

Appendix B



Half Year Report from the CA service in South Cambridgeshire 2021-2022

Figures, case studies and client feedback have been provided by the 4 supported by SDCD:

- Citizens Advice North Herts
- Citizens Advice Suffolk West
- Cambridge and District Citizens Advice Bureau
- Citizens Advice Uttlesford

Summary of key statistics:

South Cambridgeshire DC people helped = **2,929**

Amount of work generated by clients = times seen (most need more than one session to get to point of resolution) = **4,836**

Questions answered/ advice issues = **6,181**

Of those questions asked the top topic areas:

Welfare rights = **1,112** Top benefit work = PIP*, Initial Claim

Employment = **537**

Debt and money advice = **1,033**

Housing = **757**

Income gains and debts written off for clients:

Total = £1,628,917

Total Money Management for the period= £2,213,839

*PIP (Personal Independence Payment – usually takes 3 hours to complete applications correctly)

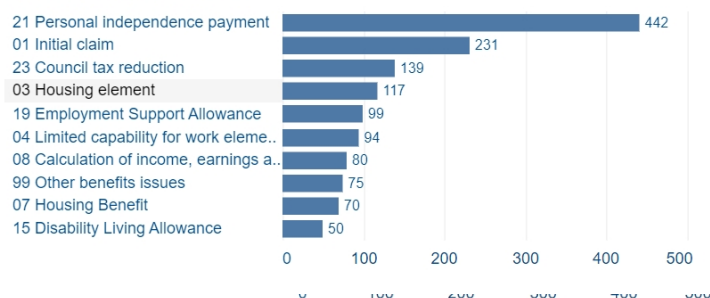
Outcomes

Income gain	£1,382,355
Re-imburements, services, loans	£334,918
Debts written off	£246,562
Repayments rescheduled	£74,966
Other	£175,038

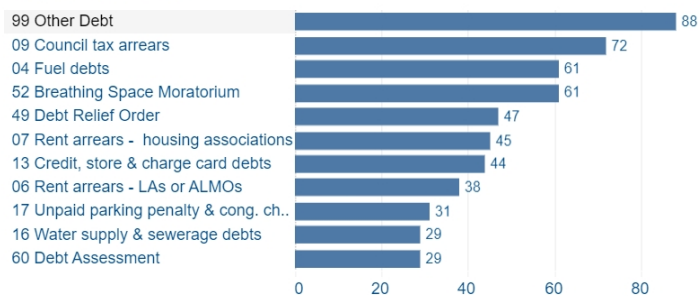
Issues

	Issues	Clients
Benefits & tax credits	1,112	348
Benefits Universal Credit	690	246
Consumer goods & services	254	127
Debt	778	222
Education	38	18
Employment	537	208
Financial services & capability	255	155
GVA & Hate Crime	41	22
Health & community care	128	67
Housing	757	293
Immigration & asylum	177	67
Legal	263	159
Other	288	146
Relationships & family	621	247
Tax	26	22
Travel & transport	81	57
Utilities & communications	135	61
Grand Total	6,181	

