



Warm Hubs

Warm Hubs in Winter in East and South Cambridgeshire

Evaluation Report

Warm Hubs in Winter delivered by:



Independent evaluation completed by:



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About Cambridgeshire ACRE

Cambridgeshire ACRE works alongside the rural communities of Cambridgeshire and Peterborough, helping them take action to make positive changes to their local neighbourhoods.

Whether it's supporting volunteers to lead community projects, bringing local organisations together to drive meaningful change or amplifying the voices of our parish and community members, our charity is deeply embedded in rural community life.

With our support, residents, groups and partners can seize opportunities and realise their aspirations to improve the places, services and facilities that are important to them.

More information on Cambridgeshire ACRE's work with rural communities at <https://www.cambsacre.org.uk>.

About Rose Regeneration

Cambridgeshire ACRE commissioned Rose Regeneration to undertake an independent evaluation of the Warm Hubs in Winter project.

Rose Regeneration is an economic development business that works with communities, government and businesses to help them achieve their full potential.

They help communities by bringing people together in teams to design and implement projects; developing funding bids and business plans; and capturing good practice and disseminating it.

They assist government at all levels, working with national departments, local authorities, parish and town councils and statutory bodies to provide reviews, evaluations, policy design, economic analysis, toolkits and practical advice.

They support businesses to access grants and develop projects; set up public/private sector partnerships; and establish innovative approaches around corporate social responsibility.

More information about Rose Regeneration can be found at <http://roseregeneration.co.uk/>.

Summary

Why were Warm Hubs needed?

Warm Hubs were rapidly established in September 2022 in response to cost-of-living pressures where there were concerns that residents would be unable to heat their homes and would be struggling over the winter months to afford other essentials such as food.

What are Warm Hubs

Through Integrated Care System (ICS) funding, 38 Warm Hubs operated across East and South Cambridgeshire between October 2022 and March 2023. These Warm Hubs have been led by volunteers and taken place in accessible community buildings. Each Warm Hub was provided with set-up and ongoing support from Cambridgeshire ACRE.

Operating at the heart of local communities, Warm Hubs offered warm, friendly and inclusive places for people to stay warm and meet others. They offered free refreshments, somewhere to socialise, participate in activities, access Wi-Fi and receive information on how to stay ‘warm and well’. Through the Warm Hubs Advice and Support Programme, residents were also able to access other statutory, voluntary and community services.

What support did they provide?

Some examples of the activities and events offered at Warm Hubs are shown in Table 1 below.

Table 1: Activities and events held at Warm Hubs

Activities	Events
<ul style="list-style-type: none">• Games and puzzles.• Arts & crafts.• Knit and natter / crochet skills.• Song & story / play sessions for children.• Book club.• Chair-based fitness classes.• Bingo.• Tutoring sessions.• Skills share / swap.	<ul style="list-style-type: none">• ‘Spuds at the hub’.• Theme-based quizzes.• Live music.• Clothes exchange.• Art competition.• Puppet show.• Toy swap.• ‘Souper Friday’.• Bonfire Night.• ‘Mince Pies and Carols’.

Photo 1 - Attendees completing a jigsaw at the Haddenham & Wilburton Warm Hub



Photo 2 - An older gentleman talking to a volunteer at the Cambourne Warm Hub



Surveys of volunteers and regular hub attendees have highlighted how people chose to attend Warm Hubs for companionship and to 'get out of the house' rather than simply to keep warm. However, being able to save putting their heating on at home was instrumental for some in deciding to first visit.

Figure 1 below shows how communities have used a small amount of ICS funding (an average of £1,752 per Hub) as a springboard to deliver much more. Every Warm Hub received funding to open for up to six hours per week, but many opened for longer and/or for more days.

Warm Hubs have an average of 10 volunteers each. If volunteers had been paid for their time at the median pay rate for their District, it would have cost nearly £368k. These figures exclude the two additional hours a week that lead volunteers report they spend administering their Warm Hub.

Figure 1 - Key statistics relating to the operation of Warm Hubs (Oct-22 - Mar-23)



What difference have they made?

100% of regular hub attendees responding to the survey said that they felt attending the Warm Hub had helped them get through the winter.

The informal nature of the activities taking place at Warm Hub sessions, and the way in which local volunteers lead them, means they have provided support which meets the needs of local communities.

"I come here for the company...I like that it's friendly and relaxed, everyone just chats, there's no pressure".

"I come here for the chance to meet other people and not really to keep warm – I'm just really pleased to have a social space and company".

"My mum and dad died a couple of years ago and I live alone. I'm very cautious about using electricity because it costs an awful lot... I have three gas canisters and they last for ages. So, I get to keep warm and boil the kettle at the same time. Only trouble is that the canisters are very heavy".

Warm Hubs have supported attendees with multiple and complex needs, including people with dementia, alcohol dependence, grief after bereavement or loss, unpaid carers, and children and adults with learning disabilities.

35% of respondents to the volunteer survey said this was their only voluntary commitment – suggesting that Warm Hubs have encouraged new people to volunteer beyond the usual cohort.

To establish the impact of volunteering on an individual's wellbeing; an abridged, reduced version of the Warwick-Edinburgh Mental Wellbeing Scale was used to collect information from volunteers willing to provide it. This shows:

- Volunteers are feeling more useful: there was an increase of 5 percentage points for the respondents choosing 'Some of the time', 'Often' or 'All of the time', between the initial survey (95%) and the repeat survey (100%).
- Volunteers were asked to rate their experience of volunteering at a Warm Hub. 88% of respondents felt their Warm Hub volunteering had been a positive experience (43% Very Positive and 45% Positive).
- Volunteers are feeling more optimistic about the future: there was an increase of 3 percentage points for respondents choosing 'Some of the time', 'Often' or 'All of the time', between the initial survey (95%) and the repeat survey (97%).

"This is a wonderful, shared experience...an amazing community collaboration. We have tapped into a reservoir of goodwill, compassion and generosity. A few service users have been so taken by the warmth of welcome they have joined our team of volunteers".

Social Return on Investment (SROI) is a way of developing a value for the less tangible outcomes delivered through Warm Hubs. We have looked at how Warm Hubs have increased local volunteering opportunities, reduced winter pressures and helped attendees to obtain heating/energy advice, reduced social isolation, helped attendees to access other services, and

led to partnership working and collaboration. The analysis shows for every £1.00 invested in Warm Hubs across East and South Cambridgeshire, £4.50 of social value was generated.

Are Warm Hubs for life, not just for winter?

Regular service users and volunteers at 23 Hubs have identified a need for year-round provision. They have considered what their offer might look like – including practicalities such as opening times and venues alongside the support local residents will continue to need to improve their health and wellbeing.

There are four themes that have emerged from the pilot that could be picked up in a successor initiative(s):

1. **Digital exclusion** has made it hard for attendees to access information online. They have relied on volunteers using their own devices to help them access services online and book appointments. Providing equipment at Hubs and upskilling volunteers and attendees to get them online and stay online, is important.
2. The **lack of public transport** makes it more challenging for residents without access to a car to visit their nearest Hub. There is a need to identify and develop local transport solutions.
3. A need to build on the Warm Hubs **Advice and Support Programme** by improving communication and links between Hubs and statutory, voluntary and community services.
4. Making **physical enhancements** to Hubs to improve their energy efficiency and enable them to offer separate space for attendees to meet providers and/or have confidential discussions.

1. Setting the scene in East and South Cambridgeshire

Energy costs have increased sharply since 2021, largely due to a surge in wholesale gas prices. Many consumers were protected, at least initially, by the energy price cap. However, the energy price cap increased by 12% in October 2021 and 54% in April 2022. The April increase was equivalent to £700 for 'typical' levels of dual fuel consumption paid by direct debit. The monthly increases in both gas and electricity prices were by far the largest ever on a series going back to 1988. The annual increases to April 2022 were also the largest ever record on a series going back to 1970.

Amid this, the Government announced a series of packages to help households with rising energy costs in February, March, and May 2022. In August 2022, the NHS Confederation wrote to the Chancellor of the Exchequer to raise their concern about the impact of rising energy costs on people's health and the knock-on effect this will have on NHS services. They feared many people would face the awful choice of skipping meals to heat their homes or have to put up with living in cold, damp conditions.

There was a concern that vulnerable and isolated residents and those on low incomes in East and South Cambridgeshire would be unable to pay their energy bills without compromising on other essentials such as food, rent or hygiene. In August 2022, South Cambridgeshire District Council (SCDC) on behalf of East Cambridgeshire and South Cambridgeshire District Councils led the procurement process to identify a provider to develop a series of Warm Hubs operated from community buildings across the two Districts in winter (2022-2023) using funding from NHS Cambridgeshire & Peterborough (part of Cambridgeshire & Peterborough Integrated Care System's South Place Partnership). SCDC commissioned Cambridgeshire ACRE to set up and support Warm Hubs across East and South Cambridgeshire during the wintertime.

"Helping people to stay well this winter is a priority for us all this year, which is why we are pleased to support Warm Hubs across East and South Cambridgeshire and beyond. Working together, with our councils and voluntary sector partners, these hubs will be spaces for people to come together; not just as a warm space this winter, but to provide support and advice on a range of matters...in a welcoming, friendly, community atmosphere." Kit Connick, Chief Officer Strategy and Partnerships, Cambridgeshire and Peterborough Integrated Care System

1.1. What are Warm Hubs?

Warm Hubs were set up to provide support to those most vulnerable this winter to help mitigate cost-of-living pressures. They support local people who are in, or at risk of, fuel poverty or who may be feeling lonely or isolated.

- Warm Hubs are warm, safe, accessible community buildings that provide people with a place to stay warm and meet others.
- They offer free refreshments and/or hot food, somewhere to socialise, participate in activities, access wi-fi and receive information on how to stay 'warm and well'.
- Through the Warm Hubs Advice and Support Programme, residents can be referred to other statutory, voluntary and community services.
- Warm Hubs are community-led – they are run by volunteers in their own communities who support those in need and reach residents that might not otherwise access help.

At the outset of the project a 'theory of change' was produced for the pilot. This is a flow diagram (see Figure 2) setting out why Warm Hubs are needed, the support they have delivered, and the outcomes and longer-term changes that this work has begun.

Figure 2 - Warm Hubs Theory of Change



1.2. How were they set up?

Cambridgeshire ACRE was commissioned to support the set up and operation of Warm Hubs in East and South Cambridgeshire. The pilot began in September 2022 with the doors of Warm Hubs expected to open from October 2022. The pilot was anticipated to run until the end of March 2023. Annex A contains a timeline for the project.

Community buildings

In September 2022, Cambridgeshire ACRE held online networking meetings covering East and South Cambridgeshire. Parish Councils, village hall committees and local groups covering both Districts were invited to find out more about the Warm Hubs pilot project. Following the meetings, Cambridgeshire ACRE circulated an Expression of Interest form for completion and return.

Cambridgeshire ACRE carried out a 'readiness check' with interested venues and parties to assess whether or not the community building was 'fit for purpose' as a Warm Hub. This included an expectation that the building:

- Is a warm building working towards reducing energy use and preparing for a low carbon future.
- Be in a steady state of governance and management.
- Be fully accessible (e.g., level access, accessible toilets, baby-changing facilities).
- Have suitable insurance, including a minimum of £5 million Public Liability Insurance.
- Have appropriate music licensing.
- Have a robust Health and Safety Policy plus written risk assessments (for the building generally and fire-specific).
- Have policies and procedures in place on safeguarding children and adults at risk of harm.
- Having willing volunteers keen to be engaged in the project.

Because of the short lead-in time Cambridgeshire ACRE prioritised community buildings with these things in place. Where a building did not meet some or all of these requirements, Cambridgeshire ACRE worked with them to put them in place so that they could take part in any future project.

Volunteers

Venues selected to offer a Warm Hub were provided with assistance on recruiting and retaining volunteers. Cambridgeshire ACRE provided a Warm Hubs Volunteering Policy for community building management committees to discuss and adopt so that the expectations on volunteers was clear from the outset.

Cambridgeshire ACRE provided basic training to committees to help them get their Warm Hub started. This included:

- How to attract, recruit, train and retain volunteers to run a Warm Hub.
- The development of volunteer roles with job descriptions: Hub lead, Hub welcomers, Hub promoter, Hub health & safety lead, Hub refreshment lead and Hub caretaker. Please see Annex B.
- How to ensure your Warm Hub is a safe space for all (equality and diversity considerations) and reducing barriers to people attending.
- How to safely run your Warm Hub (health and safety considerations, including how to carry out a specific risk assessment for your Warm Hub's activities).

- How to promote your Warm Hub to the local community. Cambridgeshire ACRE produced marketing materials (e.g. Warm Hubs logo, banners, badges), led a launch campaign, and assisted individual Warm Hubs with local and targeted promotion.
- How to collect feedback from those attending your Warm Hub to support the external evaluation of the pilot.

This initial training was provided to volunteers through a series of online sessions, including at evenings and weekends. 156 volunteers participated in a 2½ hour online training session run by Cambridgeshire ACRE. All volunteers received a copy of a Volunteer Handbook. Lead volunteers at each Warm Hub were provided with materials to put any further volunteers recruited through a similar training session. From the feedback received, volunteers rated the training highly:

“Comprehensive and thorough information was provided about setting up and running a Warm Hub, and it was also a good opportunity to meet volunteers supporting other Hubs”.

“The online training was very well presented, and the handbook is a very helpful guide”.

“Training on offer and taken so far is excellent”.

“Very well organised and run and covered all the issues I expected it to”.

“We have to be ourselves in our welcome and friendliness, but the training helped with practical needs”.

Cambridgeshire ACRE also supported volunteers to undertake additional training. This also took place online, through registered providers. This enhanced training included:

- How to deal with emergencies: 9 volunteers completed a First Aid in the Workplace course.
- How to safely deliver refreshments: 16 volunteers undertook a Level 2 Food Hygiene and Safety for Catering qualification.
- How to organise local community transport solutions to help people attend (including policies and procedures for offering lifts).
- How to register as a food business (where a Warm Hub wanted to provide meals).
- How to support attendees with additional needs (e.g. dementia awareness, autism awareness, supporting people in a mental health crisis). 2 volunteers undertook Level 1 Safeguarding Training and 1 volunteer completed an Autism Awareness course to help them better respond to the needs of one of their Warm Hub attendees.
- How to identify and access additional funding to support your Warm Hub’s activities and/or to improve the energy efficiency of your building.

Partners

In September 2022, Cambridgeshire ACRE held an online networking event for all partners who might provide services to explain the concept of Warm Hubs. Partners were then asked to submit information about the support they could provide. Cambridgeshire ACRE used the information partners submitted to create a menu of support services and to draw together signposting information. This Advice and Support Programme included producing a booklet for Warm Hub volunteers to use to signpost people to sources of help if they asked, or through conversation if the volunteer recognised the attendee needed help. Please see Annex C.

Other support

Other set-up support provided by Cambridgeshire ACRE included:

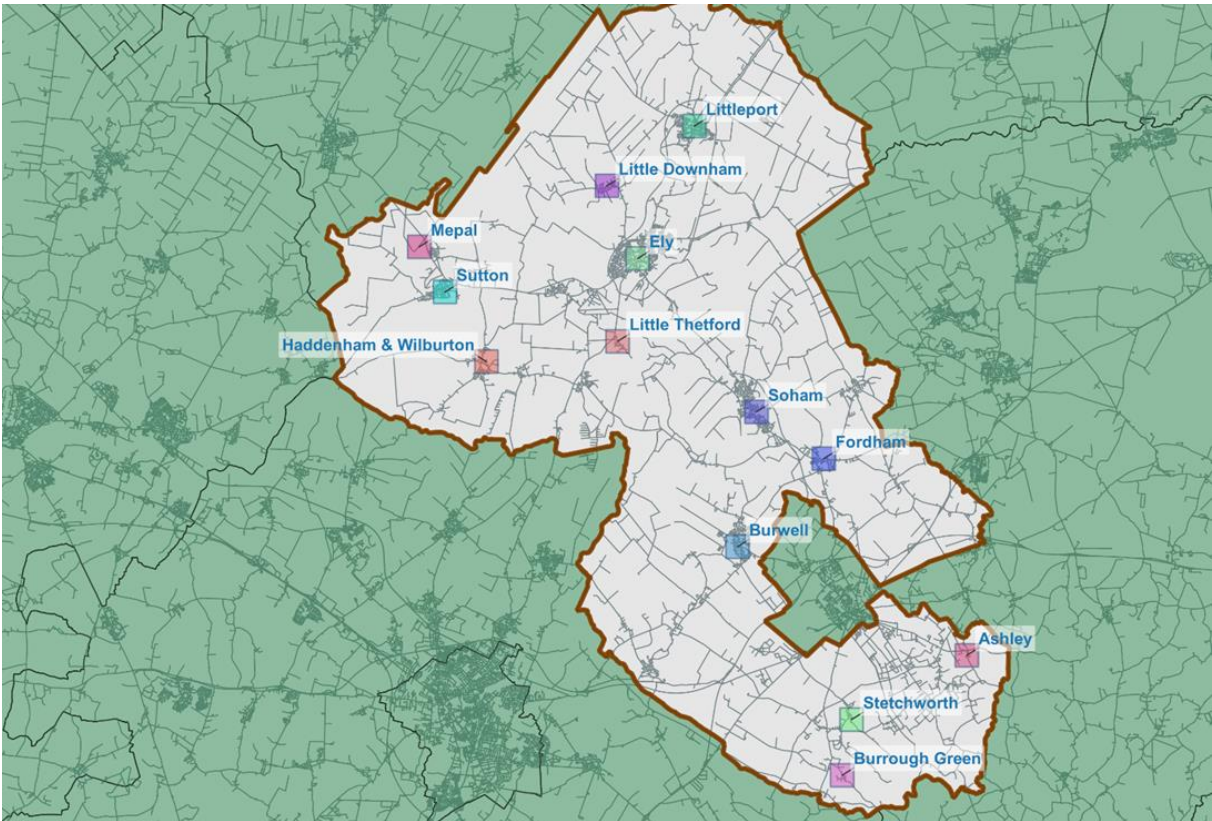
- Establishing procedures to administer the grant funding towards Warm Hub operating costs.
- Working with Warm Hubs to collect data and information for the evaluation.
- Identifying opportunities to share learning and outcomes with stakeholders.

