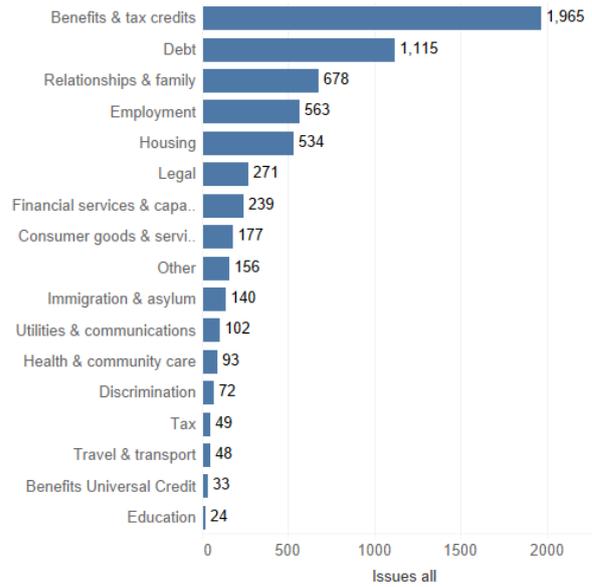
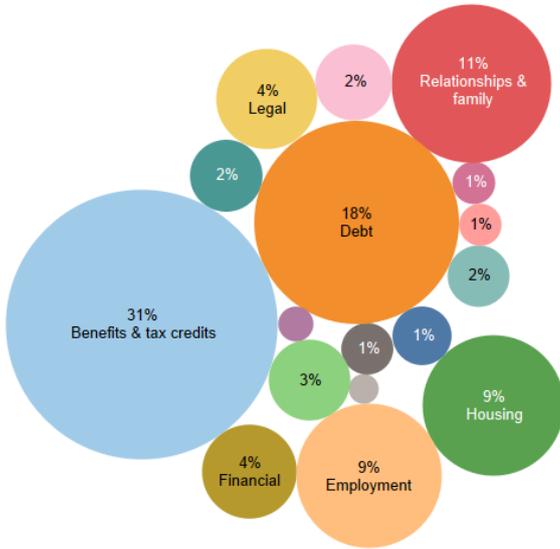


Appendix 2 Additional information provided by organisations funded by Service Support grants 2018-19

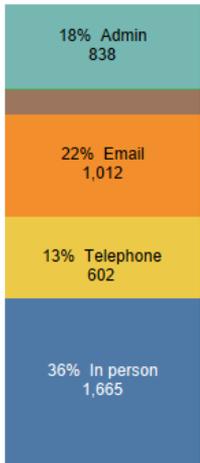
- 1. Citizens Advice Bureaux (CABx)**
- 2. Care Network**
- 3. Royston & District Community Transport (RDCT)**
- 4. Arts & Minds**
- 5. Cambridgeshire Older Persons Enterprise (COPE)**
- 6. Disability Information Service Huntingdonshire (DISH)**
- 7. Cambridge Council for Voluntary Service (CCVS)**
-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

