

## Appendix A: Service Support Grant Programmes 2019-2020

### Category 1: Independent Living

	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
Arts and Minds	2,500	2,500	2,500	7,500
Cambs Older People's Enterprise (COPE)	2,000	2,000	2,000	6,000
<b>Totals</b>	<b>4,500</b>	<b>4,500</b>	<b>4,500</b>	<b>13,500</b>

#### Arts & Minds

To provide a rolling series of Arts on Prescription in Cambridge and one series outside of Cambridge for adults experiencing depression, stress or anxiety. To be attended by a minimum of 7 South Cambs residents with an aspirational target of 21.

Number of South Cambs residents reached = 11

STATUS: On track

*Please note: Three programmes in total were run throughout the year and as a result of all three programmes a total of **11 South Cambs residents** in total attended. However, our funding only covers the cost of 1 programme of which 3 SC residents attended.*

#### COPE

To develop the capacity and skills of members of the socially disadvantaged community of older people within Cambridgeshire so they are better able to identify and help meet their needs and to participate more fully in society. To disseminate news and information of interest to older people in South Cambridgeshire and provide representation of older people on the Living Well Area Partnership and other groups as appropriate.

Membership = 2500 older people, of which 797 are registered in South Cambs.

Number of copies of bi-monthly magazine circulated in South Cambs = 6

Representation provided for older people at the Living Well Area Partnership, Loneliness seminars, and Campaign to End Loneliness.

Social events and outings held at the Botanical Gardens, Lavenham, the Great Fen and Museum of technology, of which attendance from South Cambs made up approximately 30%.

STATUS: On Track

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**Category 2: Advice Services**

	2019/20 (£)	2020/21 (£)	2021/22 (£)	Total (£)
Citizens Advice	85,000	85,000	85,000	255,000
Disability Cambridgeshire	5,000	5,000	5,000	15,000
Disability Huntingdon (DISH)	3,000	3,000	3,000	9,000
Reach	4,110	4,110	4,110	12,330
<b>Totals</b>	<b>97,110</b>	<b>97,110</b>	<b>97,110</b>	<b>291,330</b>

**Citizens Advice**

Specific measures agreed with the four CABx for Year 1 of the funding agreement were as follows, to:

- Provide a free advice service to South Cambridgeshire residents, recording all client data (using the PETRA reporting system), tracking the number of people helped, topic of advice and repeat visits
- Log outcomes from the advice given, recording the value of income gained, problems resolved, homelessness prevented, and effect on clients
- Measure and record client satisfaction with the services provided and record customer complaints
- Report the nature and number of advice requests generated through the touchscreen kiosks and tablets forming one element of the outreach strategy
- Monitor, on a monthly basis, the quality of advice given, to ensure the advice consistently meets the criteria set out by the CiTA QAA system

All specific measures were delivered during Q3 and Q4.

Headline figures for services provided by the four CABx for South Cambridgeshire residents during 2017/18 are as follows:

Number of Clients from South Cambs seen 5717 (last year 5665)

Topic areas:

Welfare rights: 4953

Debt and money advice: 3,133

Employment: 1,234

Income gains for clients: £2,909,061

Debts written off: £1,288,603

For full break down of issues and client profile please see full report in Appendix B.

STATUS: On track

### **Disability Cambridgeshire**

Overall mission is to empower people with disabilities, older people their families and carers with information and advice about their rights, entitlements and the options available to them. Supporting and representing clients during all stages of benefit applications and representation at appeal tribunals where necessary.

Income gains for clients amounted to £70,964.00, mainly in respect of PIP.

39 enquiries from residents in South Cambs

41% relating to PIP

49% of enquiries were from those with physical disabilities

69% female

21 appeal cases including preparation (5 still pending and 1 failed but subject to appeal)

30 client supports

STATUS: On track

### **Disability Huntingdon (DISH)**

Provide South Cambridgeshire residents with disabilities, and their families and carers, with an advice and information service as above, at an accessible location or, where necessary, in the client's home.

30 clients from South Cambs supported for the period Sept 19 – Mar 2020

22 home visits achieved

8 face to face visits at the office (since Sept 2019)

7 Appeal cased in the last 6 months

STATUS: On track

### **REACH**

To tackle poverty in and around Haverhill, providing outreach debt advice, and income maximisation services via home visits in villages in the southeast of South Cambridgeshire with monthly surgeries in Linton.

