

Appendix A: Service Support Grant Programmes 2020-2021

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
Totals	4,500	4,500	4,500	13,500

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 = 5 + 1 carer

STATUS: Below agreed target.

4 Arts on Prescription programmes were organised over the past 12 months (of which SCDC fund 1). Other programmes run by the charity include creative care, pottery for dementia, a choir and a creative café. They quickly responded to the pandemic and altered delivery of their service to offer both zoom and in-person sessions. They are building stronger links with the social prescribers at the GP surgeries, in particular the Granta group of practices and they have written an article for the SC magazine, summer edition.

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 some public sector meetings and 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 Loneliness seminars, and Campaign to End Loneliness.

Social events and outings: Cancelled due to pandemic.

Cope have maintained contact with their members, keeping the office open and producing the Newsletter every two months. They have maintained regular phone contact and made contact with each of their 1200 members to ensure they were ok. They have also been operating a new scheme called "Talking Together" a free weekly telephone-based series of discussions on specific areas of interest e.g. history, Fitzwilliam museum, gardening, poetry etc. Additional funding was obtained

from City Council and Cambridge Community Foundation to keep this initiative going.

STATUS: On Track

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
Totals	97,110	97,110	97,110	291,330

Citizens Advice

Specific measures agreed with the four CABx for Year 2 of the funding agreement were as follows:

- 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 (quality assurance) system

All specific measures continued to be delivered during Q3 and Q4.

Headline figures for services provided by the four CABx for South Cambridgeshire residents during 2020/2021 are as follows:

Number of Clients from South Cambs seen 5451 (last year 5717)

Topic areas:

Welfare rights: 3,423. Mostly Personal Independence Payments (PIP)
Employment and Support Allowance (ESA) and Housing Benefit (HB)
Debt and money advice: 1,399 Mostly fuel debt and council tax arrears
Employment: 1,476

Income gains and debts written off for clients: £2,589,88.00

For a 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 and older people and their families and carers by providing 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.

Sadly the chair, Judith Margolis, passed away earlier this year.

Income gains for clients amounted to £81,403.40 (last year £70,964.00), mainly in respect of PIP.

38 enquiries from residents in South Cambs

45% relating to PIP

26% of enquiries were from those with physical disabilities

26% of enquiries were from those with developmental or learning disabilities

40% female

14 appeal cases including preparation all successfully concluded.

STATUS: On track

Disability Huntingdon (DISH)

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

15 clients from South Cambs supported for the period Sept 20 – Mar 2021 (30 over same period last year). Sum of benefits secured £12,375.15.

0 home visits achieved

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

5 Appeal cases in the last 6 months

STATUS: Below target for face to face and home visits but largely impacted by Covid and social distancing. Above target (3) for appeal cases. See report in Appendix B for more information.

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.

38 families were assisted totalling 54 beneficiaries.

6 families with debt issues

3 families were assisted with benefit issues

39 food boxes distributed

STATUS: On track. Fewer families than last year supported. They believe this is as a result of additional government interventions i.e. furlough, £20 uplift in UC and £15/week in child food vouchers.

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
Totals	9,000	9,000	9,000	27,000

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.

Total No of journeys provided: 530 – (Last year 4889 a drop of 69%)

Types of journey: A very wide range of journey types have been recorded but the majority involved medical appointments (76%), and shopping (13%).

Total no of passengers: 244 (last year 396)

Total no of villages served: 26

STATUS: Below target. Community transport schemes have struggled this past year with a large fall in the number of passengers and trips undertaken.

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. They report that they are seeing the first signs of the service picking up again since April 2021.

Total No of journeys provided: 39 (last year 1220)

STATUS: Below target

Category 4: Fit to Learn

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

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.

5 families referred

5 families have engaged

4 volunteers trained (8 last year)

Work closely with Health Visitors

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

3 monthly reviews with families

STATUS: Below target: Referrals have been negatively affected as many schools were closed and many health visitors redeployed over the past 12 months leaving teams short-staffed. No referrals were received in the first 6 months of the year.