1. Citizens Advice Bureaux (CAB)

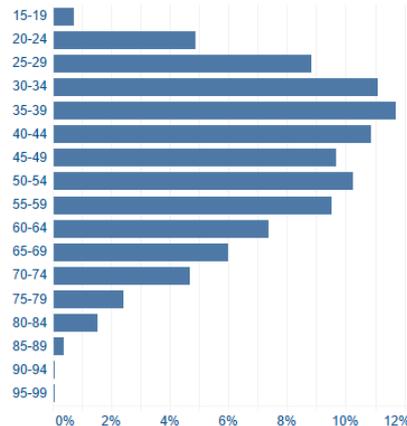
Part 1 issues %



Channel



Age



Gender



Disability / Long-term health



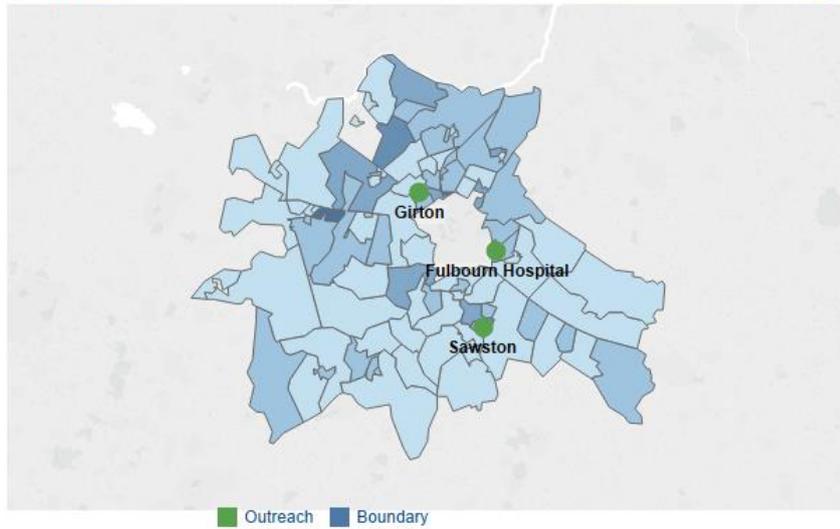
Ethnicity



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

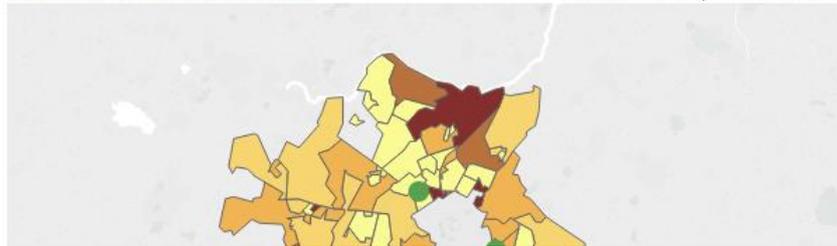
Clients seen

5 61



Index of multiple deprivation

13,457 32,785



Financial outcomes summary

	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Income gain	173	100	£372,060	£2,151	£3,721
Re-imburements, services, loans	7	7	£3,810	£544	£544
Debts written off	41	41	£592,672	£14,455	£14,455
Repayments rescheduled	3	3	£2,700	£900	£900
Income loss	3	3	£15,545	£5,182	£5,182
Other	16	13	£2,985	£187	£230
Grand Total	243	144			

Outcomes

	Income gain				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Benefit / tax credit gain - a new award or increase	84	44	£269,295	£3,206	£6,120
Benefit / tax credit gain - award or increase following revision o..	29	20	£75,177	£2,592	£3,759
Other (financial)	8	8	£9,086	£1,136	£1,136
Complaint successful	1	1	£5,000	£5,000	£5,000
Homelessness prevented - remained in home	1	1	£3,400	£3,400	£3,400
Better deal through switching supplier	16	11	£3,313	£207	£301
Budgeting change	2	2	£2,049	£1,025	£1,025
Charitable payment	19	19	£2,015	£106	£106
Financial body challenged - successful	1	1	£500	£500	£500
Financial gain (please specify)	1	1	£497	£497	£497
Other savings achieved	3	2	£496	£165	£248
Tax - other (financial gain)	1	1	£400	£400	£400
Better deal with same supplier	2	2	£298	£149	£149
Money recovered	1	1	£216	£216	£216
Financial gain	2	2	£180	£90	£90
Application made to govt scheme for financial help/energy effici..	1	1	£140	£140	£140
Benefit / tax credit gain - Money put back into payment	1	1	£0	£0	£0
Grand Total	173	100	£372,060	£2,151	£3,721

Financial outcomes achieved

		Number of outcomes	Client count	Amount	Average per outcome	Average per client
achieved	Income gain	62	47	£102,473	£1,653	£2,180
	Re-imburements, services, loans	6	6	£2,423	£404	£404
	Debts written off	22	22	£339,398	£15,427	£15,427
	Income loss	1	1	£8,000	£8,000	£8,000
	Other	1	1	£781	£781	£781
expected	Income gain	111	62	£269,587	£2,429	£4,348
	Re-imburements, services, loans	1	1	£1,388	£1,388	£1,388
	Debts written off	19	19	£253,274	£13,330	£13,330
	Repayments rescheduled	3	3	£2,700	£900	£900
	Income loss	2	2	£7,545	£3,773	£3,773
	Other	2	2	£2,204	£1,102	£1,102
Not recorded/not a..	Other	13	11	£0	£0	£0
Grand Total		243	144			

Outcomes

	Debts written off				
	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Bankruptcy	1	1	£33,000	£33,000	£33,000
DRO - debt relief order	34	34	£345,556	£10,163	£10,163
IVA - Individual Voluntary Agreement	6	6	£214,117	£35,686	£35,686
Grand Total	41	41	£592,672	£14,455	£14,455

Client case studies and Feedback:

- 1) Mr and Mrs B came to us for help with a tax credit overpayment. (Their finances had got bad when they had been supporting their daughter following her separation). The client had not realised they needed to tell HMRC when Mr B retired and found it difficult to manage as Mrs B part time wages varied each month.

HMRC had asked for a monthly payment towards the debt which they felt was unaffordable and they were extremely worried about how they would cope.

We helped them to prepare a realistic budget and to look at options to manage their debts. We advised and helped them with budgeting. We prepared a financial statement with a realistic offer of payment which was sent to HMRC to agree. The offer was accepted and they advised that they felt hugely relieved that the matter had been resolved.

- 2) Mr M is a hugely vulnerable man with severe mental health problems. He struggles to leave his property and therefore, to access the benefits system. He had been refused Personal independence payments. We assisted him in challenging the decision which was successful and the benefit was reinstated.

We have liaised with his doctors as to the support he needs and to provide further evidence for his benefits claim. We also helped him to contact and obtain support from an advocate.