1.3. Where are they?

The pilot project was initially to establish 10 Warm Hubs across East and South Cambridgeshire. Despite the short lead-in time to find suitable locations with engaged volunteers, Cambridgeshire ACRE received 70+ Expression of Interest forms. This led Cambridgeshire ACRE to work with East Cambridgeshire District Council and South Cambridgeshire District Council to increase the number of Warm Hubs supported.

Between October 2022 and March 2023, 13 Warm Hubs operated in East Cambridgeshire. Their locations are shown in Figure 3.

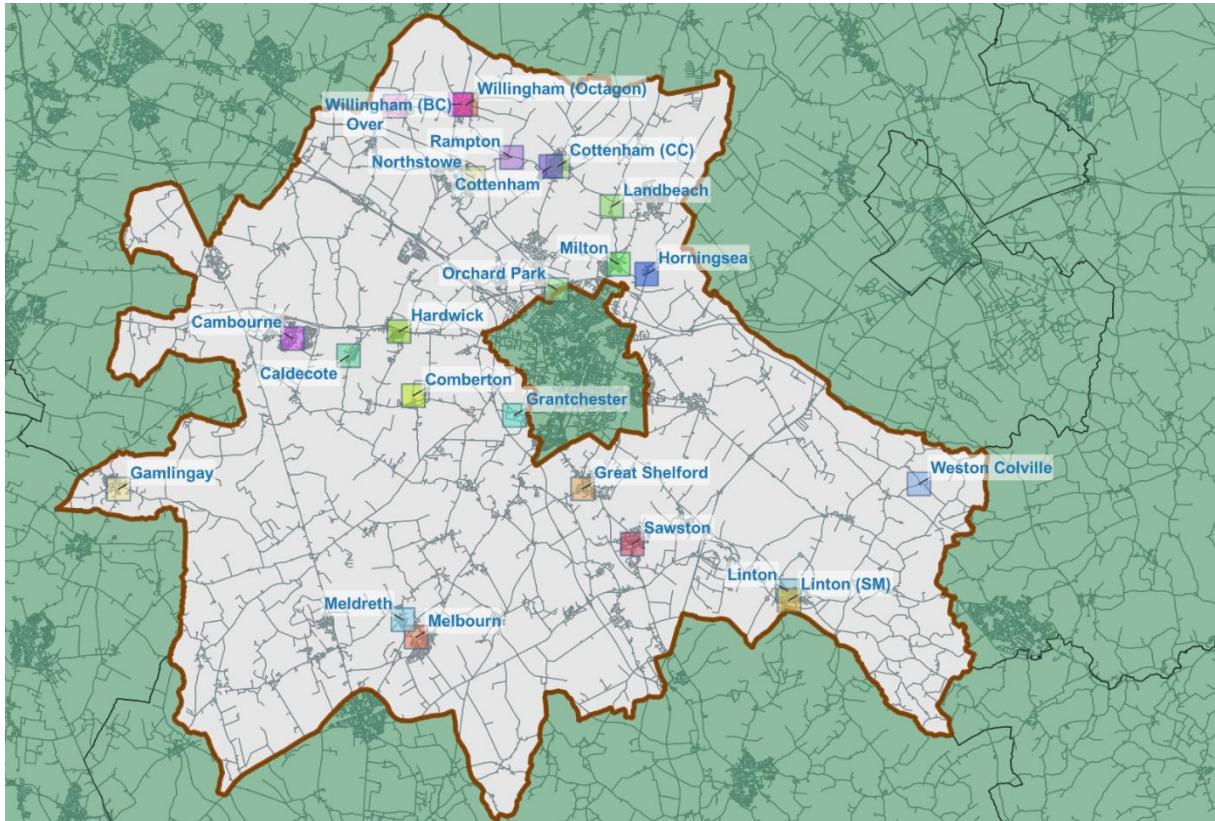
Figure 3 - Map showing the location of Warm Hubs in East Cambridgeshire



Annex D contains a list of the locations of the Warm Hubs operating in East Cambridgeshire and when they opened.

Between October 2022 and March 2023, 25 Warm Hubs operated in South Cambridgeshire. Their locations are shown in Figure 4.

Figure 4 - Map showing the location of Warm Hubs in South Cambridgeshire



Annex D contains a list of the locations of the Warm Hubs operating in South Cambridgeshire and when they opened.

2. About the Warm Hubs

2.1. How are they run?

A Warm Hub is a warm and safe place where local people can expect a friendly and inclusive welcome. People can come along on their own, or with a friend, and talk to others over refreshments. Warm Hubs reflect the needs of each community – some have evolved out of groups that already meet, some might be arranged around other activities, and others might be completely new. All received funding from Cambridgeshire & Peterborough Integrated Care System’s South Place Partnership to open for up to 6 hours a week, though many opened for far more hours.

Table 2: Operational information for Hubs covering the period 1 October 2022 – 31 March 2023

	East Cambridgeshire	South Cambridgeshire
Warm Hubs in operation	13	25
Total hours of operation	2,208	2,942
Total hours of provision funded through this project	1,319	1,837
% of Warm Hub provision funded through this project	60%	62%
Total operating costs paid out to Warm Hubs	£26,130	£40,450

Warm Hubs are operated by trained volunteers from within the local area; people who are uniquely positioned to understand the needs of their local community.

Table 3: Operational information for volunteers covering the period 1 October 2022 – 31 March 2023

	East Cambridgeshire	South Cambridgeshire
Total number of volunteers	49	101
Total volunteer hours provided	6,783	12,565
Value of volunteer hours at median hourly pay rate for District	£106,154	£261,844

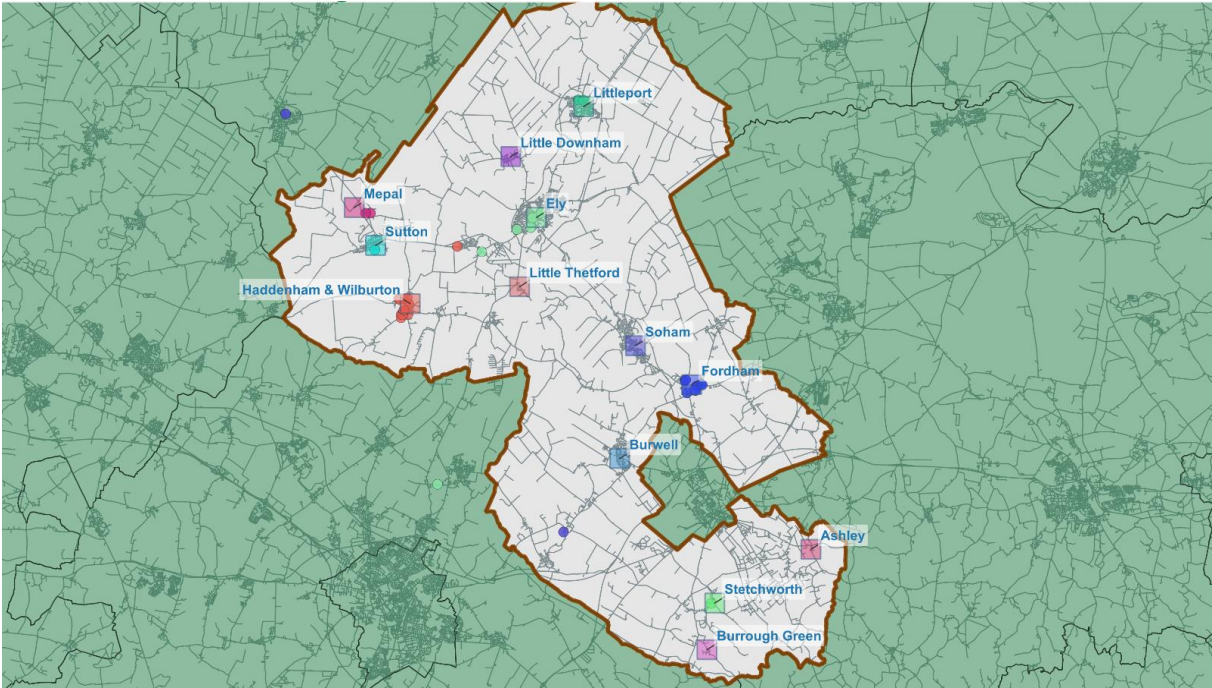
At the outset, Cambridgeshire ACRE expected up to 100 volunteers to support Warm Hubs when fully operational. This number has been far exceeded with 150 of the 156 volunteers trained during October/November 2022 still regularly volunteering in March 2023.

As part of the evaluation, Warm Hubs volunteers were surveyed to collate information about their experiences. A survey was circulated in December 2022, with 101 responses received. This revealed how:

- While 58% of respondents indicated they volunteered somewhere else apart from their Warm Hub, for 35% of respondents this is their only current voluntary commitment. This suggests Warm Hubs have encouraged new people to volunteer beyond the usual cohort.
- The majority of volunteers at the start of the project were aged 50 years and over (95%). While this reduced during the pilot (to 85% of volunteers being 50 years and over) it perhaps reflects this demographics’ capacity and availability to volunteer during weekdays when the majority of Warm Hubs are open.

Figure 5 shows the 13 Warm Hubs in East Cambridgeshire [the coloured squares] and where each draws its volunteers from [the same-coloured dots].

Figure 5 - Location of Warm Hubs and their volunteers in East Cambridgeshire



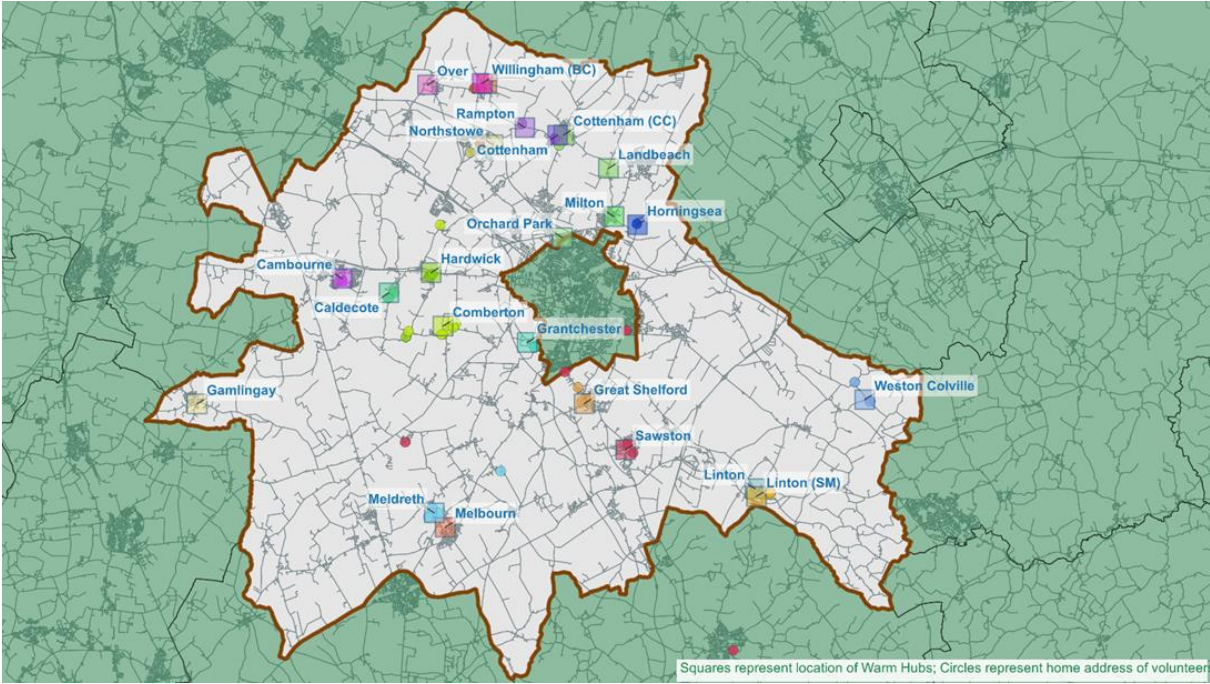
For the most part, the map shows how this has been very much about hyper-local volunteering; with people wanting to do something in their own community.

Photo 3 - Attendees at the Cambourne Warm Hubs taking part in a fish & chip lunch



Figure 6 shows the 25 Warm Hubs in South Cambridgeshire [the coloured squares] and where each draws its volunteers from [the same-coloured dots].

Figure 6 - Location of Warm Hubs and their volunteers in South Cambridgeshire



This map shows that Hubs in South Cambridgeshire have also drawn their volunteers from a hyper-local catchment for the most part.

Since the pilot began, Cambridgeshire ACRE has been running monthly networking sessions for Warm Hub volunteers. These have provided an opportunity for lead volunteers to share learning and practice, find out more about the wider package of support from their District Council to help residents with cost-of-living pressures, and hear from relevant external speakers (e.g. the meetings have included talks on food help, suicide awareness/prevention, and pet advice). More information can be found in Annex E.

The first five Warm Hubs opened their doors in October 2022. A further 23 Hubs opened in November and then the remaining 10 in December 2022/January 2023. Opening dates are documented in Annex D. Throughout the pilot period, the number of people attending a Warm Hub has continued to rise as shown in Table 4 and Figure 7.

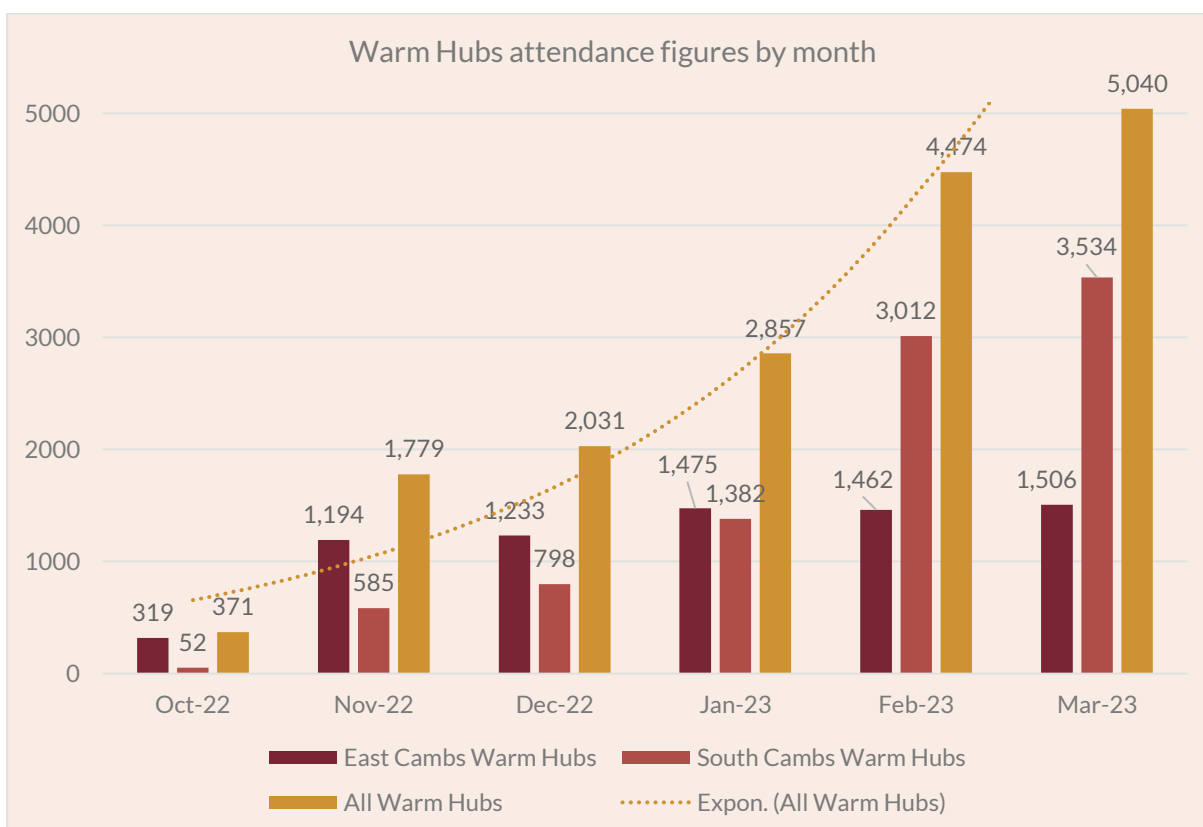
There have been some fluctuations. December saw slightly lower attendance figures reported due to the Christmas period when some Hubs chose to shut their doors for several sessions. In January, poor weather conditions in the South of the County caused attendance to fall over a couple of weeks, with volunteers reporting that older people, in particular, were put off from walking to their Warm Hub when icy/snowy conditions meant that walking on ungritted pavements might have been dangerous. At the end of the six month pilot period, over 16,500 visits had been made to Warm Hubs.