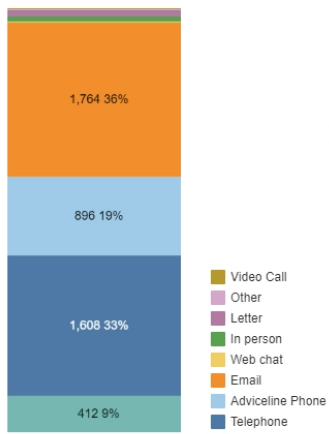
Top benefit issues



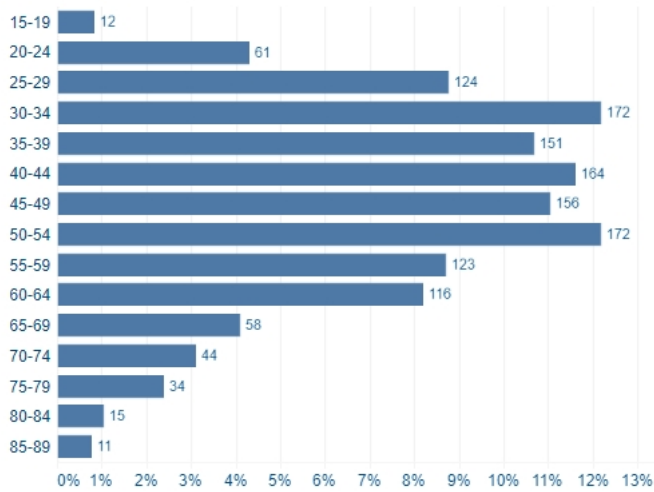
Top debt issues



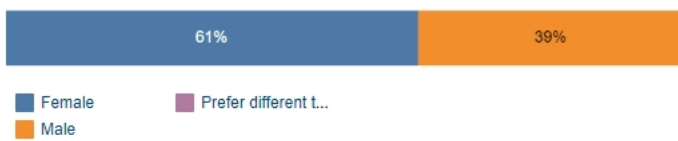
Channel



Age



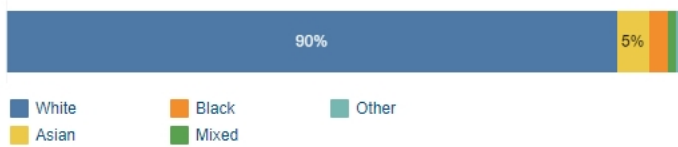
Gender



Disability / Long-term health



Ethnicity



Service Delivery

All Local offices are delivering: Help To Claim advice funded by the DWP via national Citizens Advice contracts. This is advice to clients wanting advice as to whether Universal Credit is the correct route for them (people on some legacy disability benefits for example, may find themselves worse off but once they have opted for the UC route there is no going back so it is critical that we assess their situation before they sign up)

North Herts:

Since April we have been providing information and advice to South Cambs residents via email and telephone and have been providing a face to face triage and appointment service from our Royston office.

We returned to delivering face to face appointments at the Melbourn Hub when they reopened in September and take up has been good. We have moved away from drop in sessions and now offer face to face appointments to those people who really need them.

Citizens Advice West Suffolk:

The last six months have continued to be influenced by the impact of Covid-19 and Government restrictions. We have taken a prudent approach to service delivery and continued with the freephone service and email as the initial point of contact. Email is a flexible way for workers to seek advice 24 hours a day. We have provided face-to-face advice to clients where we have felt they have required more support than we could offer over the phone. This has been mainly with benefits and immigration issues.

We now have an even split of volunteers and staff working from home and the office. Some people have found they are more productive and settled working from home whereas others have been keen to return to the office.

The refurbishment of Foley House, Newmarket, has just completed and we have interview rooms available for pre-booked face-to-face appointments.

The National Lottery Supported Advice Project began in April 2021 to provide clients with poor mental health a named adviser who has received training in helping people with mental health problems. In the first six months they have supported 114 clients across the area of benefit.

We will be starting a new project in November offering advice to patients of the Long Covid Clinic at West Suffolk Hospital. When the clinicians identify that a patient has a non-clinical problem, they will refer them to our social prescribing service. Our

adviser will assess the client's needs and then provide them with advice on their social welfare issues such as debt, employment, benefits or refer them to another service/agency such as an art class, walking group, men's sheds if the problem is social.

Cambridge and District:

Continued to deliver all services including outreach by phone, email, Webchat and video. Most of our workers – volunteers included – have been fully kitted up (via Covid funding) with secure IT and have been working from home. We have a small contingent in the main office and we have been starting to open up face 2 face at outreach locations.

All outreaches have been given their own dedicated email for direct email into the specialists and this has proved useful and we get a steady flow of requests. Forward plans include setting up video links (mini client hubs) at all the outreaches. An advantage of delivering services in this way is that it has cut down a lot of travel – lowering our carbon footprint

Our new Website has the capacity for us to add in local webchat (meaning that we do not have to take webchat from anywhere in the world but can filter just local enquiries). We continue to provide debt appointments referred from Cambourne on Tuesdays.

Additional outreach:

We have agreed to an updated contract with John Huntingdon Charity in Sawston to deliver debt appointments and will be revisiting opening generalist appointments on the New Year (funded by that charity)

Bar Hill: new outreach initiated by one of very experienced advisers during lockdown who lives out there. A paid adviser will be at the outreach and we hope to recruit and train more local volunteers.

