support and assist with children by being an extra pair of hands and specifically to give mum some 1:1 time with eldest child.
- Supporting mum with toilet training
- Supporting child with phonics

The volunteer researched what school would need for child to enter and as a result worked not only on toilet training but on bedtime and meal time routines for eating at table without adult support. The child didn't respond to working with phonics, so we adapted to work with the child on interactive play such as Lego and outdoor games.

Outcomes:

- Toilet trained
- Can play independently
- Pre-school feedback that he is happier and settled
- We continue to support mum to work on meal time routines.

10. Farmland Museum

The Farmland Museum at Denny Abbey

Report to South Cambridgeshire District Council, April 2018 – March 2019

The accounts for the year 2018 (the Farmland Museum's accounting year) are in the process of being finalised and will be forwarded when they have been approved by the Auditors, Stafford and Co. Our Financial year closed with a very small surplus of income over expenditure.

The need for other income generation activity apart from that from ticket sales and secondary spend from visitors has been high on our priority list for some time but attempts to achieve this have never been as good as they might have been. A trustee attended a SHARE museums East course at the end of 2017 on making more use of museums to generate income through activities such as hiring of rooms for meetings or social events and resulting from that a small grant was obtained to help to make the site more marketable. However, staff and volunteer time and expertise were not adequate to enable much progress to be made in 2018. Funding from the Litchfield Trust was received in 2018 through Cambridgeshire Community foundation to look at our marketing and publicity and produce a marketing strategy to include a more diverse use of the site. The work for this was done during the summer in 2018 by Kelly Cole from Phillips Consulting and a report was produced in early November with some useful observations and recommendations.

Trustees

During the year 2018/9 the board of Trustees appointed three new Trustees. Steve Archer is a retired NHS manager, and is also a very active and enthusiastic volunteer, Mike Peirson works at the IWM at Duxford and Dr Fiona MacMillan works for the Royal Society of Chemistry. All have brought some extremely valuable skills; a bonus is that two live very locally. Dorothy Betts, A retired head teacher, resigned after over ten years as the Trustee with Education experience and Nicholas Cliffe, an accountant also resigned. We continue to look for new trustees with suitable skills, time, experience and enthusiasm.

After the elections in May 2018 Cllr Peter Johnson was replaced by Cllr Anna Bradnam as the South Cambridgeshire District Council representative on the board of Trustees.

Staffing

2018 was the last year for which English Heritage funded two Front of House seasonal staff, working in the shop to greet visitors, and sell tickets, guidebooks and other items. This, we knew, would have a significant impact on the way in which the Farmland Museum operates. English Heritage also proposed to reduce other funding. Some preparatory work was done during the winter of 2017/18 to make the working conditions such that the person doing front of house duty could also work at other things in quieter times such as on weekdays in term time. The counter was extended to create a workstation space and the Wi fi signal from the main office was improved. During the summer of 2018 the Visitor Services assistants were able to help with preparations for event days, updating the collections database and other administrative tasks.

Following the Marketing consultant's report, the proposed cuts in funding from English Heritage, suggestions from an earlier management report and thoughts about our staffing structure which had been under consideration for some time, it was agreed to redefine the staffing roles for 2019.

It was decided that the existing permanent posts of Museum Manager and Assistant Curator should be replaced by a Museum Officer and Commercial Officer who would be of equal status and be directly responsible to the trustees. The Museum Officer would be responsible for ensuring that the Museum conforms to Accreditation standards, collections care and display, and education and outreach. The Commercial Officer would take on responsibility for finance and maximising income generation, site maintenance, marketing and publicity (both of these in collaboration with the Museum Officer). Both posts would be paid on an annualised salary with more hours worked in the open season than in the closed season. For the season there would also be one seasonal Front of House Officer to work Friday – Sunday and other days as required. The Café staffing structure would remain unchanged.