37 families were assisted totalling 69 beneficiaries.

16 families with debt issues

24 families were assisted benefit issues

45 food boxes distributed

STATUS: On track

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### Category 3: Community Transport

	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
RDCT	6,000	6,000	6,000	18,000
Voluntary Network	3,000	3,000	3,000	9,000
<b>Totals</b>	<b>9,000</b>	<b>9,000</b>	<b>9,000</b>	<b>27,000</b>

#### **RDCT**

Provide a transport service for the benefit of those persons who do not have access to a private car and are unable to use public transport. Their role is to develop deliver and publicise flexible community transport services across the District in conjunction with other service providers and in support of the Council as part of their Community Transport Strategy.

Total No of journeys provided: 4866

Types of journey: A very wide range of journey types have been recorded but the majority include hospital appointments (17%), GP appointments (20%) and food shopping (24%).

STATUS: On track

#### **The Voluntary Network**

Provide a transport service for the benefit of those persons who do not have access to a private car and are unable to use public transport. Their role is to deliver and publicise flexible transport services to South Cambridgeshire residents in the Haverhill area.

Total No of journeys provided: 1220

The passenger survey highlights that the majority of trips are used to access health services, followed by shopping, banks and post office trips and attending day centres.

STATUS: On track

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**Category 4: Fit to Learn**

	2019/20 (£)	2020/21 (£)	2021/22 (£)	Total (£)
Home Start	4,000	4,000	4,000	12,000
<b>Totals</b>	<b>4,000</b>	<b>4,000</b>	<b>4,000</b>	<b>12,000</b>

**Home Start Royston**

To provide support to families in crisis or under stress in South Cambridgeshire. Key projects were to deliver “Big Hopes, Big Future” school readiness programme to 10 families.

11 families referred

10 families have engaged

8 volunteers trained (a further 5 awaiting training)

Work closely with Health Visitors

Referrals received from a GP, family support workers and self-referrals.

Promotion of project through their website plus contacts with local preschools and schools.

3 monthly reviews with families

STATUS: On track

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**Category 5: Support for VCS**

	2019/20 (£)	2020/21 (£)	2021/22 (£)	Total (£)
CCVS	10,000	10,000	10,000	10,000
<b>Totals</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>	<b>10,000</b>

**CCVS**

Provide support services to community and voluntary groups in South Cambridgeshire; support and advise parish councils on community related projects and advise on non-statutory governance matters and to provide representation on the behalf of the community and voluntary sector in South Cambridgeshire.

304 support sessions delivered for organisations working across South Cambridgeshire of which 64 were 1-2-1 sessions.

72 Finance and fund-raising sessions.

Training and information events across the 3 patches were delivered.

Representation at local meets and district forums.

Networking and communications goals all met.

STATUS: On track

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**Category 6: Combined Community transport and independent living**

	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
Care Network	18,500	18,500	18,500	55,500
<b>Totals</b>	<b>18,500</b>	<b>18,500</b>	<b>18,500</b>	<b>55,500</b>

**Care Network**

Support communities to involve local people to support each other both individually and through groups and activities. The funding specifically covers community transport and independent living schemes.

**Car Scheme**

Undertake community based participatory research activity

Develop a car membership scheme

Providing information to drivers who can help signpost customers to other services through conversation

Increase awareness by improving social media presence

Redesign annual community car scheme survey

Provide support to the community car schemes by attending meetings and responding to enquiries.

Provision of 6 networking/training events per year

**Independent Living**

Open Arms training to coordinators of 10 community groups (social isolation and increasing community involvement) and presentations to a number of voluntary groups including the WI, and Sheddit organisations across the District.

Presentations to community groups to stimulate interest to set up peer support groups for carers and care-for people living with depression and mild dementia.

Set up 6 intergenerational befriending and good neighbour projects.

STATUS: On track

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**Category 7: Planning and Economic Development**

	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
Farmland Museum	18,500	18,500	18,500	55,500
<b>Totals</b>	<b>18,500</b>	<b>18,500</b>	<b>18,500</b>	<b>55,500</b>

**Farmland Museum**

Provide a valuable visitor attraction and leisure amenity for the benefit of residents of South Cambridgeshire. Working towards the development of a sustainable business model.