Other benefits to SCDC residents:

Energy Advice Programme. Funded by Citizens Advice. 1:1 plus some group work on energy related matters which can lead to help with spending advice. From September 21 – March 22.

CLAS. Grants to individuals. We administer part of this County fund which also includes advice to individuals and families on money management and debt solutions.

County Hardship Support Fund. Winter only. We are part of the network delivering grants.

Case Studies:

- 1) Sally has three children, two with additional needs. She has left an abusive marriage and is currently going through a difficult divorce. Sally is receiving legal aid and is being supported by her solicitor with the divorce. Sally has health issues herself and has two children, both with additional needs. In addition to receiving DLA for both children, Sally also claims CTC, HB, PIP, ESA, CB, CA and CTR. Sally is currently in council arranged temporary accommodation but they will not house the family long term as Sally owns a house with her husband.

Sally contacted us for help with renewing one of her children's DLA, for advice regarding the effect of the upcoming sale of the family home on her benefits, and help with dealing with a non-priority debt.

We filled in the DLA application and then also submitted a mandatory reconsideration when lower rather than higher rate mobility was awarded. We advised on the effect a capital sum would have on Sally's means tested benefits and carried out benefit checks to quantify this for Sally and to look at various scenarios. We also contacted Sally's creditor and achieved a write off of the debt.

Sally is now waiting for the result of the DLA MR, and the sale of the house. Sally will return if she needs help with securing permanent accommodation or a DLA appeal. Sally now feels more confident in making informed decisions about her future.

- 2) Rosie first contacted us in May 2019 as she has been advised she would be migrated from Disability Living Allowance to Personal Independence Payment.

Rosie suffers from multiple health issues that cause difficulty with daily living and which have a consequent impact on her mental health. She lives with family members who provide full time care.

Our adviser carried out a home visit to help the family complete the form. In August 2019, she received her PIP decision letter and was awarded Standard rate daily living Standard rate Mobility having previously been on DLA low care and high mobility. This decision was lower than our disability benefits specialist expected, so Rosie decided to apply for a reconsideration. The original decision was upheld at reconsideration stage so we proceeded to appeal as we firmly believed that the assessor had not taken the full extent of Rosie's health problems and their impact on her ability to dress, wash, cook and care for herself into account.

The appeal was heard on 21st July 2021, following which Rosie was awarded the enhanced rate of PIP for both daily living and mobility. This meant that Rosie is entitled to £608.60 every 4 weeks rather than £304.20. She received a back payment of £6,488.52. The extra income enabled the family to pay for adaptations to the home to improve Rosie's quality of life and respite care to enable her family to have breaks from their caring responsibilities.

- 3) Lucy got in touch with us for help to complete a Universal Credit Application. During the appointment she mentioned that she had recently separated from her husband and was finding the application process for council housing very overwhelming. She suffered from multiple health conditions, including mental health and did not drive, so she was not able to visit the office in person.

Over telephone appointment and email, we helped her apply for Universal Credit and referred her to our disability benefits team. They supported her through the application process for Personal Independence payment, which she received.

We also advised her on her housing options. She is now feeling financially stable and able to move on in her life.

Client Feedback:

Hi Aneta,
I can't begin to thank you enough.
You made a really stressful period
in my life so much easier with your
support, kindness and sensitive approach.
The CAB are so lucky to have you
again, thank you. *D (Carol Cochrane)*

- *Debbie wanted to thank you so much for your support and said how excellent you had been and wanted me to acknowledge this to you about how grateful she is. I am of course also really grateful as this is making a big difference to this family.*
- *Thanks for getting in touch yesterday.
It brought back memories of why I Am here & how much you helped me.
Just wanted to thank you again And was wondering if I could have a chat with you about any volunteering I could do?
Also Thankyou again for your help!*
- *Thanks so much.
Just needed to check something with you but I've sorted it all now.
I've paid everyone and drawn a big black line under it all.
Thank you so much Chloe for all your help and patience.
You have been absolutely amazing.
How do we thank you?*

Can we do donation? A testimonial? Write to your manager?