A redundancy process was initiated in September 2018 with advice and support from a Personnel Adviser. Neither of the existing permanent members of staff wanted to apply for the new posts. The Assistant Curator, who had been looking for employment nearer home for some time, obtained a full time post before she was formally made redundant and the Museum Manager accepted redundancy and found new employment before she left. The new posts were advertised in November and interviews held in early December. Helen O'Hara, an archaeologist, former museum curator and primary teacher, was appointed as Museum Officer. Her last job was as the Senior Community Archaeologist for the A14 Archaeology project. Sarah Michael was appointed as Commercial Officer. She had no background in museum or heritage work and but had sound business experience and was very quick to see the potential of the site despite seeing it for the first time on a cold day in December when everything was shut down, dusty and wrapped up. Both started in early January and there was a short handover period before Ann Wise left. Both were aware of the enormous challenges and the demands of roles and rose magnificently to them.

Volunteers

The Farmland Museum could not survive without the dedication of our volunteers. As funding cuts bite deeper their contribution becomes ever more important. In 2018 /9 our volunteers ranged in age from about 20 to late 70's. Some are retired, some recovering from illness or injury or unable to undertake paid work for some other reason and some are

looking for work experience. We are always sorry to lose volunteers who leave to go to paid employment although delighted for them that they are able to move on. A Work Day in March saw several whole families helping to get the site ready with the children helping.

The Wednesday team of about ten people carry out regular maintenance tasks, cleaning, restoration of machinery and help with collections work. Socialising over coffee and the lunch break play an important role in the day. There is also a small team who look after the gardens and a team from Headway managed the allotment. A number of others come in less frequently to do particular jobs such as planning and running children's activities and helping with school visits or outreach visits.

More volunteers are always needed, in particular for front of house, cleaning, stewarding at event days, or when groups are visiting, and for activities on event days

At a very conservative estimate there are over 2000 hours of voluntary time donated to the museum in the year, worth at least £16000 a year if costed at minimum wage (which does not reflect the value of the expertise that some of our volunteers are providing).

Not only does volunteering provide essential help to the Farmland Museum but it plays an important part in providing a welcoming and enjoyable place to come to. It offers a sense of belonging, purpose and achievement and a great deal of fun.

Business, Forward and Master Planning

Trustees created a draft Business Plan for 2019 in preparation for the arrival of the new staff who were then able to finalise it when they arrived.

Development of a Forward and Masterplan have remained high on the Trustees agenda and there has have been many discussions. Because of the time taken with personnel issues during the autumn, the induction of the new staff and preparation of the site for the spring opening which involved many hours of work by staff, volunteers and some Trustees, progress has been slow in finalizing ideas and committing text to paper. Steve Archer attended a Forward Planning training session with Helen O'Hara at the Museum of London in February. A key action for the 2019/20 year is to create a robust document spelling out our vision for the next 20 – 30 years and aclear plans for the next 3-5 years. The new staff will be able to make a much more informed input now that they have settled in.

The 2018 Season (April 2nd to end of October)

After a good year in 2017, visitor numbers were very disappointing in 2018. Year on year numbers have always fluctuated and the 2018 number were undoubtedly affected by the heat wave and drought in the early summer and to some very wet weather on several other event days. The Museum was closed on Mondays (apart from Bank Holidays) for the first time in 2018 but this was at least in part compensated for by opening for an extra hour on the other weekdays.

Numbers visiting the site in 2018, 2017 and 2016

	2016	2017	2018
April	865	1399	1231
May	1401	1270	1225
June	881	1021	774

July	1392	1432	1024
August	1878	2119	1713
September	910	1025	811
October	1059	1204	865
Total	8386	9470	7643

There were a number of special event days, mostly on Bank Holidays. These included a simple Easter Monday family day with simple craft activities, a May Bank Holiday event to with maypole and Molly dancing, craft stalls and a folk singer (Mike Ruff), a 1940's weekend for the late May Bank holiday, a Medieval weekend for the August Bank Holiday and a Pumpkins and Spooks event on the last Sunday of the Autumn half term. Throughout school holidays there were Family Activity afternoons for children and their parents/ carers on Wednesday and Thursdays. The first Thursday of the school Summer holidays was the traditional Archaeology weekend which coincided with the peak of a very hot spell and for which attendance was disappointing compared with the previous year.