Table 4: Operational information on attendees visiting Warm Hubs covering the period 1 October 2022 – 31 March 2023

	East Cambridgeshire	South Cambridgeshire	Total
October 2022	319	52	371
November 2022	1,194	585	1,779
December 2022	1,233	798	2,031
January 2023	1,475	1,382	2,857
February 2023	1,462	3,012	4,474
March 2023	1,506	3,534	5,040
Total	7,189	9,363	16,552

Attendance figures broken down by Warm Hub can be found in Annex F.

Figure 7 - Warm Hubs attendance figures by month



2.2. What do they do?

Warm Hubs provide residents with somewhere to socialise, take part in activities and receive information on how to reduce bills, access financial support, and stay healthy and well.

Every Warm Hub is different and has evolved to suit local needs, volunteer and attendee requirements and vision. Their activities will vary, but all offer refreshments, Wi-Fi and the Advice and Support Programme.

Photo 4 - A mum and baby attending the Haddenham & Wilburton Warm Hub



Photo 5 - A group of attendees at the Willingham (Octagon) Warm Hub



Photo 6 - Attendees at the Hardwick Warm Hub



Some examples of the activities and events offered at Warm Hubs are shown in Table 5 below.

Table 5: Activities and events held at Warm Hubs

Activities	Events
<ul style="list-style-type: none"> • Games and puzzles. • Arts & crafts. • Knit and natter / crochet skills. • Song & story / play sessions for children. • Book club. • Chair-based fitness classes. • Bingo. • Tutoring sessions. • Skills share / swap. 	<ul style="list-style-type: none"> • 'Spuds at the hub'. • Theme-based quizzes. • Live music. • Clothes exchange. • Art competition. • Puppet show. • Toy swap. • 'Souper Friday'. • Bonfire Night. • 'Mince Pies and Carols'.

Some examples of the type of activities available in East Cambridgeshire:

- *"We provide magazines, board games, playing cards, wool and knitting needles, toys, art, and craft material, plus, we always have a jigsaw on the go – very popular. We organise art competitions for children."* Haddenham & Wilburton Warm Hub volunteer
- *"We had the Ashley book club operating on two of the sessions."* Ashley Warm Hub volunteer
- *"We engaged singers to entertain attendees. Mostly attendees simply welcome the opportunity to chat."* Mepal Warm Hub volunteer

- *“We have also arranged new events outside of the Warm Hub to enable people to get together in a safe space,”* Little Thetford Warm Hub volunteer

Some examples of the activities on offer in South Cambridgeshire:

- *“Mostly we have provided a warm, bright, and cheery place to sit and volunteers to chat to if required. We also made available card games and jigsaws. Toys can be made available for young children.”* Cottenham (Community Centre) Warm Hub volunteer
- *“We have games and puzzles and also a craft table.”* Comberton Warm Hub volunteer
- *“There are jigsaws and books available but most people just want to chat.”* Rampton Warm Hub volunteer

Cambridgeshire ACRE designed an Advice and Support Programme to support volunteers running Warm Hubs. A Warm Hubs Advice and Support Programme booklet was circulated to Lead Volunteers – who then circulated it to the other volunteers in their Warm Hub. The booklet was produced for volunteer use only and was not intended for the wider public or Warm Hub attendees to read. The Programme was also intended to support volunteers in the running of their Warm Hub.

The Programme booklet covered the following areas:

- Cost-of-Living Advice – help with energy bills, help with household bills, help with food costs, managing a budget, and other financial support.
- Providing Food in your Warm Hub – legal requirements when preparing or serving food, how to register as a food business, preparing food at home, allergens, labelling, food hygiene & safety training, food banks and emergency food provision.
- Health and Wellbeing Advice – finding NHS services, other sources of health support, getting to medical appointments, and supporting people in distress.
- Community Fundraising – keeping your Warm Hub running in the longer term: getting started, ideas and fundraising plan template.
- Directory of organisations who can provide support to Warm Hubs – for each organisation this provides a brief description of the support on offer, in which District(s), and a named contact(s).

The booklet was updated as new advice and support became available. More information can be found in Annex C.

Cambridgeshire ACRE has provided ongoing support to Warm Hubs. Table 6 details the number of queries received on a month-by-month basis during the pilot. As volunteers have become more confident in their operation of their hub, the number of queries has decreased. The support needed has covered marketing and promoting their Warm Hub, requests for additional training, advice on serving food, support with managing volunteers and support with giving advice or making referrals to other organisations.

Table 6: Operational information on volume of enquiries from Warm Hubs to Cambridgeshire ACRE team covering the period 1 October 2022 – 31 March 2023

	East Cambridgeshire	South Cambridgeshire	Total
October 2022	25	32	57
November 2022	11	14	25
December 2022	4	4	8
January 2023	5	3	8
February 2023	-	7	7
March 2023	2	5	6
Total	47	65	112

The pilot forms part of a wider package of support from East Cambridgeshire and South Cambridgeshire District Councils to help residents with cost-of-living pressures. For example, South Cambridgeshire District Council funded Hope CIC to deliver food parcels for residents who present at Warm Hubs in need of food. Each parcel contained enough food for one week and reflected dietary and cultural needs. Warm Hubs attendees can self-refer or Warm Hub volunteers can make a referral on their behalf. By the end of the pilot, 56 food parcels had been delivered to households in need.

Ventilation and air cleaning are recognised as important tools for mitigating the risk of COVID-19 indoors. In East Cambridgeshire, two Warm Hubs piloted a CO₂ monitor to help assess ventilation needs. The Warm Hubs using them found them to be very useful for alerting CO₂ rises and therefore the need for more ventilation, prompting them to open windows first and then doors, if necessary, when the alarm went off. Volunteers found they were very reassuring for attendees that they were taking ventilation / air quality seriously to minimise any COVID-19 risk.

3. The impact Warm Hubs are having

3.1. Who are they helping

Attendees

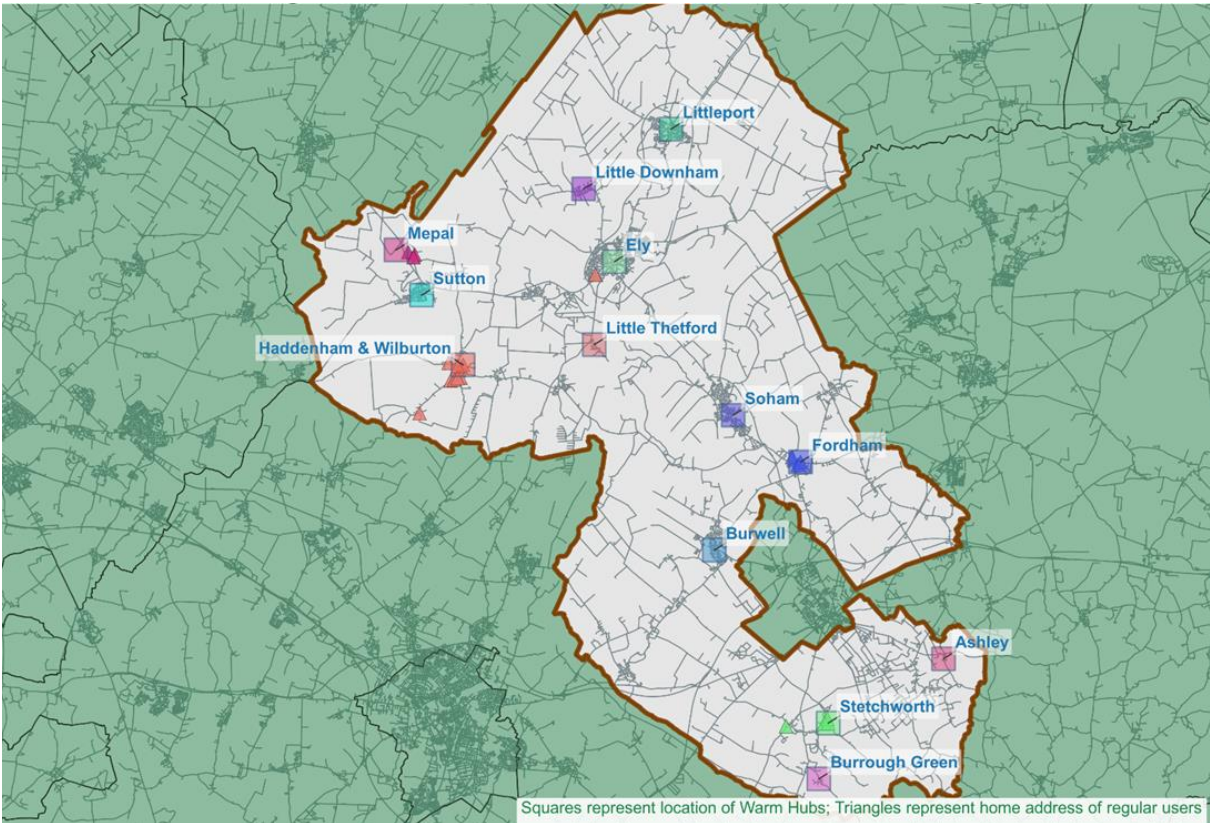
Warm Hubs were asked about the activities and support they are providing, and the number of people attending sessions. Table 7 highlights the total number of visits made to Warm Hubs during the six month pilot.

Table 7: Operational information on attendees visiting Warm Hubs covering the period 1 October 2022 – 31 March 2023

	East Cambridgeshire	South Cambridgeshire	Total
Total number of attendees	7,189	9,363	16,552

Figure 8 shows the 13 Warm Hubs in East Cambridgeshire [the coloured squares] and where each draws its regular attendees from [the same-coloured triangles].

Figure 8 - Location of Warm Hub and their regular attendees in East Cambridgeshire



The map shows how Warm Hubs have been very much about supporting local residents and that the people using them have predominantly been from the immediate vicinity. While the majority of attendees walk to their nearest Warm Hub, some Warm Hubs have identified

community transport solutions and lift sharing to help people from the surrounding area access support.

“We have now arranged free ‘Home to Hub’ transport provided by VCAEC (Voluntary Community Action East Cambs). We want to help hard-to-reach residents access our Warm Hub – in Haddenham, Wilburton and Aldreth. They simply phone a central number to book door to door taxis. VCAEC keep a tally of the taxi runs and a business in Wilburton is paying the monthly invoice. Information about this has been added to our Warm Hub flyer which is being distributed to all Wilburton homes.” Haddenham & Wilburton Warm Hub volunteer

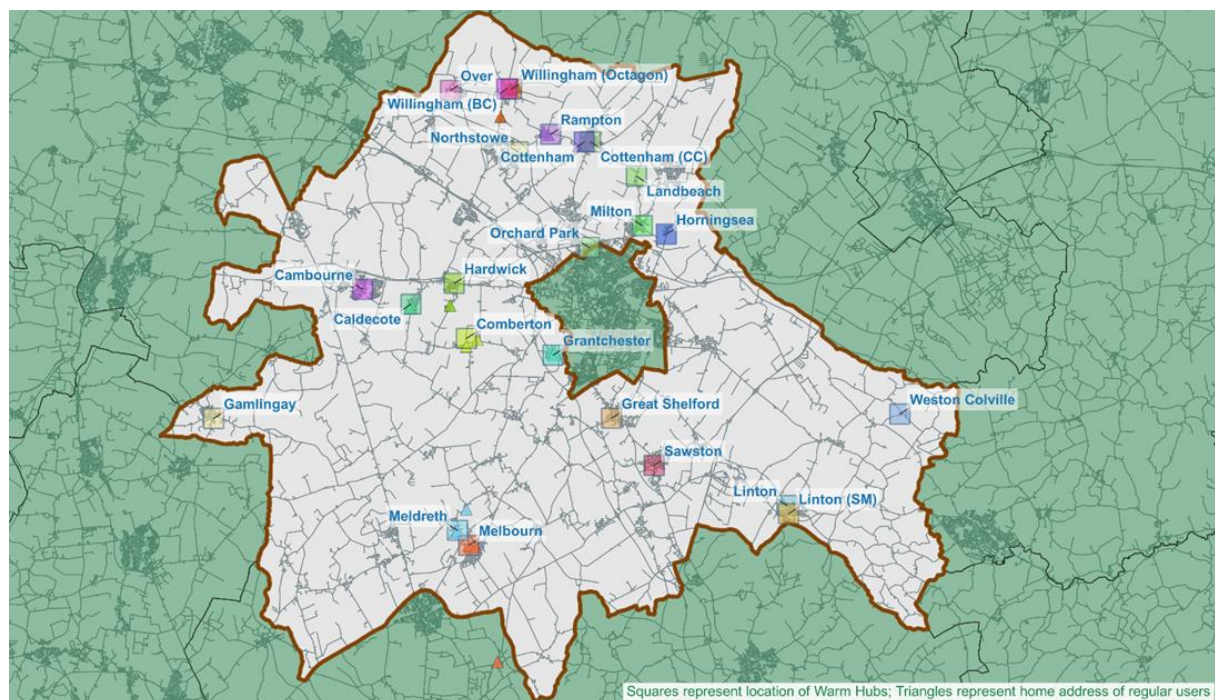
The people who have attended Warm Hubs in East Cambridgeshire have been a mix of attendees (in terms of demographics) and ‘repeat visitors’ (i.e. the same attendees coming back):

“We are seeing repeat visitors with the occasional new attendee...[they are] attending for company, enjoyment, the foodbank and a place to meet others.” Fordham Warm Hub volunteer

“The majority of attendees are single older women who live alone in the village. A couple of younger people come and work in the Hub (for Wi-Fi) and on school holidays we get a few children with parents or grandparents. On Monday mornings we have a small group of six (2 carers and 4 residents) attending from a residential care home for older people with dementia and learning difficulties.” Little Thetford Warm Hub volunteer

Figure 9 shows the 25 Warm Hubs in South Cambridgeshire [the coloured squares] and where each draws its attendees from [the same-coloured triangles].

Figure 9 - Location of Warm Hubs and their regular attendees in South Cambridgeshire



This map also shows how Warm Hubs have been very much about supporting local residents and that the people using them have been from the immediate vicinity. While the majority of attendees walk to their nearest Warm Hub, some have car-shared or used public transport.