- *Thank you!*

I am very grateful for your advice. You were the only ones that gave me a clear answer for my situation. I would also want to say a big thank you for the fact that you indicated step by step what to do. I am now waiting for the form to be posted and I'll fill it and send it back.

Again... Thanks for your support.

Kind regards,

- *Thank you so much for all your help and support I am truly greatfull. I look forward to having somethings in my life in order.*

Many thanx again

- *You are amazing!*

Thank you, a hundred times, over.

I worry terribly when trying to deal with the DWP so thank you again.

Bringing groups and funders together

Introduction

Every year CCVS brings together key local funders and voluntary sector groups with project ideas to see how they can work to create more benefit for our communities. Whilst this has involved face to face meetings in the past this year saw the event move online.

This move threw up both positives and negatives with many groups able to attend who would have struggled to get to a venue in person. Funders did comment that they missed the opportunity to meet and chat, and we have been able to arrange a separate meeting for this to happen.



<https://unsplash.com/@dylanferreira>

What we did

The event connected 20 local groups to 6 funders. The participating funders were:

- Cambridge City Council Community Grants team,
- The National Lottery Community Fund,
- Cambridgeshire Community Foundation,
- The Evelyn Trust,
- Living Sport
- County Youth Team.

The 20 groups who took part supported a wide range of beneficiaries from people with impairments, mental ill health, minority groups, neighbourhood groups, youth groups to those encouraging greater participation in sports, heritage or drama.

CCVS promoted the opportunity to local groups and scheduled in appointments with their funders of choice. Each group had to complete a project template outlining their idea, intended outcomes, budget and timescales. All groups were offered the chance to talk to the CCVS team about their project plans in advance. This is a very important aspect of the event and a key factor in its success – both for the groups and for the funders. The CCVS team is very experienced both in writing and in assessing funding bids and is able to help groups to develop their ideas and refine their project proposals to maximise their session with the funder.

The feedback from both funders and groups has been really positive with a number of groups putting in much stronger applications. One group have already successfully secured £10,000 following the event and fingers are crossed for more.

Feedback from groups:

'I just wanted to say thank you as I have had my chat (with the funders), and it was super helpful, thank you so much for setting that up!'

'Just to let you know that my appointments went very well and I have been asked to make applications to all 3 funders I spoke to.'

'Thank you for scheduling these discussions for me. The information from the funders will help us in preparing our proposals.'

'Following the conversation you scheduled..., I submitted a request for a small grant. We have just been informed that we will receive £10,000..... Thank you for facilitating this connection and for all your on-going support. It is very much appreciated.'

Feedback from funders:

'Just to let you know that today has gone very smoothly with lots of interesting conversations.'

'Just to say today's sessions went well. I had some good and varied conversations and hopefully imparted some good advice!'

'We also found the day very illuminating and helpful. It's always nice to chat to groups and hear about what they're doing or planning. We definitely find it helpful to be able to explain our processes and discuss possible funds for groups to look into.'

CCVS hopes that next year at least some of this event will be in person so we will have more chance, not only to facilitate meetings to find funding for great projects, but to be able to network and ply everyone with refreshments!

Rural fundraising in a pandemic

Promoting online fundraising in rural Communities – an event sponsored by SCDC

Introduction

As a result of the pandemic rural community groups had to put their in-person fundraising plans on hold. Many groups still wanted to raise funds for much needed emergency provision and provide versions of their normal activities to help tackle social isolation and a reduced sense