After the PIP decision was made DWP requested a review of his employment and support allowance. The stress of a further benefit claim was overwhelming for the client however, we helped him to complete an ESA50 and to successfully request that the decision be made without a medical assessment as the client couldn't cope with attending the medical centre or with strangers coming to his home. He is currently awaiting the decision on his continuing entitlement.

- 3) R was referred to us by the housing department at South Cambs District Council. He had lived in his property for many years but suffered from physical and mental disabilities and as a result had non-priority debts and rent arrears, which he was struggling to manage. His situation left him feeling anxious, which exacerbated his health conditions.

R found it very difficult to improve his situation as his disabilities left him exhausted and unable to sit or concentrate for long enough to complete forms. His low income meant that he had no money to fill up his oil tank or for the bus fare to his weekly physio appointments.

Our advisers helped him to complete the necessary forms to apply for discretionary housing benefit. He found leaving his home a challenge so our home visit team arranged a visit to help him to complete an application for Personal Independence Payment (PIP). This application was submitted 3 months ago - R is still waiting for a decision from DWP. In the meantime our advisers have been supporting R to better manage his income. He has received advice about joining an oil club and switching his electricity supplier and our advisers have helped him to investigate different transport options. We will continue to support him through the application process for PIP, helping him to ask for a reconsideration or appeal should his initial application be refused.

- 4) D came to see us for advice about his move into sheltered accommodation following a number of years of ill health, and his forthcoming transfer to Universal Credit. He had a

number of non-priority debts and his low income meant that he was unable to afford the medical equipment he needed to help him with day to day activities

He had been told that he should apply for Universal Credit prior to his move, despite the new property being exempt, which meant that he could have stayed on heritage benefits. D found the application process confusing and was struggling to manage without an income during the waiting period.

Over a period of weeks our advisers supported D with his application, making numerous phone calls to the housing association and DWP on his behalf. He had not understood that the advance on his Universal Credit would mean a reduction in his first month's payment and found the process very distressing.

In addition our advisers helped D prioritise his expenses and complete a personal budget plan which helps him to manage with a reduced income. They helped him to apply for a blue badge, as he found the process too difficult to achieve on his own - and arranged for him to borrow medical equipment from a local charity until he is able to afford to purchase what he needs. Our debt team continue to work with him with a view to applying for a debt relief order.

Feedback:

- *CAB was my lifeline when it came to having 'no other means'*
- *I love the idea of being able to speak to someone who has knowledge about legislation, etc that I don't have. Sometimes an issue that you have at home, that you can't or don't know how to deal with, can make feel under pressure and worried. It is nice getting advice from CAB.*
- *It is a wonderful free service - please DON'T stop it - it is so nice to think that when you need help there is the CAB!*
- *Just to say thank you all very much for all the excellent service you all provide to all in the community. It's very much appreciated. I will always need help and support . I am disabled. Thank you 😊*
- *I wouldn't know where to go, so, please don't close. We need the CAB. The community needs all the wonderful people that work there. I always here good words about all the wonderful work you all do. Thank you 😊*
- *The service on offer has been excellent. Where it hasn't been possible to answer my questions, I've later had emails from the member of staff that I've seen.*
- *I was very grateful that everything went so smoothly and I could not ask for a better service on the day.*
- *For me personally, the service was simple, straight forward, helpful and positive. A very definite and efficient service*
- *I would not have known where to go if CAB was not there*