Category 5: Support for VCS

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

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 Voluntary and Community Sector in South Cambridgeshire.

749 queries of which 349 were delivered as 1-2-1 sessions for organisations working across Cambridgeshire.

72 online training sessions and support events – 37 delivered as networking events and 35 delivered as webinars.

Due to the switch to online working, they struggled to keep track of which district queries came from and from where the attendees of the various training and networking events came, however, they are looking to improve this moving forwards. Representation at local meetings and district forums.

Networking and communications goals all met.

506 South Cambridgeshire based organisations visited the Support Cambridgeshire website which hosts the Grant Grabber funding and a £126,808.00 of funding was awarded – however, this figure is likely to be much higher as the information relies on groups logging in and leaving the information.

STATUS: On track

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
Totals	18,500	18,500	18,500	55,500

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 (extended to include the impact of Covid-19)

Develop a care network car membership scheme. Connecting local people with local schemes to improve sustainability.

Providing information to drivers who can help signpost customers to other services through conversation – 30 group emails sent to support schemes, plus 1-1 support.

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 – all delivered by zoom.

STATUS:

Community Car Scheme – Demand for the car schemes were significantly reduced due to shielding and self-isolation. Many medical appointments were conducted by phone and non-urgent hospital appointments were cancelled. However, all activity to promote, inform and support schemes remain on track.

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 e.g. WI, and Sheddit (men's groups) across the District. Presentations have also been made to community groups to stimulate interest to set up peer support groups for carers and cared-for people living with depression and mild dementia.

Set up 6 intergenerational befriending and good neighbour projects.

STATUS:

It was agreed at the beginning of the pandemic to focus activities on supporting established groups as well as assist mutual aid groups in response to community need. They have continued to proactively support communities and voluntary organisations throughout this period. On track.

Category 7: Planning and Economic Development

	2019/20 (£)	2020/21(£)	2021/22 (£)	Total (£)
Farmland Museum	8,500	8,500	8,500	25,500
Totals	8,500	8,500	8,500	25,500

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: In 2020 they had increase of 2.1% on previous year. Then covid-19 hit and they remained closed for much of last season. They did open Thursdays to Sundays from 27th August for 2 months then closed as usual for the winter. However, they have made great use of their time over this period to improve and enhance the museum to attract more visitors.

STATUS: On track.

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
Total	11721	12080	12261.5	36062.5

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. This equipment has proved invaluable throughout the pandemic providing residents with more options to remain in contact with friends, family and external support.

During the 20/21 financial year the Cyrenians accommodated 19 new residents with a connection to South Cambridgeshire. This represents 23% of the people accommodated over the year having a connection to South Cambs.

There has been an increase in referrals this past year with 245 being referred, but the number housed in the same period was only 82 which demonstrates high demand for the service. 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. They have also continued to employ a full-time mental health practitioner, and a dedicated older homes support worker who continues to support people moving on from supported accommodation into the community.

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 20/21 a total of 36 adults and 18 children across 34 households in South Cambridgeshire benefited from the service. This is greatly reduced from previous years but the service was severely affected by the pandemic. Of the 52 weeks they've had to close for 35 and during the remaining 17 weeks they have been subjected to restricted opening times. Since April however, things have begun to pick up again.

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 2020/21. 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 dealt with 109 referrals, 35 women and 65 children were accepted into the refuge whilst outreach workers supported the other 74 women. The refuge was occupied 89% of the time.

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. There are four Outreach Workers who were employed last year with funding from South Cambridgeshire District Council, Cambridge City Council and a consortium funded by the Ministry of Housing, Communities and Local Government. 484 people received support from an Outreach Worker, 161 from South Cambridgeshire (2019/20 = 160). The women receiving support had 577 children in total.

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 their reach during lockdown and offer women another option for accessing support this has continued running successfully.

STATUS: All grant recipients under this theme are delivering planned activities to time and to budget. Cambridge Re-Use have suffered disproportionately due to the closure of the service for much of the year. But they do report their service as returning to normality from April 2021. Organisations have adapted their provision in order to continue operating and offering support throughout the height of the pandemic.