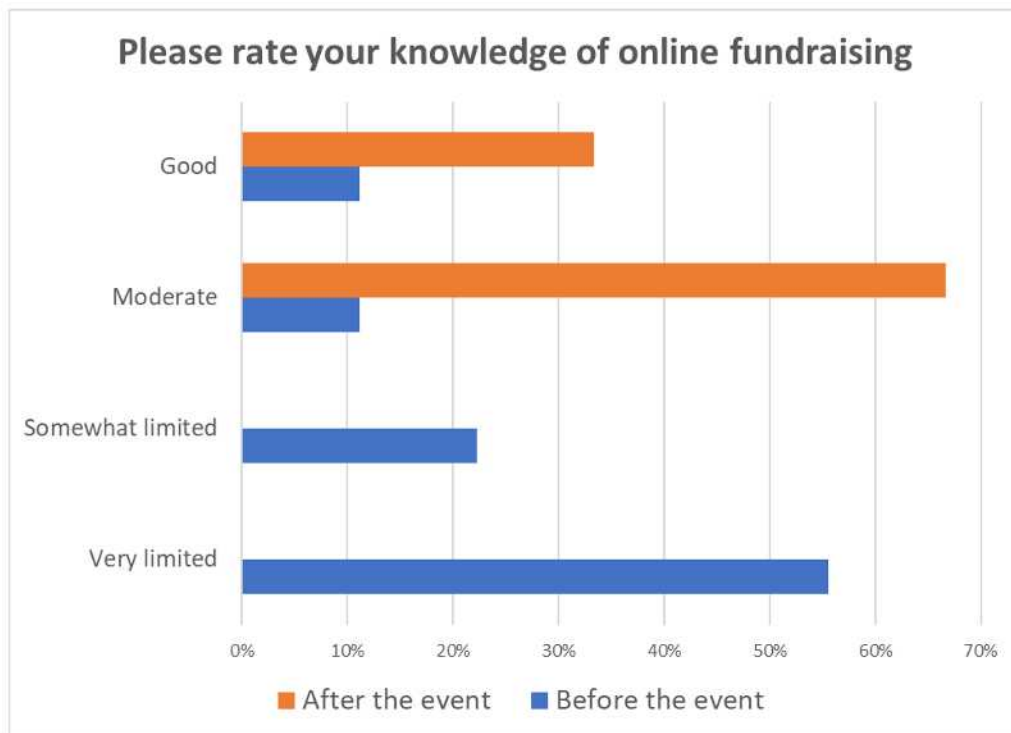
of wellbeing in their communities. One of the barriers to raising these funds was lack of knowledge around online fundraising, so CCVS put together an evening event with a range of speakers to share their experiences. Plus a few other ideas around generating funds.

What we did

Speakers included a local cricket club who talked about their successful crowdfunding campaign to buy a new mower. We also had a group that related how they had taken their summer fete online and run a successful [Big Give](#) campaign. [The Coop Pioneers](#) explained how they could create community connections and could promote what groups do and support their work through in-kind donations and some funding. The [Plunkett Foundation](#) outlined how they are looking to support community share schemes to retain key community assets in rural communities by developing community businesses. Finally CCVS shared information about SCDC [Community Chest grant](#) of up to £1000 and [Community Safety Partnership microgrants](#) of up to £500 to improve community safety.

The event was well attended 22 people representing parish councils, village halls, day centres, youth groups and a range of other local charities. The introductory and exit polls showed that the majority felt the evening had greatly increased their knowledge of online funding and provided lots of extremely useful information. Those attending were also keen to sign up to future training CCVS had arranged around crowdfunding and putting together successful grant applications.

Feedback



“Many thanks for this and for the opportunity to attend, I thought it was a well-run and welcoming event.”