An ecumenical Dawn Service was broadcast live by BBC Radio Cambridgeshire on Easter Sunday morning in the grounds of the Abbey and a service organised by the local Society of St Francis to celebrate St Clare's day (St Clare was the founder of the order of the Poor Clares who were the last religious order to occupy Denny Abbey).

A highlight of 2018 was a visit by HRH the Princess Royal in April which was much enjoyed by everyone who came. HRH spoke to about 70 people including Mike and Lorna Delanoy, the Museum's founders, and representatives from English Heritage, South Cambridgeshire District Council, other stakeholders, Friends, donors and volunteers. It was a lovely afternoon which was enjoyed greatly and well worth the hard work involved in preparing for the event.

School and group visits

There were a few school visits. This market has reduced considerably in recent years due in part to changes in the national curriculum, the very heavy cost of coach fares and other pressures. The Museum no longer has a dedicated Education Officer as the post was not cost effective. However, a schools' programme was still advertised and there were visits from or to a number of schools and preschools during the year. This included the whole of Year 6 from Burwell Primary, Waterbeach Primary School Year 3, Romsey Mill pre-school, a group from Hemingford Rd nursery, Kings Ely Junior School and an Academic Summer Primary group.

Several local history or other community groups came for guided tours which were much enjoyed in all cases.

Outreach

Our outreach work can serve a number of purposes. For people who are unable to visit because of disability or lack of suitable transport it provides an opportunity to learn more about how people lived and worked in this area and about the fascinating story of Denny Abbey. For older people it is an opportunity to reminisce, which they enjoy, and which can be particularly valuable for people suffering from dementia. The reminiscences can also

valuable to us, as the people we speak to give us new insights into the story we tell and the things we take to show. Some local groups prefer to arrange a speaker to visit them rather than organise a trip to the Museum and Abbey.

The Farmland Museum was also represented at the Ely Harvest festival, at the Haddenham Steam Fair, at Shuttleworth Museum in Hertfordshire and at Waterbeach Feast. These events have a twofold purpose. One is to promote the Museum and Abbey, many people have never visited despite driving past regularly and others are not even aware of our existence. The other purpose is to talk to people who remember the rural and agricultural life which is described by the Farmland Museum. This can be a real joy as they tell about what their life was like and help bring to life the story we tell.

Whilst attempts are made to count all the people we actively engage with at these events it is hard to be accurate but an estimated 1000+ people are encountered each year through this outreach work, most of which is done by volunteers.

January – March 2019 Preparation for the 2019 season

For the past few years the Museum has taken part in the University Museums' Twilight at the Museums (a free event) during the February half term. However, the Museum did not participate in February 2019 largely because of safety concerns over having the Museum open in the dark with a badly lit and often muddy and slippery car park.

January 2019 saw the beginning of a period of intense activity as the new staff settled in and the site was prepared for the opening of the 2019 season on April 2nd. The Museum and Commercial Officers finalised the Business Plan which the Trustees had drafted in preparation for 2019. The Museum Officer familiarised herself with the needs of the Collection and the difficulties caused by the far from ideal storage and display facilities. The Commercial Officer with the Treasurer sourced a new till system for the shop. This is easy to use and analyses sales figures very quickly. Paid for advertising was substantially reduced and the use of free social media increased with posts going on to local village Facebook pages, and Twitter. A new publicity leaflet was produced with a smaller print run than previously. It has no dated information and so can be used for more than just one year, saving both time in preparation and printing costs. Postal distribution has been greatly reduced. We thank South Cambridgeshire District Council for the coverage in their magazine.