2. Care Network

Funding Aims	To provide community transport development services and support services to organisations supporting elderly and vulnerable residents of South Cambridgeshire.
Key Deliverables	To develop, deliver and publicise community car scheme training, provide support to individual car scheme and establish new community car schemes to meet the needs of South Cambridgeshire residents. To sustain and develop schemes to support the elderly and vulnerable and encourage an inter-generational approach to support for the elderly within communities.
Specific Measures	Community Transport
To deliver six short Community Car training and networking events, delivered each year for South Cambs car scheme drivers and coordinators.	<ul style="list-style-type: none"> • Delivered networking and training sessions attended by Shelford Support Group, Fulbourn, Cottenham, Histon, Impington and Girton. Sessions included sharing ideas and best practice. • Common issues raised include the increase in hospital and medical journeys, transporting passengers with mobility issues, requests for transport to visit relatives in care homes, insurance and recruiting new drivers. • IT systems of keeping records for Community Car Schemes are becoming available and were discussed as possible alternatives to diaries
To provide on-going 121 support to the existing car schemes in South Cambs, recording the nature of the enquiry, the advice given and the outcome for the scheme.	<ul style="list-style-type: none"> • Attended car scheme AGMs and regular meetings as invited. Attended the celebration at OWLS Community Car Scheme to mark the 5000th journey. • Responded to enquiries i.e. insurance companies making additional charges for volunteer drivers • All community Car Schemes were sent guidance information on GDPR in April 2018. Ongoing support has been offered to all schemes.
To target support for car schemes identified as at risk on Care Network's Resilience measure.	<ul style="list-style-type: none"> • Support has been given as needed by each scheme
To represent Community Car Schemes with strategic partners such as hospitals with a view to improve barriers raised by the schemes.	<ul style="list-style-type: none"> • We have continued to liaise with the Access Office at Addenbrookes Hospital as many schemes have experience difficulties with the new system to gain access to the hospital car park • We are aware of the opening next year of the Papworth Hospital on the Addenbrookes site and will be working with the Access Office to retain car parking for community car scheme drivers. • We have met with Gavin Moulton of Cambridgeshire County Council to discuss issues raised by the Community Car Schemes
To provide one community car scheme case study with each 6 month monitoring report.	<p>Fulbourn Community Car Scheme Case Study</p> <p>We have been providing support in the following areas: CCS Training and Networking</p> <p>This training was aimed at giving car scheme co-ordinators and drivers an opportunity to meet together to share best practice. Fulbourn CCS kindly offered to host the session at The Swifts, Fulbourn on 25th July, 2-4pm. The session was well attended by volunteer drivers and the co-ordinators of Cottenham CCS and Histon, Girton and Impington CCS. Gavin Moulton from Cambridgeshire County Council Transport department came along. A number of common issues have emerged in the sessions held to date.</p> <p>Car Insurance and Volunteer Drivers-</p> <ul style="list-style-type: none"> • Drivers are reporting increased premiums due to their volunteer driving. Drivers and co-ordinators were reminded to always tell

	<p>the insurance company about their volunteering as some insurers cover volunteer driving within regular motor insurance policies while others may charge an extra premium or impose a higher excess for volunteer drivers. This is particularly important when obtaining car insurance online. The link to the Association of British Insurers website was shared which gives guidance about volunteer driving and details of insurance companies who have signed to the ABI's commitment. ABI's volunteer driving- the motor insurance commitment (pdf 59kB).</p> <p>Volunteer Recruitment-</p> <ul style="list-style-type: none"> • Some of the car schemes were set up many years ago and many of the original volunteer drivers and co-ordinators are still involved. Recruiting new volunteers is becoming challenging possibly due to people working into later life, having caring responsibilities and having disposable income for more holidays. We are suggesting ways of reaching new volunteers, producing posters for schemes to use and raising awareness through social media. <p>Passengers with mobility and health issues-</p> <ul style="list-style-type: none"> • Dementia Specific leaflet, approved by the Alzheimer's Society, is being used to support car scheme training as a reminder to volunteer drivers and co-ordinators of the difficulties which may arise for passengers with dementia • Consideration for moving and handling wheelchairs, rollators, walking sticks and frames were discussed <p>Types of Journeys-</p> <ul style="list-style-type: none"> • Fulbourn as well as other Car Schemes across South Cambs continue to prioritise medical journeys. The schemes report an increase in demand and are beginning to receive requests for evening and weekend appointments with the hospitals and GP practices extending their hours. Requests for social journeys are met as much as possible. • An increase in requests to visit relatives in care homes, often on a daily basis has been seen; also requests from local care home residents are being received. <p>GDPR support-</p> <ul style="list-style-type: none"> • Fulbourn and all community Car Schemes were sent guidance information on GDPR in April 2018. Ongoing support has been offered to all schemes. <p>Fulbourn CCS Stats</p> <p>We met with the car scheme co-ordinator to look at the scheme statistics. The Fulbourn CCS has regular adverts in the local magazines, in the GPs surgery.</p> <ul style="list-style-type: none"> • Journeys in 2017-18 categorised by parish <ul style="list-style-type: none"> o Jan-Dec 2017 received 375 requests for transport, consisting of 369 Fulbourn, 6 Teversham, 0 The Wilbrahams. o Jan-July 2018 received 226 requests, 222 from Fulbourn, 4 from Teversham, 0 from Wilbrahams • Journey destinations (most popular first) <ul style="list-style-type: none"> o Addenbrookes; Fulbourn Health Centre; Podiatry; Opticians; Social <p>Any expansion of the CCS would be dependent on the agreement of the Fulbourn CCS Chairman and Committee and recruitment of local drivers living in nearby villages, e.g., Teversham and Wilbrahams, in order to keep transport costs to a minimum, to assist with promotion of the scheme and local representation in the villages.</p>
	<p>Independent Living</p>
<p>To provide general support to community social groups or</p>	<p>To work closely to support at least six groups or schemes as identified by client need which might be addressing loneliness and/or</p>