Visitor numbers: 7800 an increase of 2.1% on previous year.  
 Prior to season closure on October 27<sup>th</sup> activities had increased including a Halloween event which attracted 200 visitors.  
 Annual pass tickets started well at the beginning of the season but dropped off towards the end of the season.  
 The season finished with a small financial surplus.  
 Sales in the shop have improved.

As a result of Covid-19 the Museum was unable to open at the beginning of the season. Staff have been furloughed and volunteers working on some tasks at home where possible.

STATUS: On track.

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### Category 8: Housing and Homelessness

Organisation	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
Cambridge Cyrenians	1763	1,780	1807	5350
Cambridge Re-Use (previously known as SOFA)	1556	1,800	1827	5183
Cambridge Women's Aid	8402	8,500	8627.50	25529.5
<b>Total</b>	<b>11721</b>	<b>12080</b>	<b>12261.5</b>	<b>30712.5</b>

#### Cambridge Cyrenians.

The grant from South Cambridgeshire District Council continues to contribute to the maintenance and upgrade of computers & IT support for service users. Cyrenians provide a PC and internet access for residents in each house to enable on-line bidding for housing and to ensure that residents can apply for benefits and search for work. Cyrenians are in the process of transferring all available properties over to Virgin fibre to increase internet speeds in the house because the poor speed of the internet always comes high up on the agenda in resident surveys.

During the 19/20 financial year the Cyrenians accommodated 16 new residents with a connection to South Cambridgeshire. This represents 18% of the people accommodated over the year having a connection to South Cambs.

Referrals are typically for people with an increasing level of need, including successful referrals from ex-offenders, many coming directly from prison, with significant drug and mental health issues. Despite the challenges encountered in supporting residents with increasing needs, the Cyrenians have seen a number of residents successfully move into social housing, private tenancies and returning to friends and family during the period.

The Cyrenians also continue to provide two female only houses and these have been successful in providing a safer and more suitable environment for female residents.

### **Cambridge Re-Use**

Re-use provides low cost household goods to low income families in Cambridge and South Cambridgeshire. Cambridge Re-Use continue to put the grant funding towards the cost of running a furniture van which is used both for collecting donations of household goods and for delivering purchases to customers' homes.

During the financial year 19/20 a total of 225 adults and 149 children across 181 households in South Cambridgeshire benefited from the service.

### **Cambridge Women's Aid's (CWA)**

Cambridge Women's Aid has been providing specialist services to survivors of domestic abuse in Cambridge and the surrounding areas for over forty years. Currently, CWA does this through the provision of refuge for eleven women and their children and by offering tailored specialist support to survivors living in Cambridge City, South Cambridgeshire and East Cambridgeshire.

### **Refuge**

CWA continued providing high quality refuge services during 2019/20. The refuge service focused on the safety of each person and worked with them to reduce their risk of harm while supporting them to recover from their experiences. The refuge was occupied 91% of the time and provided accommodation for 34 women and 49 children during the year.

### **Outreach**

CWA also offered a free and confidential service based in the community to support those affected by domestic abuse, either directly or by supporting those who know them or work with them. This year, the Outreach service employed four full time specialist support workers funded thanks to contributions from South Cambridgeshire District Council, Cambridge City Council and a consortium funded by the Ministry of Housing, Communities and Local Government. Over 500 people received one to one support from the outreach service in 2019/20 and 160 of these were from South Cambridgeshire.

## **Covid-19 Response**

Since March 2020, CWA has successfully adapted its services to continue supporting women during Covid-19. The refuge is one of only a few across the country that has been able to continue accepting referrals for women fleeing abuse. The outreach service has continued to offer emotional and practical support via telephone, email and Zoom calls. CWA also launched a new live chat support service, to widen our reach during lockdown and offer women another option for accessing support.

**Status: All grant recipients under this theme are delivering planned activities to time and to budget. The number of people supported via the grants remains similar to previous years, despite the impact of COVID-19 on services. Some organisations have adapted their provision in order to continue operating and offering support during the height of the pandemic. The 19/20 annual grant payments have been made in full and the payment for 2020/21 is scheduled for August 2020.**