The people who have attended Warm Hubs in South Cambridgeshire have also been a mix of attendees (in terms of demographics) and ‘repeat visitors’ (i.e. the same attendees coming back):

“Mostly repeat visitors but we have one or two new people per session. They are mostly elderly but some young people too, and new people to the village. We had a Ukrainian refugee attend her first session recently to practice her English and meet other villagers.” Caldecote Warm Hub volunteer

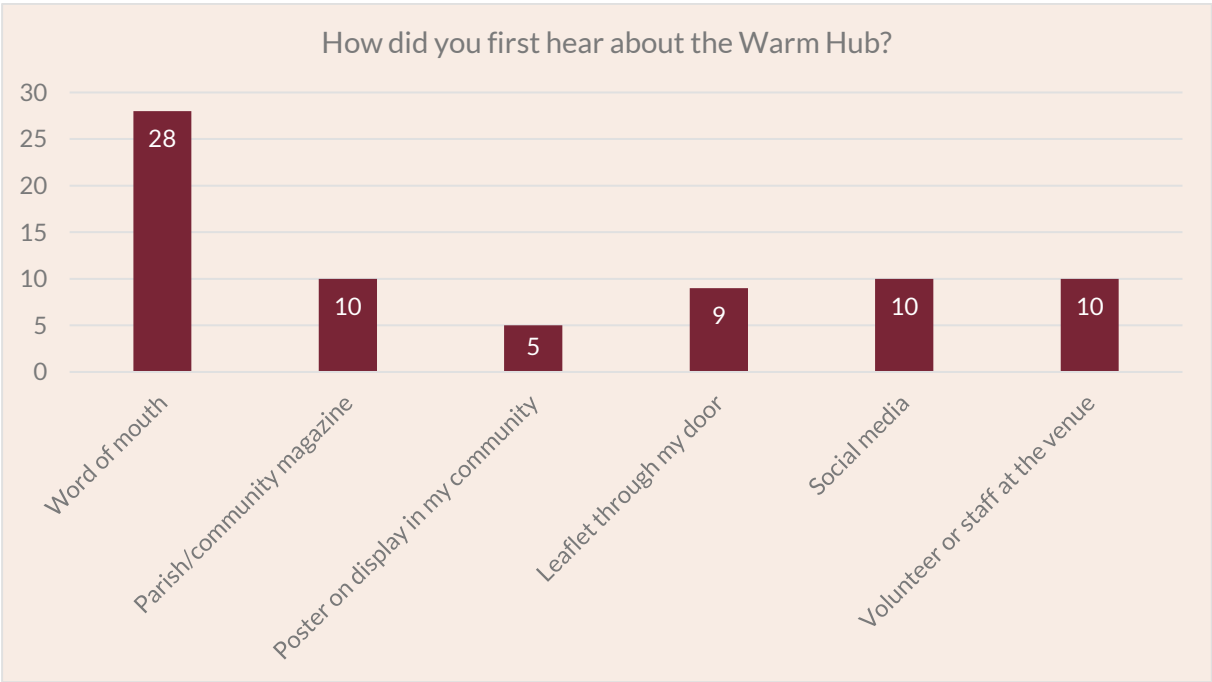
“Mostly older visitors but some younger ones coming to work at the Hub.” Linton (Free Church) Warm Hub volunteer

“Generally young families. One older person. One Ukrainian refugee family. Some repeat visitors.” Orchard Park Warm Hub volunteer

Annex F contains more information about the number of attendees attending each Warm Hub.

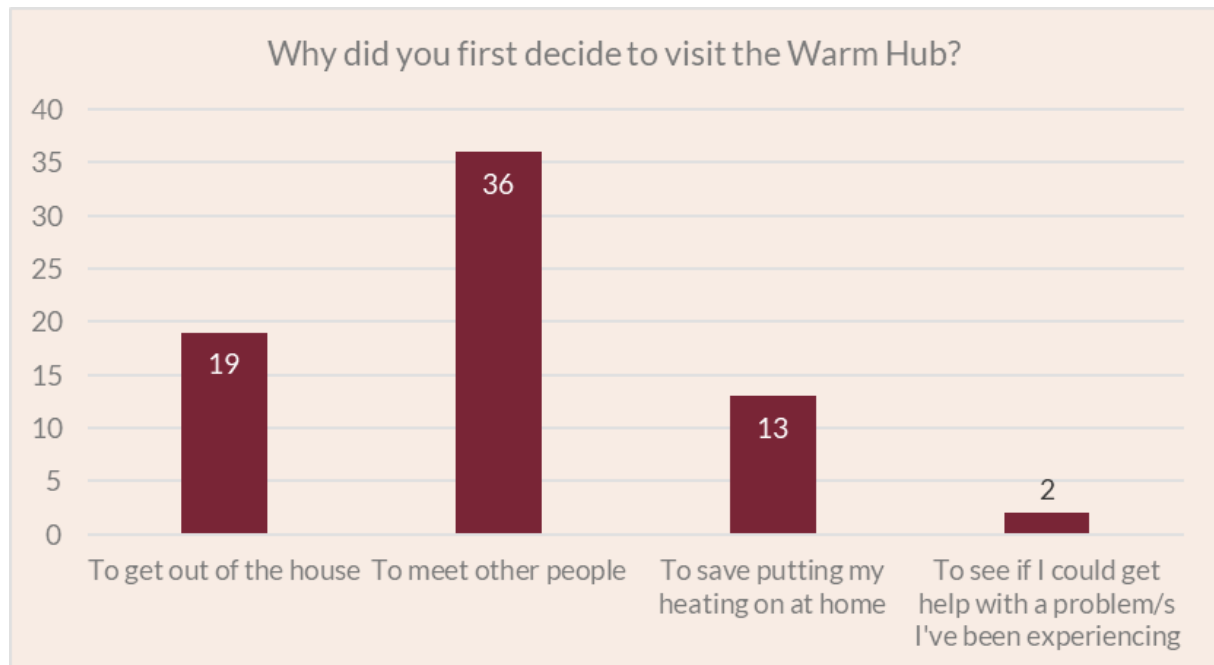
During the last two weeks of February 2023, volunteers at 12 Warm Hubs went through a short survey with some of their regular service users. Regular attendees were asked to indicate how they first heard about the Warm Hub they attend. Figure 10 highlights how word-of-mouth has been important in spreading information about Warm Hubs.

Figure 10 - Graph illustrating the importance of word of mouth in finding out about Warm Hubs



Regular attendees were asked to indicate why they had first decided to visit the Warm Hub. Figure 11 shows the results.

Figure 11 - Reasons for first deciding to visit a Warm Hub



The chart shows that people have attended Warm Hubs for companionship and to 'get out of the house' rather than simply to keep warm. However, being able to save putting their heating on at home was instrumental for some in deciding to first visit. These results echo the anecdotal feedback provided by Warm Hub volunteers.

Volunteers were asked to use one word to describe the reason most people were coming to their Warm Hub. Their responses were collated into a word cloud:



Volunteers believe the majority of service users are accessing Warm Hubs for social interaction.

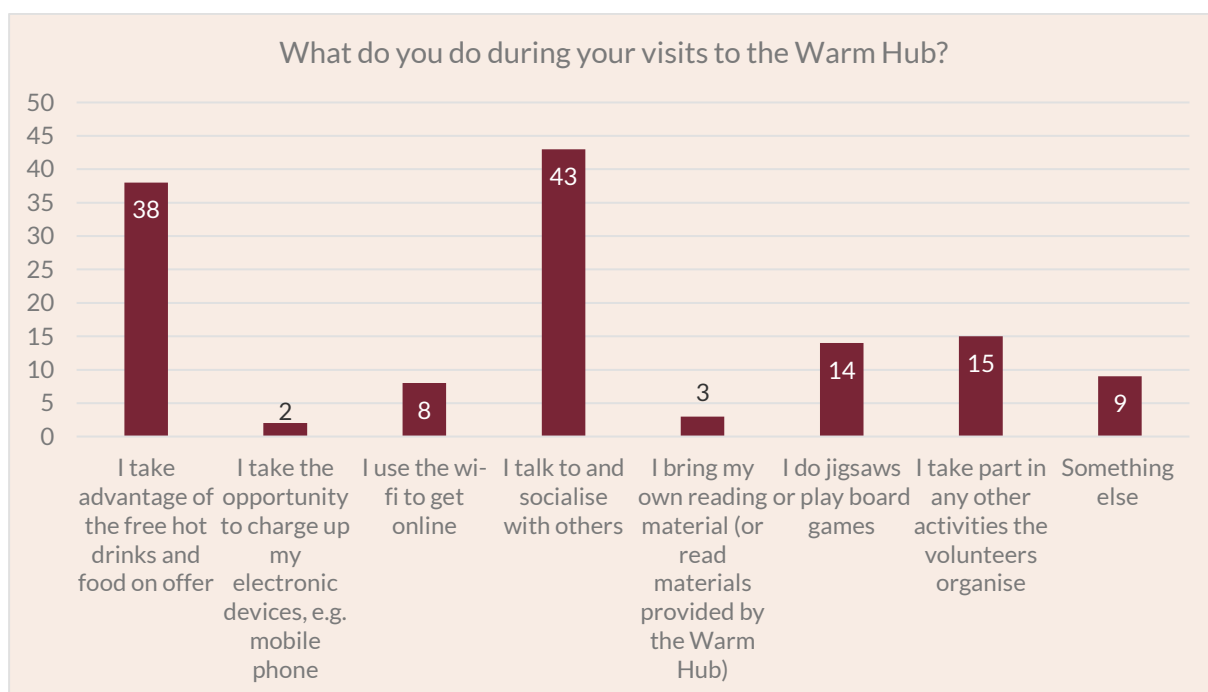
"Most people just want to get together to chat." Fordham Warm hub volunteer

"Most people who come to our Warm Hub are in need of company and social conversation. We have one gentleman living alone who had a stroke 20 years ago, a lady who was bereaved just

before Christmas, a lady who is learning English as a second language, a lady who is obviously lonely and two couples who are living with early onset dementia (in both cases the carer needs company). Although these attendees are not necessarily in need of a warm hub, they are in need of a social hub which provides security and a safe and welcoming place to be. There are also other people who come just for the conversation and company.” Willingham (Octagon) Warm Hub volunteer.

Regular users were asked what they do during their visit to the Warm Hub. Figure 12 highlights how people enjoy the no-pressure, social atmosphere that Warm Hubs provide with the most cited activities being talking to and socialising with others and taking advantage of the free hot drinks and food on offer.

Figure 12 - Activities undertaken at Warm Hubs



Where low key activities have been provided, many attendees have been happy to take part. The activities mentioned under “something else” include drawing, letter writing and crafting, visiting the shop within the venue, playing cards and teaching card games to others, playing with children’s toys provided, giving children their lunch, and working online.

Officers at Cambridgeshire County Council are using appreciative enquiry skills to find out what helps people to live happily and healthily at home for longer. Appreciative enquiry uses deep listening techniques to understand issues. It focuses on what is strong (rather than what is wrong) and the conversations are intended to lead to a more collaborative way of working.

Officers from Cambridgeshire County Council, South Cambridgeshire District Council and East Cambridgeshire District Council visited Warm Hubs to have conversations and collect stories from volunteers and service users on ‘What helps you feel warm and well in winter?’ More than 50 volunteers and hub attendee engaged in conversations. In February 2023, Cambridgeshire County Council organised a ‘sense making session’ to review the emerging themes coming out of these conversations.

The appreciative enquiry conversations found a small number of people using Warm Hubs in East Cambridgeshire because of heating problems and/or cost-of-living pressures:

“My mum and dad died a couple of years ago and I live alone. I’m very cautious about using electricity because it costs an awful lot...I know I shouldn’t do this and don’t tell me off, but I’ve not used the heating this Christmas. I have a camping stove in the living room to keep me warm. I have three gas canisters and they last for ages. So, I get to keep warm and boil the kettle at the same time. Only trouble is that the canisters are very heavy. I managed to get the last one to the back door. I’m going to try and get the rest of the way later.” Attendee at Burwell Warm Hub

“It is nice and warm here, good to warm up. It’s so cold in the morning in my flat. The heating doesn’t work in my bedroom. I’ve reported it to the Housing Association but they haven’t done anything.” Attendee at Soham Warm Hub

“You’ve got to have the heating on in my opinion. Especially with that cold snap we’ve just had, even though it’s gone up. You just have to cut the costs elsewhere.” Volunteer at Little Downham Warm Hub

“They [attendees] are finding a ‘home in the Warm Hub amongst the books and regulars and connections are being made. It is wonderful to see.” Volunteer at Little Downham Warm Hub

Chiming with the evaluation findings, the appreciative enquiry conversations also found the majority of residents in East and South Cambridgeshire were visiting Warm Hubs for companionship and social connection:

“I come here for the chance to meet other people and not really to keep warm – I’m just really pleased to have a social space and company.” Attendee at Haddenham & Wilburton Warm Hub

“Interestingly, our active listening to visitors reveals that the cost-of-living does not dominate their discussions with us – there is a tacit understanding that we are all impacted by this. Instead, most seem to join us for company, and to socialise.” Volunteer at Haddenham & Wilburton Warm Hub

“I come here for the company...I like that it’s friendly and relaxed, everyone just chats, there’s no pressure.” Attendee at Mepal Warm Hub.

“This isn’t about keeping people warm, it’s about company. We have an unofficial foodbank and 1-2 ladies take something every week.” Volunteer at Soham Warm Hub

“The social aspect has been really important.” Volunteer at Comberton Warm Hub

“The ‘community’ event is certainly appreciated, particularly by those who are lonely.” Volunteer at Landbeach Warm Hub

“Most people who come to our Warm Hub are in need of company and social conversation.” Volunteer at Willingham (Octagon) Warm Hub

The informal nature of the activities taking place at Warm Hub sessions, and the way in which local volunteers lead them, means they are trusted and service users feel listened to:

“My wife died about a year ago and it was driving me mad sitting in my kitchen staring at the wall. I was so alone. A lovely lady from the GP practice said I should come here and it’s lovely. What I like most is that they don’t get bored of me. I can rabbit on and they are genuinely listening to me. I know I can be a bit much but I get to relax and be myself here. I come here for companionship; we all do.” Attendee at Burwell Warm Hub

“The word I hear often is ‘burden’, “I don’t want to be a burden”, and these people don’t think they are worthy of conversation or your time. I wonder at what age that mentality begins to shift, you know, ‘I’m not interesting’? I think what the Warm Hub does is overcome that.” Volunteer at Fordham Warm Hub

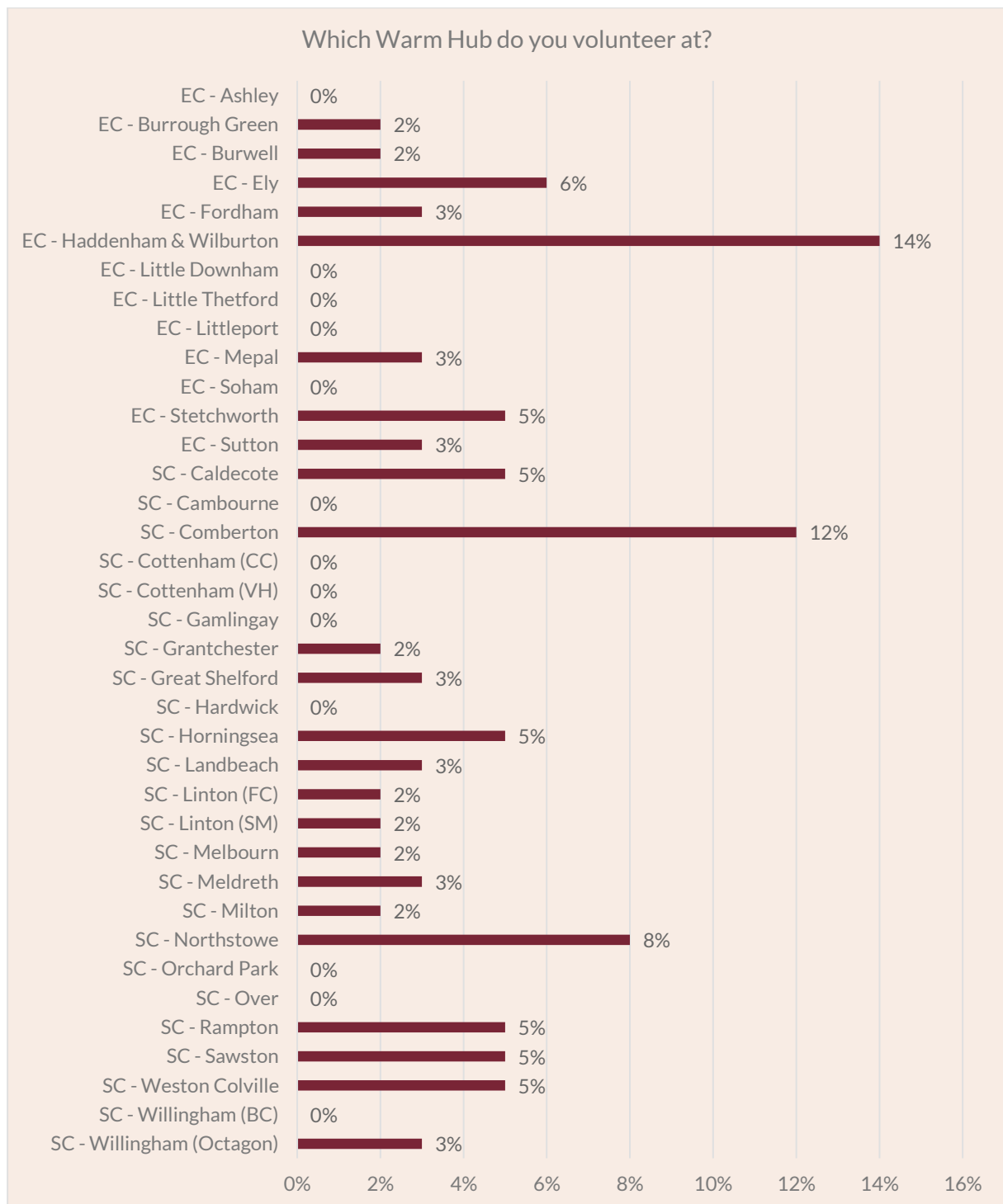
“I enjoy bringing my daughter here as they have toys for her to play with and I can chat with friends – the volunteers here are very welcoming.” Attendee at Haddenham & Wilburton Warm Hub

Volunteers

Warm Hubs have an average of 10 volunteers each. At the start and towards the end of the pilot volunteers were surveyed about their experiences. 101 volunteers completed the initial survey at the start of the project, and 65 volunteers responded to the survey at the end of the pilot.