<p>schemes that in turn support older and vulnerable people, through newsletters, other mailings and invitations to training and events</p>	<p>depression, supporting people with dementia or their carers or intergenerational work. This is likely to include both working with communities to establish new groups or schemes and supporting existing groups or schemes to sustain themselves or expand.</p> <ul style="list-style-type: none"> • Cottenham mobile warden scheme, attended AGM, supported with GDPR and linked with Little Shelford who are considering setting up a similar scheme themselves • Attended Girton Older Residents Co-ordinators Networking Event • Swavesey Health & Wellbeing Group – delivered talk about Care Network services and led a discussion about the future of the group as the co-ordinator wants to retire. We are working with the group, the co-ordinator and Care Network’s volunteer manager to recruit a new volunteer to run the group. • Delivered a talk to the Forget-Me –Not Club in Barrington • Continuing to support Little Shelford who have the results of their residents survey which they will use to shape local volunteer-led activities • Attended the first birthday celebrations of the Sawston Sing to Remember group for people with dementia and their carers. The group continues to go from strength to strength with forty members and a wonderful atmosphere.
<p>To maintain a physical base in S Cambs, with staff ready to respond to enquiries and facilities such as meeting room, photocopying etc. available to local groups</p>	<ul style="list-style-type: none"> • Hardwick Office
<p>To ensure the opportunities for volunteering in South Cambridgeshire are well publicised and promoted</p>	<ul style="list-style-type: none"> • The Volunteer Manager, Christine Perea, supports publicity and promotion for all volunteering opportunities. • In October Care Network was awarded the Investing in Volunteers Accreditation. • We continue to support groups and car schemes with advice and guidance with regards to recruiting and supporting their volunteers
<p>To capitalise on links with other voluntary organisations and evidence joint working, the sharing of information and signposting of volunteers to other groups, to include attendance at Local Health Partnership meetings and events</p>	<ul style="list-style-type: none"> • We have met with Liz Talbot from CHS Group to help identify areas that may benefit from establishing Time Banks • We have visited the Rural Coffee Caravan based in Suffolk to see the work they are doing with lonely, isolated residents • Following the successful collaboration with the Generation Game in Cottenham, we are developing a project, Generation Game Plus as a next step.
<p>To provide one social group case study with each six month monitoring report</p>	<p>Sawston Senior Citizens We were approached by a member of Sawston Senior Citizens group who requested assistance with new ideas and group development. The group meets in the Sawston Parish Council Meeting Room every Wednesday morning for coffee, chat and bingo. Numbers attending can vary from ten to twenty, each person pays £1 to attend, the room hire costs £20 per session, so in the weeks when the participants’ contributions do not cover the costs, the deficit is covered by the group’s funds. Many of the members have mobility issues, some are coping with dementia. The age range is 70-95 years old with the majority being in their 80s and 90s, including the organiser. Some members have family support whilst others are coping alone. We visited the group in August to find out more about the group and to discuss possible ideas for activities members might enjoy. Following a discussion, we found out those activities they might enjoy</p>

	<p>included sharing memories and experiences about different topics, possible intergenerational activities with a local primary school, and outings. We agreed to return the following month, with information about transport and would bring a Memory Box from Cambridgeshire Library Service to run a reminiscence session.</p> <p>We looked into the different transport options to take group members to a local garden centre in Great Shelford. Very few members have their own transport so are reliant on public transport or taxis, Sawston is not served by one of the community car schemes in South Cambs but can make use of the Taxicard scheme. However, the group would need a minibus able to take wheelchairs so we had a discussion with Roytrans Community Transport about hiring one of their minibuses and the cost involved. The number of passengers is reduced depending on the number of wheelchairs which would need to be transported but the cost of approximately £45 would remain the same. A group member would need to book with Roytrans direct. A phone call to the local garden centre was made to find out what facilities there were for visitors with mobility issues. The minibus would be able to drop the passengers off by the door, wheelchairs, mobility scooters and rollators are available for visitor's use although it is advisable to book in advance.</p> <p>We made a return visit to the group in September with all the information for an outing and the offer of further assistance should they want to go ahead. Group members decided to postpone until the springtime.</p> <p>We took along a 'Looking back to the 50s' memory box which brought back memories which members shared including Jane, who was a singer and dancer, and spent some of her career as an entertainer on cruise ships. The memory box included items about the Coronation which sparked discussions about experiences and celebrations. It was wonderful to see how enthusiastic and animated the members became when talking about their lives with people who were interested in their stories</p>
General Statistics	<p>In the 6 month period, 01.04.2018 to 30.09.2018, the team have made 311 recorded contacts with CCS and groups in South Cambs – a contact is defined as a visit, a telephone call or an email (as recorded on our case management system Charity Log)</p> <p>The CD Team South are currently supporting (actively) 56 community groups.</p>

3. Royston & District Community Transport (RDCT)

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

We have recently engaged a second part-time co-ordinator to share the workload, and two part-time paid drivers (one to replace a retirement) to enable us to meet our contractual obligations which cannot always be done using volunteer drivers who, although they are extremely reliable, may not be available. This has increased our overheads.