Everyone worked with enormous enthusiasm and dedication. Volunteers took on refurbishment of the café as a special project and it was transformed with an extended counter, redecoration and new curtains. The café and shop now share a new coffee machine which provides freshly ground coffee at the press of a button. Emmaus donated a small pine dresser for the café and Tesco a shopping trolley to transport the coffee machine between the café and shop. The large mural on the Grain Store was taken down and repainted with many volunteers and trustees lending a hand. The sense of a team working together with a common purpose was strong and exciting.

Thanks to Cllr Bradnam, who had put the Commercial Officer in touch with a contact at Tesco, we were able to have a stand outside the Milton store on two days to promote the Museum and recruit new volunteers. Both days generated a lot of interest both from people who knew us and those who had never heard of us. We were able to recruit an excellent gardener and someone to help clean Denny Abbey and the Cottage on a regular basis and promoted the museum to several hundred people.

Towards the end of March volunteers, staff and trustees spent a Saturday preparing the site for opening. It was a beautiful spring day, and everyone worked very hard. Several whole families came to help, and the children enjoyed helping to sort out the Play Shed and the toys and jigsaws in the Education room and then played very happily for the rest of the day.

Little progress was made on marketing the site for hire during this period but this became a priority for the Commercial Officer once the season was under way and will be reported on in the six month half year report for the first half of 2019-20.

The Museum successfully opened to the public on Tuesday April 2nd. Due to strong winds the large mural could not be re-installed until after the museum opened and the school holidays had finished but was back in place by the end of April with the help of an augmented team of volunteers.

The new Local Management Agreement with English Heritage is still in the process of being finalised. From April 2019 English Heritage visitors are able to visit the whole site. Previously if they if they wanted to see the Farmland Museum they had to pay an admission fee. EH will provide a contribution to cover the lost income. All non EH members now pay for a ticket which will enable them to visit as often as they wish for a year, with the exception of up to five paid for events (in practice likely to be two). UK taxpayers are encouraged to complete a Gift Aid declaration which means that 25% of Gift Aid can be claimed on the sale of their tickets. This replaces the season tickets which were available in past years. It saves on administration time and modelling has shown it is a more cost effective way of getting the benefits of Gift Aid than other options, provided that eligible visitors are actively encouraged to complete the Gift Aid declaration. Reception staff will have a script which emphasises this aspect.

An application to the HLF for funding for a Community Engagement officer early in 2018 was unsuccessful. We were encouraged to reapply as the application was felt to be strong. The application was for funding for a three year post for someone to engage with two groups. Firstly, people who do not in general visit museums (postcode data identify that there are few visitors from areas of higher social deprivation). Secondly, to engage with the many new residents moving into the District and other local areas who will have little knowledge or understanding of how land was used or what life was like in rural Cambridgeshire until the rapid changes in technology from the mid 20-th century and the enormous amount of development in the 21st century often on land with an agricultural history. The Farmland Museum and Denny Abbey can give people an understanding and sense of belonging to the place where they are now living through the stories they tell. In the event, because of the impending changes in staff structure a new application was not made in 2018 but now the new staff are more established it is part of the business plan for 2019.

We remain indebted to South Cambridgeshire District Council for the grant funding we receive. The Farmland Museum and Denny Abbey are a special and unique heritage and recreational resource for residents of the District as well as further afield. It is very clear when talking to visitors that they really enjoy coming and it is very rare to get a negative comment. They appreciate the serenity of the site, the safe and secure play space for children, many of whom put high on the list of places they want to go back to. People enjoy learning about the story told by the Museum and Denny Abbey. For older people it is an opportunity to remember a past life which they really enjoy telling us about. Whilst increasing the footfall and generating income in other ways remain a priority, the apparent isolation and sense of peace and continuity which can really contribute to a sense of wellbeing are, and should remain as, one of site's unique attributes.