Volunteers responding to the surveys were asked to indicate which Warm Hub they were volunteering at. The results are shown in Figure 13:

Figure 13 - Which Warm Hub do you volunteer at?

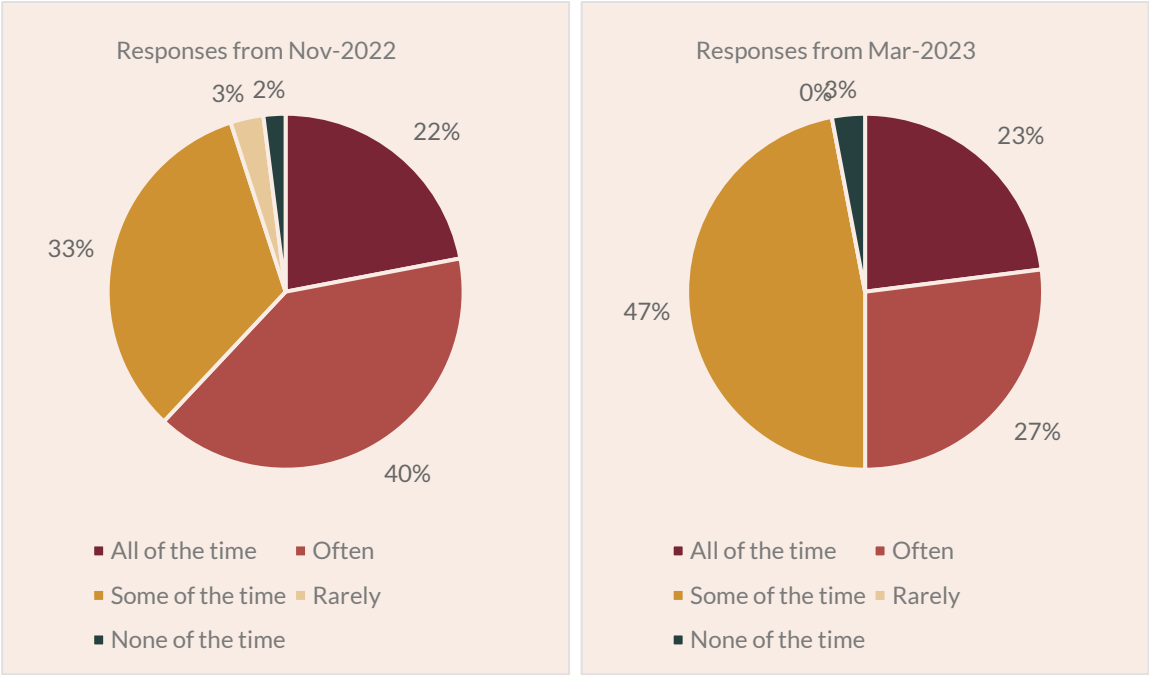


The chart shows volunteers from across East and South Cambridgeshire responded to the surveys, with high response rates in Haddenham & Wilburton (East Cambridgeshire), and Comberton and Northstowe (South Cambridgeshire).

To establish the impact of volunteering on an individual volunteer's wellbeing; an abridged version of the Warwick-Edinburgh Mental Wellbeing Scale was used to collect information

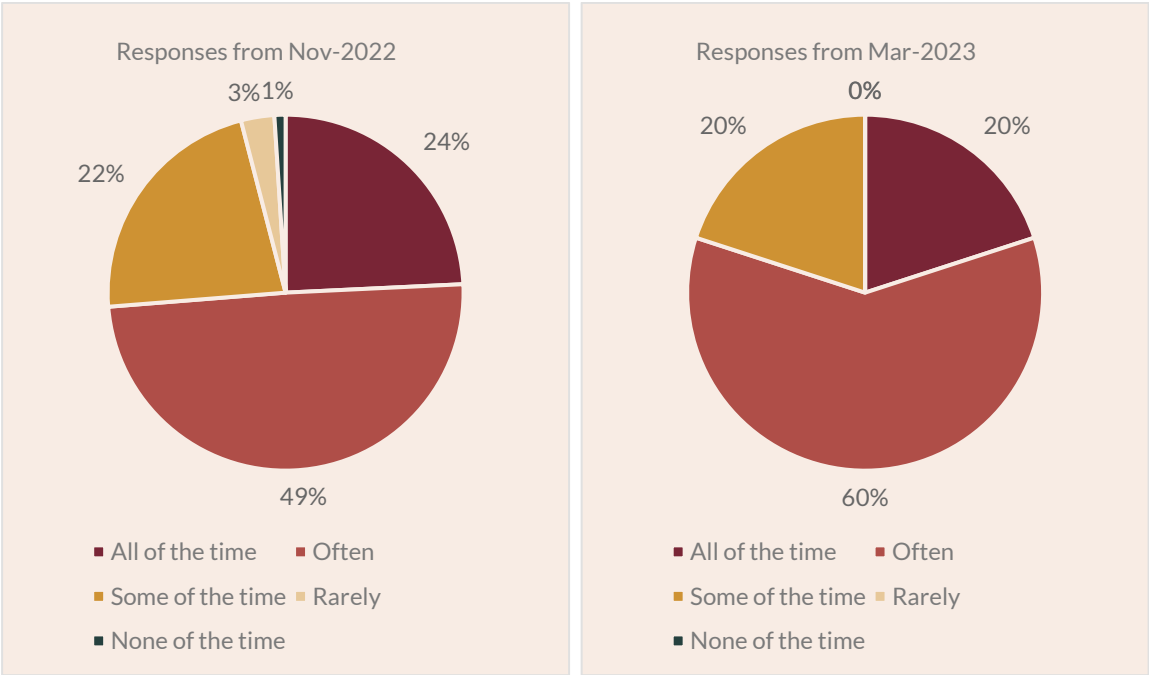
from those willing to provide it. The charts shown as Figures 14 and 15 compare the results from the initial survey with those who responded at the end of the pilot.

Figure 14 - Results to statement "I've been feeling optimistic about the future"



There was an increase of 2 percentage points for the respondents choosing 'Some of the time', 'Often' or 'All of the time', between the initial survey (95%) and the repeat survey (97%).

Figure 15 - Results to statement "I've been feeling useful"

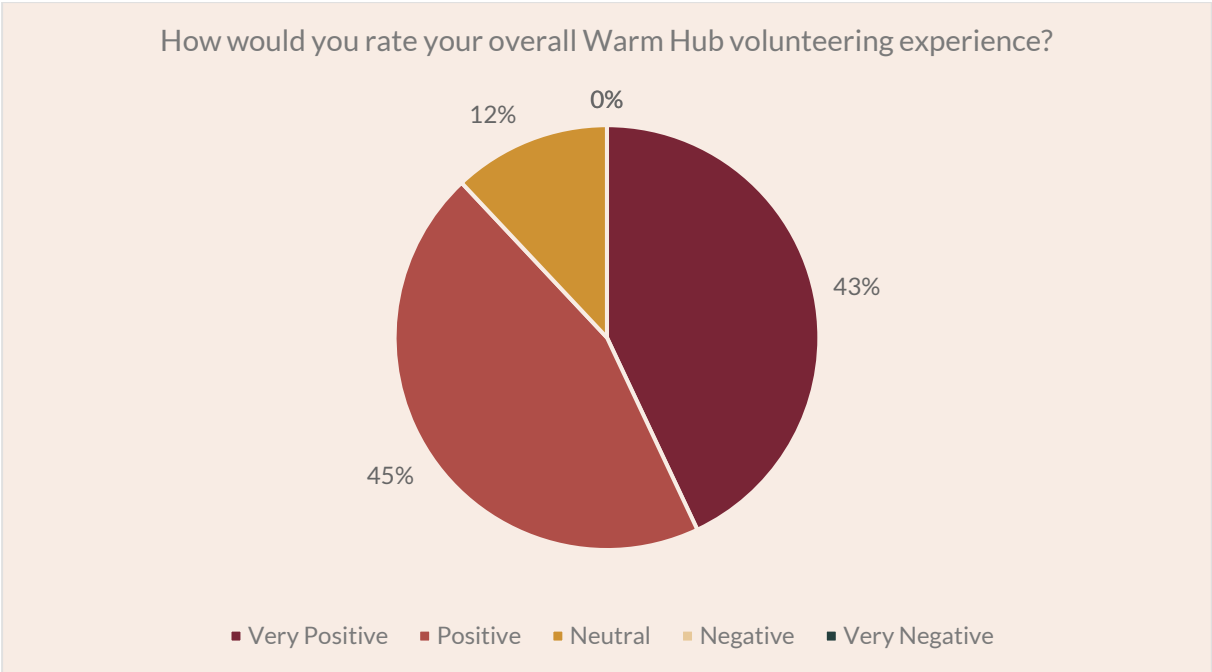


There was an increase of 5 percentage points for the respondents choosing 'Some of the time', 'Often' or 'All of the time', between the initial survey (95%) and the repeat survey (100%).

The increases in these two questions suggest that, in volunteering, volunteers have been exposed to some of the better aspects of human nature and these might lead to growing feelings of optimism about the future. Similarly, through volunteering, they have seen the difference they are making to the lives of others and this might make them feel they are performing a useful role.

Volunteers were asked to rate their experience of volunteering at a Warm Hub. 88% of respondents felt their Warm Hub volunteering had been a positive experience (43% Very Positive and 45% Positive) as shown in Figure 16.

Figure 16 - Rating on overall Warm Hub volunteering experience



Volunteers described how they had benefitted from volunteering at a Warm Hub:

"We have a great group of volunteers who support each other. The visitors are very chatty and inclusive of other visitors making the whole experience of volunteering a joy."

"I feel the Warm Hub also gives me a positive feeling about myself as well because I have made friends and it is great to be able to give something back to my community."

"It [volunteering at the Warm Hub] has been an opportunity to meet other people and start feeling part of the community."

"I've met lots of interesting people I might otherwise not cross paths with. I've learnt a lot about the village having only lived here 1.5 years."

“This is a wonderful, shared experience...an amazing community collaboration. We have tapped into a reservoir of goodwill, compassion and generosity. A few service users have been so taken by the warmth of welcome they have joined our team of volunteers.”

“The sense of achievement and being valued is immense.”

“As a widow of 4 years and retiree unexpectedly at 57 years, this volunteer position has enabled me to engage with my local community and I feel I have received as much as I give. I now know more people on my street and in my village making me feel less isolated as well as useful.”

“It has been nice to feel useful and provide a safe space for people in the community who need it.”

“We have welcomed the ideas, skills, experience, and constructive criticism of all our volunteers. I believe that this sharing is the most important attitude that we should promote in an initiative such as this.”

“We have had a good turnout of people and had lots of fun while offering a warm, safe space for people to spend time.”

Some Warm Hubs highlighted how their attendees had become volunteers:

“A few [attendees] who have bravely stepped over the threshold and admitted to their loneliness have been so taken by the warmth of welcome they have joined our team of volunteers and become a great asset.”

3.2. What difference are they making?

Warm Hubs have been supporting service users with multiple and complex needs. In East Cambridgeshire, the following examples were provided:

“Generally, individuals with dementia are being supported, individuals that have been homeless are being supported, individuals that are lonely are being supported.” Fordham Warm Hub volunteer

“I bring my husband. He has dementia. I’ve seen a real change in him since we started coming here. He didn’t want to go anywhere before this...Now he asks if we’re going out most days which he just wasn’t interested in before.” Attendee at Fordham Warm Hub

“We’ve met seven people with dementia already. The thing carers tell us they really want is respite, and it’s not happening, they’re upset. One guy was in tears, he needs a break.” Volunteer at Soham Warm Hub

In South Cambridgeshire, the following example was provided:

“You see he’s just lonely. He comes in with bottles in his bag and I have a laugh with him. He just needs someone to talk to. He did really open up; he’s got intelligent conversation and knows he has a drinking problem.” Anonymous volunteer

100% of the regular attendees responding to the short survey carried out in February 2023 said that they felt attending the Warm Hub was helping them get through the winter.

"It has helped my mental health and I have found company and a reason to get out of bed. I would like to continue meeting new people and doing activities." Anonymous attendee

Warm Hubs have been supporting attendees to connect with others in their local community. In East Cambridgeshire, the following examples were given:

"Certainly, the Warm Hub has highlighted issues within our village and we can point them [attendees] in the right direction to get help... As well as being a warm place to meet, we provide a listening ear and help people to form friendships." Haddenham & Wilburton Warm Hub volunteer

"Our Warm Hub has been very successful in introducing new people, all living alone to each other; making new, and re-establishing old, connections." Anonymous volunteer

In South Cambridgeshire, the following examples were highlighted:

"We have been able to link up villagers with the same interests...village history, art and music." Horningsea Warm Hub volunteer

"Our Warm Hub has in the words of the Sheltered Estates Office 'revitalised' the Community Hall. We have invited local residents to attend Warm Hub sessions and this has given them the opportunity of meeting other local people and to use/share their facility and equipment." Melbourn Warm Hub volunteer

"I think some of the families have found the free hot food – particularly being able to feed their children before going home – really valuable." Comberton Warm Hub volunteer

Warm Hubs have also signposted service users to other advice and support services. In East Cambridgeshire, the following examples were given:

"To access advice on housing, debt, food banks and transport." Fordham Warm Hub volunteer

"I have looked up information on the Household Support Fund for an attendee." Littleport Warm Hub volunteer

In South Cambridgeshire, the following instances were highlighted:

"One of our volunteers helped two attendees to sort out problems with their mobile phones. He spent about 2 hours with one attendee." Meldreth Warm Hub volunteer

"To access details and information of what is included in a funeral plan." Grantchester Warm Hub volunteer

"The lead volunteer has booked CAB appointments for three attendees." Melbourn Warm Hub volunteer

“The wellbeing specialist from the local health centre attends many sessions.” Sawston Warm Hub volunteer

“A service user was looking for number of shop mobility in Cambridge. They returned the next week to thank the volunteer as it had enabled them to borrow an electric wheelchair and move about Cambridge independently.” Great Shelford Warm Hub volunteer

Three regular service users responding to the short survey in February 2023 reported that the Warm Hub had led them to get help from another organisation. The first had contacted Cambridgeshire County Council’s Highways Team, the second had been referred to a Bereavement Support Service and the third person had been helped to contact Citizens Advice, South Cambridgeshire District Council and Hope CIC. Crucially, all three stated that without the help of volunteers at their Warm Hub, they would not have known who to approach for help.

Social Return on Investment (SROI) is a way of developing a value for some of the less tangible outcomes resulting from Warm Hubs. SROI provides a wider view of what is being achieved – measuring broader societal outcomes.

During the pilot, the eight project outcomes were identified as shown in Table 8:

Table 8: Project outcomes

Outcome	East Cambridgeshire	South Cambridgeshire	Total
1. Number of Warm Hubs supported by Cambridgeshire ACRE to open and operate.	13	25	38
2. Number of volunteers receiving training to run a Warm Hub.	51	105	156
3. Number of volunteers benefitting from running a Warm Hub.	49	101	150
4. Number of Warm Hub attendees regularly attending Warm Hubs.	4,745	6,180	10,924
5. Number of Warm Hub attendees reporting reduced social isolation.	3,701	4,820	8,521
6. Number of Warm Hub attendees accessing other services through Warm Hubs.	503	655	1,159
7. Number of Warm Hub attendee households benefitting from energy/heating information and advice.	1,797	2,341	4,138

Outcome	East Cambridgeshire	South Cambridgeshire	Total
8. Number of Warm Hub attendees attending a Warm Hub to cope with cost-of-living pressures.	1,329	1,730	3,059

Information collected from volunteers and hub attendees on their outcomes was then aligned to an accredited measurement tool called the Social Value Engine (SVE)¹. This sourced a financial proxy for each of the eight outcome areas listed in Table 8. Each of the eight outcome areas and financial proxies were then adjusted to take account of the following deflators:

- *Deadweight*: what would have happened anyway, without attendees going to a Warm Hub?
- *Attribution*: what proportion of other organisations/agencies may have contributed to these outcomes?
- *Drop off*: what proportion of the outcomes will volunteers and attendees sustain and what proportion will deteriorate over time?