Recent developments by the Department for Transport have had a negative impact on CT schemes' future planning, whereby the provision of minibus journeys may become subject to stringent and costly regulation. RDCT, like many other CT schemes, is not responding to requests to tender for contracts with local authorities, or any work which may require a commercial operator's licence and driver training to CPC. None of our current contracts were awarded by tender but, by their nature, may come under any new regulations imposed by the DfT.

The DfT is due to make an announcement 'in the autumn' following a consultation process; the outcome of which will determine whether RDCT retains its minibuses, or considers disposal of them in favour of MPVs of maximum seven seats. At present, MPVs do not require drivers to hold a category D1 on their licence, and do not come under minibus legislation. This will affect the kind of service we can offer to our group clients, with limited driver availability and cost implications. The sale and purchase of vehicles arising from these changes would incur capital expenditure.

4. Arts & Minds

During the first half of 18/19, Arts & Minds continued to work towards offering three terms of sessions to provide a rolling programme of Arts on Prescription in three hubs – Cambridge, St Ives and Peterborough. During April to September we offered sessions in Cambridge and St Ives with a series starting in Peterborough in October.

The sessions in Cambridge took place at the Museum of Archaeology and Anthropology (MAA) and the St Ives sessions at the Norris Museum. Both venues provide an interesting, stimulating, safe and friendly, regular base for the sessions and we are grateful to the museum for hosting the sessions. Participants also visited other museums - the Botanic Gardens, the Fitzwilliam Museum, Holt Island, St Ives. During the first 6 months of the year we completed the summer sessions and began the Autumn Term in September. The first six months sees slightly fewer workshops than the latter six months of the year due to the summer break in July and August.

Cambridge Hub

Workshops ran from 1 April to 17 July and then, following the summer breaks, the Autumn Term began on 11 September. All workshops were led by a professional artist and supported by a counsellor and took place on Tuesday afternoons from 1.30pm to 3.30pm. A variety of art techniques were explored during the sessions including clay, Chinese ink, collage, drawing and needlework. Visits were also made to the Fitzwilliam Museum and the Botanic Gardens. During the 6 months, 33 people took part 6 of whom were resident of South Cambridgeshire from Great Shelford, Harston, Milton (x2), Swavesey and Whittlesford

St Ives Hub

Workshops ran from 4 April to 16 May and then the Autumn Term started on 12 September. All workshops took place on Wednesday afternoons, from 1.30pm to 3.30pm, at the newly re-opened Norris Museum and were led by a professional artist and supported by a counsellor. A variety of art techniques were explored during the sessions including clay, Chinese ink, collage, drawing and needlework. Visits were also made to the St Ives Bridge museum and a local wildlife reserve. During the six months 20 people took part – none were from South Cambridgeshire.

Evaluation

We continued to evaluate the scheme by asking participants to complete relevant questionnaires, to measure their levels of anxiety and depression. This evaluation has confirmed earlier evaluations which showed statistically significant improvements in wellbeing and social inclusion and a statistically significant decrease in levels of anxiety and depression. 64% of participants showed an improvement in social inclusion, 72.5 % an improvement in well-being whilst 70% saw a decrease in anxiety and 74% a decrease in depression.

5. Cambridgeshire Older Persons Enterprise (COPE)

There were outings and activities each month, and the AGM was held on the 16 July, at which there were 4 speakers and stalls of local charities. 56 people attended of which 20 were from South Cambs.

Lunch and social clubs were also held every month, at St Ives, and Queen Ediths at which there were speakers, and at St Lukes Church.

Newsletters

Three Newsletters were produced and distributed during the period, with articles (health and fitness), outings and events, travel, and Cambs societies and social groups listed. 2,000 copies were printed and distributed, and 300 were sent by email. They were distributed to local councils, GP Practices, community centres, libraries and health centres. There are 780 South Cambs members receiving copies, plus those at GP practices, libraries etc. in the District.

Representation

Trustees attended Local Council, Health Partnerships, Bus Passenger Association, Dementia Connect and Loneliness Meetings. Reports were made to COPE Executive Committee and Editorial and Research Meetings.

The AGM and Forum was held in July at which there were Talks by Laura Alcock-Ferguson (Loneliness), B. Clarke (Mens Sheds) , Deputy Police Commissioner, and Amy Walcott (Dementia).

Meetings were held throughout the County with the Campaign to End Loneliness and in COPE office.