Annexes G and H show how these outcomes and deflators have been applied in East Cambridgeshire and South Cambridgeshire respectively.

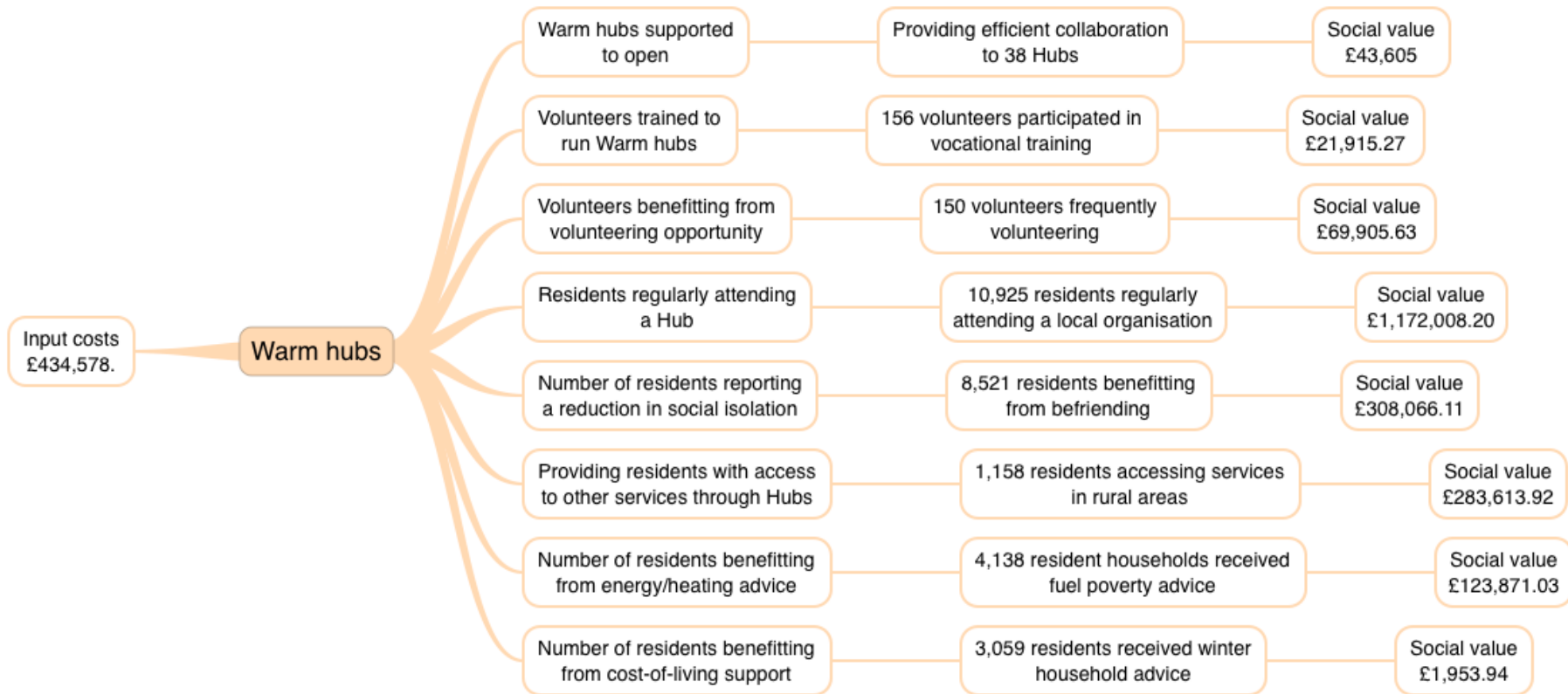
These figures have then been divided by the inputs i.e. the amount of funding drawn down and volunteer time. Dividing the net value of these impacts at their present value [i.e., discounted following HM Treasury norms] by these input costs shows that **£4.50 of social value has been delivered for every £1.00 invested in Warm Hubs across East and South Cambridgeshire**. In East Cambridgeshire the figure is £5.21, and in South Cambridgeshire £4.19. The wider, societal benefits of the pilot have been focused on:

- Providing attendees with regular opportunities to come together and meet in a local community building. This has led attendees to report a reduction in social isolation.
- Attendees have not only benefitted from the support provided by volunteers at their local Warm Hub but have also accessed support from other service providers and agencies – this has helped them and their family/household to help them stay warm and well over the winter period (e.g. energy, food and money advice).

HM Treasury guidance on cost benefit analysis, which provides the foundations of SROI, identifies a ratio of 1:2 as acceptable and over 2 as good; therefore, Warm Hubs have generated a good level of social value. The social return on investment for the whole pilot is summarised in the wiring diagram overleaf (Figure 17):

¹ <https://socialvalueengine.com/>

Figure 17 - Social Return on Investment delivered



Dividing the net value of the impact of each outcome by the input costs shows that **Warm Hubs in East and South Cambridgeshire have delivered £4.50 of social value for every £1.00 invested in them.**

4. Learning so far

Warm Hubs has been a pilot project running over a six month period during winter months. This has helped to build learning around what does and does not work and acted as a mechanism for building continuous improvement into the project.

4.1. What has been successful?

Every Warm Hub is different and has evolved to suit local needs, volunteer and service user requirements and vision. Their activities will vary, but all offer refreshments, Wi-Fi and the Advice and Support Programme.

Warm Hubs have been shaped by local community needs, and the activities and support that can be provided to keep local residents safe, well, and happy. This has involved engaging with people before the Warm Hubs opened, and listening to their suggestions and feedback since they began.

“It has been good to see how word of mouth has raised the profile of the Warm Hub and we are still seeing new people attend.” Comberton Warm Hub volunteer

“It is gaining momentum as word spreads in the village that it is a warm, social hub to come and have a cup of tea and a chat.” Anonymous volunteer

Warm Hubs have provided new and innovative opportunities for local volunteering. This has encouraged new people to come forward and volunteer, beyond the usual cohort.

“It’s so sad that Warm Hubs are needed but I’m so pleased that I’m helping people that need them at this time.” Anonymous volunteer

“The main point that volunteering in a Warm Hub has brought to mind is that obviously there are several ways in which Warm Hubs can be a blessing to people, especially in the current financial situation that people find themselves in.” Anonymous volunteer

“For me, it feels good to meet people and communicate with them. I feel good when I leave at the end of a session.” Anonymous volunteer

“I have enjoyed volunteering and meeting new people.” Anonymous volunteer

Warm Hubs are providing informal health and wellbeing support at a hyper-local level. Warm Hubs have been supporting vulnerable residents, and those with multiple and complex needs, to self-care and manage long term conditions. More broadly, they have encouraged residents to take a more active role in their own health and wellbeing.

“It [the Warm Hub] is proving useful in combatting feelings of loneliness and isolation.” Anonymous volunteer

“I feel this service is invaluable, not only to those struggling but to the wider community as a means to socialise, be heard, and to help combat loneliness.” Anonymous volunteer

Warm Hubs have provided a pathway for people to access other statutory and community services. Volunteers described how Cambridgeshire ACRE had provided them with an overview of other services, and responded to queries so attendees could access other help.

"I spoke to [name of member of staff at Cambridgeshire ACRE] about some concerns we had with one of our attendees. She put me in touch with our local social prescribers who visited the Hub. They informed us of their role and how they could help our attendees. They were friendly, informal and attendees asked questions. We hope they will be regular visitors." Meldreth Warm Hub volunteer

"Such a worthwhile activity. Appreciative of the financial support available and there's always somebody at Cambridgeshire ACRE able to respond to queries." Anonymous volunteer

Warm Hubs are concerned with building community capacity and peer support. This is increasing the ability of local residents to support themselves.

Cambridgeshire ACRE has facilitated the pilot. They have provided initial and ongoing support to Warm Hubs. This has led to an affiliated network of Warm Hubs and has meant the project could offer much more than if communities had been left to do it alone. Volunteers are not free, and Cambridgeshire ACRE has ensured proper arrangements are in place to support them.

"We have pushed the Cambridgeshire ACRE principles from the beginning and done our very best to embed these in our practice." Anonymous volunteer

"There has been good communication and very helpful and prompt advice to queries...overall, good communication and a pleasure to be a part of." Anonymous volunteer

4.2. Added value

Every Warm Hub receives funding from Cambridgeshire & Peterborough Integrated Care System's South Place Partnership to open for up to 6 hours a week although **many opened for longer and/or over more days**. The list in Annex D shows the number of hours each Warm hub opened on a weekly basis and over how many days.

In East Cambridgeshire, the Warm Hubs which opened for more than six hours per week were those at: Burwell, Haddenham & Wilburton and Little Downham. In South Cambridgeshire, the Warm Hubs which opened for more than six hours per week were those at: Cambourne, Gamlingay (Eco Hub), Great Shelford, Sawston and Weston Colville.

Warm Hubs have been able to extend their opening hours and/or the activities on offer through **identifying and securing other financial support**, often with assistance from Cambridgeshire ACRE. Funding has been secured from other charities, parish councils, church funds and private sponsorship.

"Our decision to open 5 days per week has meant a lot of effort to gain sponsorship, but with success." Anonymous volunteer

While word-of-mouth has been important in promoting the project, some Warm Hubs have developed and distributed leaflets through residents' doors. This is something that Hubs have done for themselves outside of the available project funding.

Cambridgeshire ACRE has put **specific support structures in place that respond to identified community needs**. For some people, these structures have been a crucial element in encouraging them to volunteer at Warm Hubs and in making volunteering possible. This has led some Warm Hubs to work together outside of formal Warm Hub sessions to shape their offer.

"We held a well-attended volunteer team meeting...over 20 of our 31 active volunteers attended...volunteers were invited to complete a SWOT (Strengths, Weaknesses, Opportunities and Threats review)...there was a lively and very productive discussion. The outcome has been a strengthened team, shared approaches and skills, plus greater consistency of our offer." Haddenham & Wilburton Warm Hub volunteer

"The administration is, at least initially, considerably more of a burden than the physical tasks involved in running a Warm hub...However, I appreciate that this is a necessary feature of life today and Cambridgeshire ACRE has to make sure that neither it, nor any of us, are exposed to potential liability in case of any mishap." Anonymous volunteer

Cambridgeshire ACRE has quantified the **value of volunteer hours** at a median hourly pay rate for each District. In East Cambridgeshire, volunteers have provided 6,783 hours of volunteering time that would be value at over £106k; and in South Cambridgeshire, 12,565 hours have been provided valued at over £261k. Lead volunteers estimate that they spend two additional hours each week administering their Warm Hub – this time is not included in these volunteering time figures.

Cambridgeshire ACRE has **produced marketing and promotional materials** for Warm Hub volunteers to amend and use; and **developed an Advice and Support Programme**. Working with partners at Creative Arts East, Warm Hubs were able to book accessible and engaging arts workshops. All of these things were not in the original brief for the pilot. One Warm Hub has been particularly enthusiastic about bringing art/performance activities to its attendees, organising one live puppet show through Creative Arts East and one musical performance.

"It has been reassuring to have the information available in the Advice & Support Programme booklet handbook, and we would be very happy if this was maintained and kept up to date beyond the end of the Warm Hub project so that we know where to look in the future for reliable sources of information and support." Gamlingay (Eco Hub) Warm Hub volunteer

The monthly networking sessions coordinated by Cambridgeshire ACRE have led to community-to-community learning with volunteers visiting other Warm Hubs. For example, Little Thetford Warm Hub extended an invitation to other Hubs to come along and see what they do and how they run.

Cambridgeshire ACRE has shared learning and practice with stakeholders. In March 2023, Cambridgeshire ACRE organised a learning event to share practice from the Warm Hubs pilot alongside the other warm space programmes running across Cambridgeshire. In addition to highlighting the work undertaken in each District, there was a discussion around whether warm hubs/spaces have been successful and how they might evolve for communities in the

future. At a national level, Cambridgeshire ACRE delivered a presentation on Warm Hubs at an Action with Communities in Rural England (ACRE) event attended by chief executives of rural community councils from across England. In June 2023, Cambridgeshire ACRE will be highlighting this work at a seminar organised by the Open University on community hubs. The Warm Hubs in Winter initiative also features in a short film made by Cambridgeshire & Peterborough Integrated Care System's South Place Partnership (link to be added here once film is finalised and published).

4.3. What has worked less well?

The original brief was for Warm Hubs to support vulnerable and isolated people, as well as those on low incomes, to mitigate the cost-of-living crisis. In the pilot phase, it is clear that the majority of service users are not primarily or regularly attending sessions to get help with heating/energy bills and access to other financial support; rather they are attending for companionship and the social connection. While people who are more socially connected with fulfilling relationships can have fewer health problems and live happier lives, some volunteers and stakeholders have **queried if Warm Hubs have reached those most affected by cost-of-living pressures.**

While the majority of Warm Hubs have had consistently high attendance at sessions with a mix of regular and new attendees; **others have experienced lower attendance.** Cambridgeshire ACRE provided one-to-one tailored support to Warm Hubs looking to increase the number of attendees.

Some volunteers have queried if the title 'Warm Hubs' was off-putting to those who would benefit the most.

*"I think people in Sutton are proud, people don't want to be seen as needing support, or for people to know that they can't put their heating on. And I think whilst things are getting tighter, most people in Sutton are managing. They're proud people too and don't want others knowing their business. If they're struggling, they don't want to advertise that, it's a private thing."
Sutton Warm Hub volunteer*

*"We have had to do a lot of talking to people around it being for coffee and conversation. Various comments have been made about people thinking others judge that they have not got enough money to pay their bills or that it is a church thing, or that it is not for all age groups."
Anonymous volunteer*

"The need for the Warm Hub has highlighted the need for more free community social spaces. Some people who would benefit from the social aspects are put off by the Warm Hub label as it suggests they are in need." Anonymous volunteer

*"We wonder if the title 'Warm Hub' has created a little bit of a stigma with some residents who do not want to be seen as not able to afford to heat their homes. It is felt by volunteers that it could be marketed more of a 'community hub' where anyone can go for some company."
Anonymous volunteer*

"It [a Warm Hub] needs to be attractive so people want to come and not feel a stigma about coming. This could prove useful in combating feelings of isolation and loneliness as well as providing a warm environment." Linton (St Mary's Church) Warm Hub volunteer

On the one hand, volunteers at some Warm Hubs with low attendance told us there was no need for this provision as other groups and services were in place. On the other hand, setting up a Warm Hub within an existing activity was advantageous.

"The Hubs that built on existing things have had much better responses than those started from scratch...here we get more. The needs are very different in different communities." Little Thetford Warm Hub volunteer

"The low numbers attending and their limited needs do not suggest there is a significant requirement in this community for an extended Warm Hub." Cottenham (Community Centre) Warm Hub volunteer

Due to the short lead-in time to get Warm Hubs operational, volunteers had to run sessions when a venue had a slot(s) available. This limited when and where Warm Hubs could be open.

"In my opinion, the initial advertising for the Warm Hubs commenced too late and the opening of our Hub was hit by the extreme weather, snow etc. which meant people were unwilling to come out. There also appears to be a reluctance to come to our Hub as church volunteers run it." Anonymous volunteer

"We are keeping our hours of opening under review. One possibility would be to open following the end of the school day at the local primary school, and we are investigating whether parents would find this useful." Mepal Warm Hub volunteer

"Nice for those people who do attend but a bit of a problem sharing with the village toddler group. Some attendees do not like the noise and, if we are to continue, I think it should be on a different day." Anonymous volunteer

"We've had disappointing numbers and have a plan underway to trial a new location at the centre of a sheltered housing complex." Sawston Warm Hub volunteer

"Yes, there is a need in the community for the services offered by our Warm Hub to be extended, but to succeed it would need to be in a different location i.e., one with more footfall where people could pop in and try us while passing." Milton Warm Hub volunteer

"I'm not sure if our location in the church has also put some people off both as it is quite a way for some of those who would be needing it to travel (especially when cold) but also if they are not religious they may not feel comfortable going to the church." Great Shelford Warm Hub volunteer

"We are considering better advertising and targeting places in the village and in particular shops such as the pharmacy." Linton (St Mary's Church) Warm Hub volunteer

In East Cambridgeshire, two Warm Hubs experienced low attendance; Ashley and Sutton. At Ashley, a decision was taken to reduce the Warm Hubs opening to just once per month and the

single monthly session now gets good attendance. At Sutton, despite the best efforts of the Parish Council who led on organisation, attendance remained low and the Hub closed at end of February.