Outings

April	Coach to Sheringham, Day Trip	50 persons (25 S. Cambs)
April	BBC Studios, Tour	11 persons (5 S.Cambs)
May	Coton Garden Centre, Tea and Talk	20 persons (10 S.Cambs)
June	LeeValley Boat Trip Coach Day Trip, Lunch	31 persons (12 S.Cambs)
July	Coach Trip to Sandringham Flower Show	33 persons (13 S.Cambs)
Aug	Impington Windmill, Tea and Talk	11 persons (5 S.Cambs)
Sept.	Coach Trip to Bressingham Show and Gardens	22 persons (9 S.Cambs)

Social Events

St Ives Free Church, 2nd Friday each Month, 10.30 – 12.30, Talk, Tea & Coffee 20 attend

Queen Edith's Chapel, 2nd Weds each Month, 12.00- 14.00, Lunch, Talk, 25 attend

St Lukes Church, 2nd & 4th Weds each month, 10.30- 13.00, Lunch, Social 10 attend

6. Disability Information Service Huntingdonshire (DISH)

This has been a year of changes for DISH. Our Caseworker Tracey Woodhead has settled in well, working in particular with families seeking DLA. Michael O'Fee is working to full capacity with a large number of attended appeals. Our Information Officer Jackie left us for personal reasons at the end of July and she has yet to be replaced. The Trustees appointed a new Manager, Jen Denton, in January but she left us at the end of September. I have recently taken over the responsibilities of management.

I am pleased to report that the figures I have prepared for you generally appear to be in line with expectations.

We are working close to capacity but are not turning anyone away. We have been fortunate to have been awarded a grant from Cambridgeshire Innovate and Cultivate Fund which will enable us to take on additional staffing and to extend our support to Attendance Allowance claims. This currently has a high eligibility but low take up and

we anticipate assisting some 60 clients to remain at home and independent over the next 12 months.

7. Cambridge Council for Voluntary Service

Specific measures	Activity
Step by step support and advice with start-ups, growth and service development for all groups that need it. This will include 1-2-1 support, email and phone support and access to factsheets and information	CCVS delivered 128 support sessions organisations that work in South Cambs. Of these sessions 29 were 1-2-1 sessions. <i>"thank you for your time and your advice last week. You managed to instil some clarity and help me to see a way forward. I'm sure we will be in touch during the build to pick your brains again. Much appreciated, thanks! "</i>
Advice, information and support on all aspects of financial management to small community and voluntary organisations to ensure they meet their legal requirements and the requirements of any funders	CCVS delivered 32 Finance and Fundraising sessions. <i>"Very satisfied after 3 years of contact with CCVS. Extremely helpful guidance when applying for funding because they made us think much more widely about potential benefits than our initial narrow views."</i>
1 training, information and advice giving event per patch (3 in total) to cover topics highlighted by the CCVS annual survey and agreed with South Cambs District Council, which will also include funding elements and 121 support if requested	The format for the events in South Cambs continues to be popular. The parish councils we have worked with have been supportive and have helped to ensure local groups are informed and have often helped with venues. <ol style="list-style-type: none"> 1. Event held in Cottenham on 2nd July. 17 people attended the sessions and all rated the event as Excellent or Good. <i>"Very practical and informative. Excellent speaker. Thank you!"</i> 2. Event Planned in Fulbourn for 31st October. 3. Event in planning at Melbourn for Feb/Mar 2019.
Attendance at up to 6 SCDC-led patch or districtwide events if requested by SCDC to provide advice, information and support to local community and voluntary organisations (and/or parish councils if relevant to the work of CCVS)	No invitations to attend events made in this period. Attending and presenting at a Northstowe event on invitation of local councillor Nov 2018. Happy to attend additional meetings as required.
Representation on the Local Health Partnership; Representation on the CDRP; Representation at other occasional and adhoc district forums and meetings that require a VCS voice.	We continue to attend the Crime and Disorder Reduction Partnership (CDRP) and the Living Well Area Partnership (LWAP) which has replaced the Local Health Partnership. We also attend meetings in the growth areas as required and have been to community meetings in the Southern Fringe and in Northstowe.
11 newsletters sent to all contacts. These will include updates on good practice as well as local and national news and information Regular e-bulletins to all CCVS members giving them additional local information,	Over the period CCVS sent out <ul style="list-style-type: none"> • 6 editions of the Monthly newsletter. • 5 e-bulletins to members, • 2 bulletins to the CEO group. • 5 editions of the funding bulletin that is produced in partnership with other County CVS

<p>news and advice</p> <p>11 funding bulletins to CCVS members</p> <p>Social media updates and promotion</p> <p>2 newsletters to local councillors to promote CCVS and the work of the sector</p> <p>2 newsletters to parish clerks to promote CCVS and the work of the sector</p> <p>Communicate by any or all of these means to share appropriate information and consultation opportunities highlighted South Cambridgeshire District Council</p>	<ul style="list-style-type: none"> • 1 bulletin to all councillors • 2 bulletins to all parish clerks <p>The website is constantly updated. In this period, we had over 233,000 hits from 19,400 unique visitors. We are also developing a series of webinars with Cambridge Online and the City Council that will enable groups to access information and we are looking at rolling this out to a wider audience.</p> <p>The CCVS twitter feed has nearly 2200 followers and has been averaging an engagement rate of over 1,500 a day recently. We have been able to sign up to a number of village facebook pages and have used to publicise events and training that are happening locally.</p> <p>Work with parish councils has proved very productive and they have been able to ensure that events happening in their village are publicised through their channels.</p> <p><i>“Hi Mark – I find the newsletter very informative”</i></p>
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8 Homestart Royston & South Cambridgeshire

Report to: South Cambridgeshire District Council

Report from: Home-Start Royston & South Cambridgeshire

Programme: Big Hopes Big Futures

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

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

Specific Measures as detailed in Agreement 2016 – 2019.