In South Cambridgeshire, a number of Hubs reported what they *felt* to be poor attendance on first opening. However, in most cases this was due to volunteers' perception of what 'good' attendance would look like and numbers have grown steadily in most cases. This also reflects back on the fact that many attendees learnt about their Warm Hub via 'word of mouth' and therefore attendance typically grows as more people attend and then tell others about the Hub.

The Warm Hubs at Cottenham (both the Community Centre and the Village Hall) have seen low attendance throughout, perhaps as a result of there being plenty of other community-based activities taking place locally. One of the Warm Hubs at Linton, that based at the Free Church, has seen low attendance, whilst the other one, based at St Mary's Church, has seen reasonable attendance.

The Warm Hub at Orchard Park did not really take off. Run by the Parish Council, it was felt that as the homes in the community are fairly new and well-insulated, residents perhaps did not see the need for a 'warm hub'. The parish council decided to stop operating the hub in mid-January.

The Warm Hub based in Over Community Centre has also seen low/no attendance. This is primarily due to the fact that the building is open five days a week for anyone to drop in, but there has been no particular lead volunteer to drive efforts to draw people in.

The Warm Hub at Sawston demonstrates the need to choose the right venue. The Hub has moved location three times since being set up. The first venue chosen had little or no attendance; the second venue showed some improvement; but it wasn't until the Hub moved to its third location that attendance numbers really took off and now the Hub is very successful in terms of its number of visitors.

While the project was intended to be based on strong partnership working, a formal Advice and Support Programme was not part of the pilot's original scope. When the project was scoped out it was anticipated that 10 Warm Hubs would operate with service providers visiting the Hubs. It was **not feasible for service providers to deliver face-to-face across the 38 Warm Hubs** operating in East and South Cambridgeshire.

While volunteers and Cambridgeshire ACRE were able to refer service users to other organisations, some queried the role of other bodies in referring people who might benefit into their nearest Warm Hub.

"Are people informed about the Warm Hubs close to them through social services or NHS contacts?" Anonymous volunteer

The **hand-off and referral of attendees to other services is still developing**. This requires a balance between the requirements of volunteers and attendees for Warm Hubs to be 'informal', with the need to better link up with statutory services.

“I have enjoyed the experience [of volunteering], on the whole, although we have had individuals present with very challenging behaviour... several people with mental health issues and autism. We have had to involve medical and mental health services on several discrete occasions.” Anonymous volunteer

“Even without the Warm Hub aspect, it’s a brilliant social place for people. If you need someone to talk to, you can. It’s company... but if it came to dealing with more specialised needs, us volunteers would struggle. We’re not here to care for them. We’re not insured for that or qualified.” Haddenham & Wilburton Warm Hub volunteer.

Alongside this, **digital exclusion has been greater than anticipated.** In particular there is a need for both hardware (devices) and upskilling people (digital skills).

“Volunteers have mobiles and are able to use these to support signposting; we do not have access to laptops in the Warm Hub... So much information, advice and guidance is now online and significant numbers [of attendees] are not able to access due to lack of skills or equipment.” Haddenham & Wilburton Warm Hub volunteer

“As we provide free wi-fi, we have seen more people come, work from the café, as well as connect with others who need digital help in the space.” Gamlingay (Baptist Church) Warm Hub volunteer

Photo 7 - Attendees at Burwell Warm Hub watching a volunteer play his guitar



5. Where next

“Warm Hubs might evolve into something longer-term that meets the needs of the community and that allows people to support others in their community at a hyper-local level within an integrated health and social care system.” Alison Brown, Warm Hubs Project Manager, Cambridgeshire ACRE

Cambridgeshire ACRE has been working with volunteers leading Warm Hubs and local authority and ICS/NHS partners to consider how Warm Hubs can continue to evolve to meet the needs of their local communities.

Regular Warm Hub attendees have told us that they want year-round provision, and volunteers have said that they believe year-round hub-style provision is needed.

“The needs witnessed in recent months are not seasonal but are evident throughout the year.” Haddenham & Wilburton Warm Hub volunteer

“We are so busy with our Warm Hub and I feel more people would attend if it was available more days. Further funding to be able to open for more hours would be needed. It has proved to be an essential requirement for our village. But future funding is a must, with more help for communities to extend the length of time that hubs are available because it is so much more than having somewhere to go if you are having difficulties with your budget.” Anonymous volunteer

“The Warm Hub should morph into a social centre.” Anonymous volunteer

100% of the regular attendees responding to the short survey in February 2023 said they felt there was a role for the Warm Hub year-round, i.e., they wished to see it continue past the end of March 2023.

“It is a fantastic way to bring the community together and I feel in the warmer weather it will attract different people who might be looking to meet other people due to loneliness which will lead to more users next winter. I feel it has already done a lot of good but needs more time to really establish what a great local resource it is.” Anonymous attendee

In East Cambridgeshire, 10 Warm Hubs are going to continue to operate during April 2023 (see Annex D), with just three of the original 13 closing their doors. 9 of these hubs have expressed an interest in evolving into longer-term community hubs if appropriate support can be provided.

In South Cambridgeshire, 16 Warm Hubs are going to continue to operate during April and May 2023 (see Annex D), with nine of the original 25 closing their doors. 15 of these hubs have expressed an interest in evolving into longer-term community hubs if appropriate support can be provided.

At a local level, volunteers and attendees have considered what their offer for year-round provision might look like.

“We are planning to offer a reduced service all year round to support our regular vulnerable users as we feel this continued support is needed. We are lucky to have received support in the form of food donations from local people but foresee that we would need continued support during winter months with electricity costs.” Stetchworth Warm Hub volunteer

“The Warm Hub has already demonstrated as well, there is a huge desire in the community for a space where people can meet each other. On average, about five new households move into Northstowe every week, so there is a big need for people to meet others when they are new in town and are unlikely to know other people (people come literally from all over the world here as well) and also to find information about services and community initiatives they could join... Northstowe is full of very community-minded people and plenty of great ideas, but there is a very clear need for a central space where all such activities (and information provision) can work its best magic.” Northstowe Warm Hub volunteer

“The social aspect has been really important. I don’t think we’d look at opening for so long or twice a week – but a couple of hours hub drop-in would be valued.” Comberton Warm Hub volunteer

“The perfect Community Hub would provide free refreshments with the opportunity to socialise, offer support and play games.” Melbourn Warm Hub volunteer

“We have been visited by people new to the village, elderly people who come for company, Ukrainian residents from the village who come to meet villagers. We are providing a safe space and a packed lunch for children in half term that have been left all day whilst their parents work. We would also provide a community coffee morning offering food and drink to purchase as well as free drinks and snacks.” Caldecote Warm Hub volunteer

Regular attendees were also asked for suggestions for activities and services that they would like to see provided, or things that they would like to see happen. The majority of attendees would like to see social activities rather than formal, organised activities. Other suggestions included:

- Extending the refreshment provision so that lunch and/or snacks can be provided.
- Help to use technical devices (e.g. mobile phone, iPad, tablets, laptops).
- Offering indoor sports and fitness activities (e.g. bowls).
- More information about public services (e.g. leaflets, booklets) and advice to find out the benefits they are entitled to claim and how to manage their money (e.g. Citizens Advice).

At a strategic level, some consideration has been given as to how Warm Hubs might be the conduit through which community health and wellbeing approaches might be introduced. A variety of developments are being explored, including:

- Social prescribing / social navigation: better, formal links between Warm Hubs and social prescribers to maximise opportunities for community-led referrals to non-medical services. This could include giving people links to nature-based interventions and activities (green social prescribing).
- Community agents / village agents: employed staff who are given a number of communities to work with and who provide residents with confidential, practical, community-based solutions for individuals in each place.

- Good neighbour schemes: local groups of volunteers providing practical help and support within their community. A network of schemes could be developed from current Warm Hubs.
- Buddying up or befriending volunteers: volunteer buddies work alongside those isolated in their community to make small changes to improve their lives. Warm Hub volunteers could take ownership of Buddy Up within their own community.
- Talking cafes: these could take place face-to-face at a community hub and/or online so residents can pop in for advice and support from volunteers or for a friendly chat.

Cambridgeshire ACRE has been helping Warm Hubs to consider how they can raise funds to match any publicly available funds to extend provision.

“I believe going forward our community hub can be self-sufficient. Tapping into best practice and having a contact point for advice is good.” Fordham Warm Hub volunteer

Photo 8 - Volunteer at Cambourne Warm hub serving hot drinks



Overall, some clear common themes have emerged from the pilot which could be picked up in a successor initiative(s):

1. **Digital exclusion** makes it harder for attendees to access online information and services. This can be due to lack of **skills, equipment, or connectivity**. Warm Hub volunteers have assisted attendees to access information online and/or to book appointments. This has relied on volunteers using their own device. *“One volunteer has offered to help residents with IT issues while he is on site.” Great Shelford Warm Hub volunteer.* In any future project, providing community venues with equipment and

upskilling volunteers and attendees to get online and stay online is important. Volunteers have found the monthly online networking sessions useful and there is also an opportunity to build an **online platform** to host training, information and share learning between Hubs.

2. The **lack of public transport** in rural areas makes it more challenging for residents without access a car to visit their nearest Hub. *“If we advertised that we – or any Warm Hub – could give people a lift I’m not sure we would be able to cope with the number of requests... it does weigh on my mind.” Anonymous volunteer.* There is a need to identify and develop local transport solutions so that residents who will benefit from a Hub are able to attend if they wish.
3. There is a need for better communication and referral links between local communities and health and care providers. Attendees are **not aware of other services that are available, or how to access them**. While staff working in primary care settings have visited some Warm Hubs, it has been difficult to articulate what the ‘offer’ or ‘capacity’ from service providers registering in the Advice and Support Programme is. Volunteers have been supporting attendees with dementia, mental health issues, caring responsibilities, frailty, housing issues, and other unmet needs and daily struggles. Developing a more structured and real-time understanding of what support is available and how volunteers and hub attendees can access it would be beneficial.
4. The pilot has ensured volunteers have access to all the support and resources they need to offer a warm, welcoming and safe place. The pilot has also highlighted a **long-term lack of investment in community buildings**. There were a few instances of Warm Hubs sessions needing to close due to heating failures. Some Warm Hubs do not have a separate space available for attendees to use to meet providers and/or have confidential discussions. More widely, outdated equipment and spiralling maintenance backlogs highlights disinvestment. Physical improvements to community buildings will not only benefit Hubs but also strengthen their relations to other community groups and service providers.

Annex A: Timeline for Warm Hubs in Winter project

Milestone	Achieved
Project confirmed with SCDC/ECDC and inception meeting held.	30-Aug-2022
Cambridgeshire ACRE staff team set up to manage project and detailed project workplan in place.	31-Aug-2022
Parish councils and village hall management committees consulted regarding running Hubs in their communities to establish pilot participants.	5-Sep-2022
External marketing organisation appointed to help develop materials to raise awareness of the Hubs in communities and to encourage people to attend.	5-Sep-2022
Online event held with potential partners to promote Warm Hubs, followed by questionnaire to understand the services they might provide to the Hubs.	12-Sep-2022
External evaluation organisation appointed to support the development of a suitable monitoring framework, to undertake ongoing analysis and end-point evaluation of work.	13-Sep-2022
Volunteer training session materials written and signed off.	30-Sep-2022
Initial training rolled out to all Hub volunteers.	4-Oct-2022
Volunteers supported to establish Warm Hubs ready to open in Oct-2022.	14-Oct-2022
Connections established with local health and social care providers and Hub volunteers supported to book support sessions to be delivered in early days of the Hubs.	17-Oct-2022
Links made to SCDC/ECDC communications team to deliver local community-based communications (e.g. leaflets, mobile vehicle) to raise visibility of Hubs with community members.	17-Oct-2022
Doors opened at three Hubs in South Cambridgeshire and two Hubs in East Cambridgeshire.	31-Oct-2022
Volunteers supported with running of hubs, communication materials and ongoing training needs.	30-Nov-2022
Doors opened at three further Hubs in South Cambridgeshire and two further Hubs in East Cambridgeshire.	30-Nov-2022
Mid-Term Evaluation Meeting with Partners held.	31-Dec-2022
Volunteers supported with running of hubs, communication materials and ongoing training needs.	31-Dec-2022
Volunteers supported with establishing Hubs' sustainability going forward including looking at funding available to continue.	28-Feb-2023
Online event held to disseminate the successes and learning from the pilot Warm Hubs, including participation from volunteers and those who have benefited from attending a Hub.	8-Mar-2023
Evaluation of Warm Hubs pilot completed with a report produced on successes and learning.	30-Apr-2023

Annex B: Warm Hub volunteer roles

There are several volunteering roles required within a Warm Hub to spread the workload and make them successful:

- **Warm Hub Lead Volunteer** - The overall co-ordinator of the Hub and the main liaison with the Cambridgeshire ACRE Warm Hub Co-ordinators. This individual will take overall responsibility for the set-up of the Warm Hub including:
 - booking the venue and organising a rota of volunteers to ensure sufficient cover at each session delivered.
 - ensuring their Warm Hubs has all the policies and procedures it needs to operate safely and smoothly.
 - setting up a meeting prior to the Warm Hub opening its doors with all volunteers to ensure everyone is comfortable on how the Hub will operate and what their role(s) will be.
 - inducting any new volunteers who start to volunteer at the Warm Hub once the initial opening period has passed.
 - liaising with service providers on activities that might be brought into the Hub for community benefit.
 - collecting data on attendance and to evaluate the success (or otherwise) of the Warm Hub.
 - completing regular claims to access the financial support their Hub needs from Cambridgeshire ACRE.
 - acting as Cambridgeshire ACRE's main point of the contact for the Warm Hub, receiving information by email and distributing to other volunteers.
 - attending a short, online monthly networking session where all Warm Hub Volunteers will get together to share experiences.
- **Warm Hub Welcomers** - These volunteers will work to create a welcoming atmosphere for all residents who attend a Warm Hub through being present to listen to residents' stories and needs, supporting people to take part and being available to offer encouragement and friendship to all those attending.
- **Warm Hub Promoter** - This volunteer will work alongside Cambridgeshire ACRE team to promote the Warm Hub to their community, e.g. putting up posters, supporting social media activity and using word of mouth by attending other groups to spread the word.
- **Warm Hub Health & Safety Lead** - It is suggested that all Warm Hubs identify a volunteer willing to take on this role. This person will be responsible for conducting risk assessments and safeguarding issues. They will be provided with additional training so they can become their Warm Hub's designated first aider. Where a Warm Hub cannot identify an additional volunteer to take on this role, these responsibilities will fall to the Lead Volunteer.
- **Warm Hub Refreshment Lead** - This person or persons will oversee activities within the Warm Hub's kitchen. They will be responsible for planning and buying the refreshments needed. They will undertake necessary Food Hygiene training and understand about displaying information on allergens.

- **Warm Hub Caretaker** - This person or persons will be responsible for setting out furniture and equipment to be used at each session. It is suggested that more than one person is identified for this role, as sometimes lifting furniture, like tables, requires two people to be conducted safely. The Caretaker will ensure heating is turned on ahead of the Warm Hub opening its doors so that the space is warm enough to provide a welcoming environment.

Not every Warm Hub will have people in all these volunteering roles. We suggest the minimum number of volunteers a Warm Hub will need to operate is three; the Warm Hub Lead Volunteer, a Welcomer and a Refreshment Lead.

Annex C: Advice and Support Programme Booklet

Through the Warm Hubs Advice and Support Programme, residents could be referred to other statutory, voluntary and community services. The Programme included a booklet for volunteers to use electronically to signpost people to sources of help if they asked, or through conversation if the volunteer recognised that the hub attendee needed help. Cambridgeshire ACRE updated the booklet as new advice and support became available.

The table below summarises the five main sections of the booklet.

Section	Information and Organisation
1. Cost-of-living advice for attendees struggling with their household budget.	<p><i>General information and advice</i></p> <ul style="list-style-type: none"> • Citizens Advice Rural Cambs (for East Cambridgeshire) or Citizens Advice Cambridge & District (for South Cambridgeshire). • East Cambridgeshire District Council Housing & Community Advice Service. • StepChange. • MoneyHelper. • National Debtline. • Business Debtline. • Turn2Us. • Information was also provided on cost-of-living events organised by East Cambridgeshire District Council, South Cambridgeshire District Council, and Cambridgeshire County Council. <p><i>Financial support</i></p> <ul style="list-style-type: none"> • Information about Government’s Cost of Living Support. • Council tax and benefits & discretionary housing payments – free benefits calculator, Anglia Revenues Partnership (for East Cambridgeshire) and Housing Benefit and Council Tax Support (for South Cambridgeshire). • Budgeting Loan – for service users on certain benefits for six months. • Other housing support – Shelter. • Help with travel costs – Jobcentre Plus Travel Discount Card, and Cambridgeshire and Peterborough Combined Authority Transport website. • Help with childcare costs – Cambridgeshire Holiday Voucher Scheme (CHVS), and Cambridgeshire Holiday Activities and Food (HAF) Programme.

Section	Information and Organisation
	<ul style="list-style-type: none"> • Help with health costs – Personal Health Budget, and Healthcare Travel Costs Scheme (HTCS). • Household Support Fund (HSF). • Cambridgeshire Local Assistance Scheme (CLAS) • Help with energy bills – Warm Homes advice service, PECT (for East Cambridgeshire), LEAP (for South Cambridgeshire), National Energy Action’s Warm and Safe Homes Advice Service, National Energy Foundation’s Better Housing Better Health Programme, Cambridgeshire Community Foundation Stay Well grants, Energy Bills Support Scheme, and Warm Home Discount Scheme. • Water – Anglian water, Cambridge Water (assure & special tariffs), water meter calculator. • Phone/broadband – compare the market, and broadband genie. • Pets – Woodgreen Pets Charity, Blue Cross Bereavement Service, low cost pet food, and low cost medication. • Help with food costs – food and milk vouchers from Healthy Start, free school meals, Cambridgeshire Holiday Voucher Scheme (CHVS), Cambridge Sustainable Food, OLIO app, and Too Good To Go app.
<p>2. Providing food at your Warm Hub – advice for Hubs preparing and serving food, and access to food for attendees.</p>	<ul style="list-style-type: none"> • Information about the legal requirements for preparing or serving food in a Warm Hub. • Registering as a food business – how to register and contact details for East Cambridgeshire and South Cambridgeshire. • Preparing food at home. • Food hygiene and safety training – funding for one volunteer from each Warm Hub to undertake a Level 2 Food Hygiene and Safety for Catering course. • Keeping records. • Providing allergen information. • Avoiding allergic reactions. • Cross contamination. • Using surplus food at a Warm Hub – food labelling advice, a list of food from supermarkets, and a list of food redistribution apps. • A list of foodbanks (by settlement in East and South Cambridgeshire), community fridges, larders and pantries; Hope CIC (for South Cambridgeshire), and information about how to set up a foodbank in a Warm Hub.
<p>3. Health and Wellbeing advice.</p>	<ul style="list-style-type: none"> • Finding NHS services – for urgent and non-urgent physical or mental health issues. • Finding support for specific health conditions (e.g. diabetes, cancer, mental health). • Social prescribing and prescribers. • How Are You East Cambs, and How Are You South Cambs. • Hygiene Banks operating in East and South Cambridgeshire.

Section	Information and Organisation
	<ul style="list-style-type: none"> • Voluntary and community sector organisations and local support groups (e.g. stroke). • Help getting to medical appointments – including information about community transport schemes in East and South Cambridgeshire. • Support for people in distress. • Support following bereavement and loss. • A list of organisations that provide health and wellbeing support.
<p>4. Community fundraising – keeping your Warm Hub running in the longer-term.</p>	<ul style="list-style-type: none"> • Getting started with community fundraising – 4 essential steps. • Community fundraising ideas: local giving by individuals and businesses; foundations, trust funds and grants; Local Councils; and wider community fundraising (a list of ideas for indoor and outdoor events). • Other fundraising and giving platforms – crowdfunding, and contactless giving. • Budget template to help Warm Hubs prepare a budget. • Fundraising plan template to help Warm Hubs identify their goal, actions and who and when these are going to be carried out. Suggested wording template to assist Warm Hubs in approaching funders.
<p>5. Directory of organisations with a specific offer for Warm Hubs that they can contact directly and invite to attend sessions.</p>	<ul style="list-style-type: none"> • Aran Insulation. • Cambridge Building Society. • Cambridge Dial-a-Ride. • Cambridgeshire and Peterborough Against Scams Partnership. • Cambridgeshire and Peterborough Domestic Abuse & Sexual Violence Partnership. • Cambridgeshire and Peterborough Combined Authority Transport Team. • Cambridgeshire and Peterborough Integrated Care System. • Cambridgeshire Fire & Rescue Service. • Cambridgeshire Libraries. • Cambridgeshire Sustainable Food CIC. • Care Network. • Caring Together. • Healthwatch Cambridge & Peterborough. • Healthy You East Cambridgeshire. • Peterborough Environment City Trust (for East Cambridgeshire). • Voiceability.

Annex D: List of Warm Hubs and when they opened

East Cambridgeshire

Warm Hub	Date first opened	Weekly hours	Over how many days?	Continuing during Apr
Ashley	24-Nov-22	3 (per month)	1	✓
Burrough Green	03-Nov-22	4	2	✗
Burwell	07-Nov-22	30	5	✗
Ely	06-Nov-22	3	1	✓
Fordham	07-Nov-22	6	2	✓
Haddenham and Wilburton	17-Oct-22	30	5	✓
Little Downham	30-Nov-22	7	2	✓
Little Thetford	24-Oct-22	6	2	✓
Littleport	28-Oct-22	4	2	✓
Mepal	07-Nov-22	3	1	✓
Soham	17-Oct-22	3	1	✓
Stetchworth	07-Nov-22	6	2	✓
Sutton	19-Nov-22	3	1	✗

South Cambridgeshire

Warm Hub	Date first opened	Weekly hours	Over how many days?	Continuing during Apr / May
Caldecote	25-Oct-22	6	2	✓
Cambourne	07-Nov-22	17.5	5	✓
Comberton	10-Nov-22	6	2	✓
Cottenham (Community Centre)	11-Nov-22	3	1	✗
Cottenham (Village Hall)	07-Nov-22	3	1	✗
Gamlingay (Baptist Church)	30-Jan-23	5.5	1	✓
Gamlingay (Eco Hub)	24-Oct-22	9	4	✓
Grantchester	02-Dec-22	2	1	✓
Great Shelford	14-Nov-22	24	4	✗
Hardwick	01-Nov-22	2.5	1	✓
Horningsea	13-Dec-22	2.5	1	✓
Landbeach	14-Dec-22	3.5	1	✓
Linton (Free Church)	06-Dec-22	3	1	✗
Linton (St Mary's Church)	01-Dec-22	3.5	1	✗
Melbourn	12-Dec-22	6	2	✓
Meldreth	08-Nov-22	6	2	✓
Milton	06-Dec-22	6	1	✗
Northstowe	04-Jan-23	5	2	✓
Orchard Park	01-Dec-22	6	2	✗
Over	21-Nov-22	5	5	✗
Rampton	09-Nov-22	2.5	1	✗
Sawston	21-Nov-22	32.5	5	✓
Weston Colville	14-Nov-22	30	5	✓
Willingham (Baptist Church)	16-Nov-22	5	1	✓
Willingham (Octagon)	14-Nov-22	4	1	✓

Annex E: Networking sessions for Warm Hub volunteers

Cambridgeshire ACRE facilitated monthly networking sessions for Warm Hub volunteers. These have provided an opportunity for volunteers to share learning and practice; and find out more about the wider package of support available from other organisations.

The table below shows the sessions held, the topics covered, and the number of Warm Hubs represented at each one.

Date	Session Theme	No. of Hubs represented	
		East Cambridgeshire	South Cambridgeshire
Nov-2022	Focus on networking and sharing experiences to date.	9	15
Dec-2022	Launch of Advice and Support Programme Booklet with focus on cost-of-living advice.	9	14
Jan-2023	Focus on providing food at your Warm Hub with guest speaker from Reimagine on community larders and pantries.	5	17
Feb-2023	Focus on health and wellbeing with guest speakers from Woodgreen Pets charity on support available for those struggling to care for their pets.	6	13
Mar-2023	Focus on future funding and whether hubs wish to continue past end March.	7	16

Annex F: Attendance numbers at Warm Hubs

The tables below show attendance numbers at Warm Hubs in East Cambridgeshire and South Cambridgeshire.

East Cambridgeshire							
Warm Hub	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Total
Ashley	-	17	11	-	10	8	46
Burrough Green	-	74	80	77	67	87	385
Burwell	-	47	91	136	117	105	496
Ely	-	34	27	47	22	20	150
Fordham	-	49	34	66	68	78	295
Had'm & Wil'n	211	501	350	488	512	553	2,615
Little Downham	-	10	113	122	123	164	532
Little Thetford	69	161	163	205	197	154	949
Littleport	-	74	139	84	123	100	520
Mepal	-	51	47	57	55	58	268
Soham	39	137	132	145	110	118	681
Stetchworth	-	38	45	47	56	61	247
Sutton	-	1	1	1	2	-	5
All Hubs in District	319	1,194	1,233	1,475	1,462	1,506	7,189

South Cambridgeshire							
Warm Hub	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Total
Caldecote	10	92	61	67	75	82	387
Cambourne	-	90	75	165	95	180	605
Comberton	-	79	131	139	123	124	596
Cottenham (CC)	-	3	2	18	19	16	58
Cottenham (VH)	-	-	2	3	2	2	9
Gamlingay (BC)	-	-	-	188	445	514	1,147
Gamlingay (EH)	42	77	35	161	172	190	677
Grantchester	-	-	11	10	19	27	67
Great Shelford	-	54	69	41	11	17	192
Hardwick	-	7	6	18	15	15	61
Horningsea	-	-	15	38	36	34	123
Landbeach	-	-	33	71	83	78	265
Linton (FC)	-	-	-	-	-	1	1
Linton (SMC)	-	-	44	30	51	51	176
Melbourn	-	-	21	52	102	115	290
Meldreth	-	34	71	41	69	89	304
Milton	-	-	29	51	62	-	142
Northstowe	-	-	-	102	232	245	579
Orchard Park	-	-	17	1	-	-	18
Over	-	-	-	-	-	-	-
Rampton	-	15	27	17	18	21	98
Sawston	-	2	8	26	1,188	1,493	2,717
Weston Colville	-	111	103	82	128	164	588
Willingham (BC)	-	4	19	18	19	36	96
Willingham (O)	-	17	19	43	48	40	167
All Hubs in District	52	585	798	1,382	3,012	3,534	9,363

All Warm Hubs	371	1,779	2,031	2,857	4,474	5,040	16,552
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Annex G: Social Return on Investment (SROI) Analysis (East Cambridgeshire)

The table below shows how the information from volunteers and Warm Hub attendees in East Cambridgeshire has been aligned to the Social Value Engine. It also shows how the following deflators have been applied:

- *Deadweight*: what would have happened anyway, without residents attending a Warm Hub. An analysis of the information shows approximately half of volunteers and attendees would have undertaken some activity without the pilot.
- *Attribution*: what proportion of other organisations/agencies may have contributed to these outcomes? An analysis of the information shows a high number of organisations also disseminating information about help with coping in winter and cost-of-living pressures at the same time as the pilot was running.
- *Drop off*: what proportion of the outcomes will deteriorate over time? From reviewing the information submitted, two-thirds of attendees and volunteers told us they would continue to take positive steps forward.

Outcome	SVE financial proxy and its source	Number reporting improvement	Unit	Value £	Attribution %	Deadweight %	Drop-off %	Warm Hubs Impact £
1. Number of Warm Hubs supported by Cambridgeshire ACRE to open and operate.	Cost of inefficient collaboration ¹	13 Warm Hubs	Per organisation	9,180.00	75	50	33	14,917.50
2. Number of volunteers receiving training to run a Warm Hub.	Participation in vocational training ²	51 volunteers	Per person	1,123.80	75	50	33	7,164.61
3. Number of volunteers benefitting from running a Warm Hub.	Value that frequent volunteers place on volunteering ³	49 volunteers	Per person	3,728.30	75	50	33	22,835.84
4. Number of service users regularly attending Warm Hubs.	Regular attendance at voluntary or local organisation ⁴	4,745 Warm Hub attendees	Per person	2,034.50	80	80	40	386,159.49

Outcome	SVE financial proxy and its source	Number reporting improvement	Unit	Value £	Attribution %	Deadweight %	Drop-off %	Warm Hubs Impact £
5. Number of service users reporting reduced social isolation.	Value of befriending adults ⁵	3,701 Warm Hub attendees	Per person	578.46	75	75	33	133,805.03
6. Number of service users accessing other services through Warm Hubs.	Additional cost of accessing services ⁶	503 Warm Hub attendees	Per household	4,645.00	75	75	33	93,458.00
7. Number of service user households benefitting from energy/heating information and advice.	Average fuel poverty gap ⁷	1,797 Warm Hub attendees	Per household	239.48	80	80	33	53,793.20
8. Number of service users attending a Warm Hub to cope with cost-of-living pressures.	Cost to heat an average household in winter ⁸	1,329 Warm Hub attendees	Per household	5.11	75	50	33	848.90

Dividing the net value of these impacts at their present value [i.e. discounted following HM Treasury norms] by the input costs which comprise the funding paid out to Warm Hubs (£26,130) and volunteer hours (£106,154) shows that the Warm Hubs in East Cambridgeshire delivered £5.21 of social value for every £1.00 invested in them.

Annex H: Social Return on Investment (SROI) Analysis (South Cambridgeshire)

The table below shows how the information from volunteers and Warm Hub attendees in South Cambridgeshire has been aligned to the Social Value Engine. It also shows how the following deflators have been applied:

- *Deadweight*: what would have happened anyway, without residents attending a Warm Hub. An analysis of the information shows approximately half of volunteers and attendees would have undertaken some activity without the pilot.
- *Attribution*: what proportion of other organisations/agencies may have contributed to these outcomes? An analysis of the information shows a high number of organisations also disseminating information about help with coping in winter and cost-of-living pressures at the same time as the pilot was running.
- *Drop off*: what proportion of the outcomes will deteriorate over time? From reviewing the information submitted, two-thirds of attendees and volunteers told us they would continue to take positive steps forward.

Outcome	SVE financial proxy and its source	Number reporting improvement	Unit	Value £	Attribution %	Deadweight %	Drop-off %	Warm Hubs Impact £
1. Number of Warm Hubs supported by Cambridgeshire ACRE to open and operate.	Cost of inefficient collaboration ¹	25 Warm Hubs	Per organisation	9,180.00	75	50	33	28,687.50
2. Number of volunteers receiving training to run a Warm Hub.	Participation in vocational training ²	105 volunteers	Per person	1,123.80	75	50	33	14,750.66
3. Number of volunteers benefitting from running a Warm Hub.	Value that frequent volunteers place on volunteering ³	101 volunteers	Per person	3,728.30	75	50	33	47,069.79
4. Number of service users regularly attending Warm Hubs.	Regular attendance at voluntary or local organisation ⁴	6,180 Warm Hub attendees	Per person	2,034.50	75	75	33	785,848.80

Outcome	SVE financial proxy and its source	Number reporting improvement	Unit	Value £	Attribution %	Deadweight %	Drop-off %	Warm Hubs Impact £
5. Number of service users reporting reduced social isolation.	Value of befriending adults ⁵	4,820 Warm Hub attendees	Per person	578.46	75	75	33	174,261.08
6. Number of service users accessing other services through Warm Hubs.	Additional cost of accessing services ⁶	655 Warm Hub attendees	Per household	4,645.00	75	75	33	190,155.92
7. Number of service user households benefitting from energy/heating information and advice.	Average fuel poverty gap ⁷	2,341 Warm Hub attendees	Per household	239.48	75	50	33	70,077.83
8. Number of service users attending a Warm Hub to cope with cost-of-living pressures.	Cost to heat an average household in winter ⁸	1,730 Warm Hub attendees	Per household	5.11	75	50	33	1,105.04

Dividing the net value of these impacts at their present value [i.e. discounted following HM Treasury norms] by the input costs which comprise the funding paid out to Warm Hubs (£40,450) and volunteer hours (£261,844) shows that the Warm Hubs in South Cambridgeshire delivered £4.19 of social value for every £1.00 invested in them.

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- ¹ <https://www.talk-business.co.uk/2017/06/20/inefficient-communications-and-collaboration-costs-uk-companies-8000-per-employee-per-year/>
- ² <https://socialvalueuk.org/wp-content/uploads/2017/10/Impacts-of-education-pdf.pdf>
- ³ https://www.powertochange.org.uk/wp-content/uploads/2020/06/Value_of_Volunteering_Working_Paper_Final.pdf
- ⁴ <https://www.tnlcommunityfund.org.uk/media/insights/documents/The-Economics-of-CATs-Power-to-Change.pdf?mtime=20200306143844&focal=none>
- ⁵ http://allcatsgrey.org.uk/wp/download/social_care/Older_adults_NHS_and_social_care_return_on_investment_tool_-_Final_report.pdf
- ⁶ <https://www.jrf.org.uk/report/minimum-income-standard-rural-households>
- ⁷ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/966509/Annual_Fuel_Poverty_Statistics_LILEE_Report_2021_2019_data_.pdf
- ⁸ <https://www.moneyhelper.org.uk/en/blog/utilities/how-much-is-the-average-gas-and-electricity-bill-per-month>