1. To deliver a volunteer training event

We have delivered BHBF training to new 5 new staff to ensure that they are able to support volunteers. We have a volunteer training event planned for January where we will train new volunteers and another potential course to be planned.

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

The Health Visiting teams in some parts of South Cambs have seen significant change over the last year. Their contact has become centralised, long standing members of staff have left so sustaining relationships has been more challenging. We have visited local preschools and family support workers where there has been interest in BHBF. Changes to referral patterns over the last year indicated we needed to revise how we were engaging with families and we have worked with local organisations to provide more exposure to staff, for parents to find out about and talk about the project.

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

Since April 1st 2018 7 families have engaged with the BHBF project. The referrals for these families have come from a variety of agencies including Health Visitors, Children’s Centre’s, School’s and parent’s referring themselves. All 7 families have been matched with a volunteer and are receiving or have received home visiting support.

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

All volunteers who have provided weekly support to families have received 6 weekly supervision sessions. Supervision is face to face between the co-ordinator and the volunteer and takes place at the office in a confidential environment. Supervision in this way enables the co-ordinator to keep well informed of the support that the volunteer is providing, the opportunity to consider any changes that may be necessary and plan future support, taking into account any contact and/or reviews between the family and coordinator. The co-ordinator can support the volunteer to make use of the activity cards and the resource bags available so that support can be planned in the most effective way for each family. This is also an excellent opportunity to provide positive feedback to volunteers that families have articulated at review visits with coordinators.

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

For each of the families that we have worked with a review visit will be completed where the coordinator is able to work with the family to re-assess their needs and adjust support accordingly. For some of these families support has only just begun so no reviews have taken place yet. However some families have had reviews and here is what they have said:

- **“My volunteer is able to take me to local services that I wouldn’t otherwise be able to access”**
- **“My volunteer is a lovely person. She’s really good with the girls, brings the right things for them to play with and is a good listener”**
- **“My daughter’s speech has really come on – I notice how much better she is at speaking. She is much clearer and they have seen a difference at pre-school too”**
- **“It has been really reassuring to pull on my volunteer’s vast experience as a mother/grandmother”**

We have provided training to some of our new staff to enable them to deliver training and support to volunteers working with families on the Big Hopes Big Futures Programme. We have a training session for volunteers planned for the end of January and another to be planned in. Having been delivering BHBF training for the last three years has meant that we now have a good bank of volunteers who have received the training and can be matched with a BHBF referral. We have maintained contact with referrers and worked in different ways to make the programme available and accessible to more families. To date, since April 2018 we have supported 6 families with weekly home visits. One family was matched with the volunteer and then decided after the first visit that they did not want to engage any further in the programme. We informed the referrer and left the door open for the family to be re-referred if they changed their mind. Of the 6 families that we have worked with two have English as a second language and as well as school readiness the volunteers are supporting these families to access services including local groups, supporting English language at home and in play when out. One of the family has an Early Help Assessment in place and the co-ordinator is attending regular Team around the Family meetings to feedback the focus of support that the volunteer is providing for the family.

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

- Modelling play and engaging with different aged children, taking and suggesting activities
- Providing positive reassurance and feedback to parents and modelling positive praise
- Supporting with new routines around new baby
- Supporting families to access other services outside of the home including preschool, parent and toddler groups.
- Supporting parents to think creatively around play and consider toy rotation to encourage better interest in toys available at home.
- Supporting parent to attend appointments out of the home.
- Supporting family to feel more confident to engage with more specialist services like speech and language therapy and to implement suggested strategies at home.
- Supporting families to access local parks
- Support to establish sleep routines
- Support to implement behaviour management strategies both at home and outside of the home
- Modelling reading, singing and talking with children to encourage improved communication, reflecting language back.

Outcomes for families include:

- Parents more confident to engage with their children in play and select appropriate activities.
- Parent's improved self-esteem and confidence, feeling happier in self, impacting positively on ability to manage other relationships within the family.
- Children displaying improved speech and language skills both at home and in preschool settings.
- Children displaying less challenging behaviour as more able to communicate needs. This has impacted positively on parent/child relationships.
- Children potty trained.
- Improvements in parent's mental health has resulted in better ability to access other specialist services where input is required, so children are receiving additional support in a more timely way.
- Children are more self-confident and able to move away from parents including when joining preschool settings
- Children feel more secure and settled with improved boundaries and routines in place
- Parents are able to better manage children's behaviour which impacts positively on their confidence in taking children out
- Parents have a better understanding of the importance of reading, singing and talking to children which improves children's language development

We continue to liaise with other professionals involved with the families we are providing support to, including referrers, Children Centres and other more specialist services.