Key deliverable	Specific measures	Activity	RAG						
<p>Organisational development</p> <p>Improvements in the confidence and knowledge of people who run local community and voluntary activities. The following to be provided annually:</p>	<p>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</p>	<p>We have continued to develop our work to ensure that we are able to provide groups with the advice and support they need. We have developed some new blogs in partnership with partners in Support Cambs. We have also continued to provide advice and support to groups that come to us with questions.</p> <p>In this period we recorded a total of 388 queries of which 160 (41%) were 1-2-1 either by video or phone or extended email. This represented over 300 hours of support services. Of these enquiries 49 were around finance or funding (13%). This figure is just those that were flagged under these topics.</p>	<p style="background-color: #00b050; color: white; text-align: center;">RAG</p>						
	<p>Advice, information and support on all aspects of financial management to small community and voluntary organisations to ensure they meet their legal requirements and the requirements of any funders</p>	<p>We also carried out a number of small pieces of research into</p> <ul style="list-style-type: none"> • How groups were managing as restrictions were lifted • The Real Living Wage <p>The results of these have been used to identify issues that we can provide future support and training on.</p>		<p style="background-color: #00b050; color: white; text-align: center;">RAG</p>					
	<p>One training, information and advice giving event per patch (3 in total) to cover topics highlighted by the CCVS annual survey and agreed with South Cambs District Council, which will also include funding elements and 121 support if requested.</p>	<p>We are now reporting on all training and support as a whole as the advent of online events mean that attendees can come anywhere in the county. Until the development of our new database we are reporting on the figures from our online booking platform Eventbrite. When we advertise our events, we advertise them with the funders logo attached. The three specific events funded by SCDC are the finding funding for your community event on 15th July. We are also running a 'making good funding applications' event in November and a 'finance for small groups' event in February.</p> <p>Over the period we have run 27 training and support events, of these 11 were classified as networking events and 16 were webinars or training events. We have had 422 bookings for these sessions.</p> <p>The events we have put on are:</p> <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 40px;">Essential skills for trustees - event over two lunchtimes</td> <td style="text-align: right; padding-right: 20px;">Thursday, 23 September 2021</td> </tr> <tr> <td style="padding-left: 40px;">Social Media Content Planning for Voluntary Sector Groups</td> <td style="text-align: right; padding-right: 20px;">Tuesday, 21 September 2021</td> </tr> <tr> <td style="padding-left: 40px;">Fenland Networking</td> <td style="text-align: right; padding-right: 20px;">Thursday, 16 September</td> </tr> </table>			Essential skills for trustees - event over two lunchtimes	Thursday, 23 September 2021	Social Media Content Planning for Voluntary Sector Groups	Tuesday, 21 September 2021	Fenland Networking
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		<p>Becoming a Real Living Wage Employer</p> <p>Hot topics for trustees: Hybrid working for your organisation</p> <p>Wellbeing Workshop</p> <p>Managing Challenging Behaviour</p> <p>Gaining confidence to talk about the vaccine</p> <p>Working Together - Looking at ways of joint working</p> <p>CCVS Coffee time briefing: keeping each other safe - safeguarding refresher</p> <p>Managing Volunteers Online Network</p> <p>Fenland Networking</p> <p>Effective Business Planning Workshop</p> <p>Finding funding for your community</p> <p>Data Protection Essentials for Small Charities</p> <p>Fenland councillors voluntary sector event</p> <p>Introduction to Social Media for Charities</p> <p>Writing a good funding application workshop</p> <p>Networking event with Rachael Maskell MP</p> <p>Health & Safety Covid Risk Assessment - step by step</p> <p>Managing Volunteers Online Network</p> <p>Cambridgeshire Online Volunteering Fair</p> <p>Successful fundraising for voluntary groups</p> <p>CCVS Coffee time briefing: Top Tips for accessible comms</p> <p>An introduction to child and adult safeguarding (for community groups)</p> <p>Hot topics for trustees: Explaining the difference your charity makes</p> <p>Essential skills for trustees an event over two lunchtimes</p> <p>We collect responses from those attending training, but this is done by survey after the event and response has been lower than when we carried out face to face training. Of those who returned feedback we received an average score of 4.7 out of 5 for the overall quality of the course.</p> <p><i>“Great to have breakout rooms, enjoyed the interaction as well as the slides”</i></p>	<p>Wednesday, 15 September 2021</p> <p>Tuesday, 7 September 2021</p> <p>Wednesday, 25 August 2021</p> <p>Tuesday, 17 August 2021</p> <p>Tuesday, 10 August 2021</p> <p>Thursday, 5 August 2021</p> <p>Wednesday, 28 July 2021</p> <p>Thursday, 22 July 2021</p> <p>Wednesday, 21 July 2021</p> <p>Tuesday, 20 July 2021</p> <p>Thursday, 15 July 2021</p> <p>Thursday, 8 July 2021</p> <p>Thursday, 1 July 2021</p> <p>Tuesday, 29 June 2021</p> <p>Thursday, 17 June 2021</p> <p>Thursday, 17 June 2021</p> <p>Tuesday, 25 May 2021</p> <p>Tuesday, 18 May 2021</p> <p>Thursday, 13 May 2021</p> <p>Tuesday, 11 May 2021</p> <p>Wednesday, 5 May 2021</p> <p>Thursday, 29 April 2021</p> <p>Tuesday, 20 April 2021</p> <p>Thursday, 8 April 2021</p>
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		<p><i>“Super helpful that it was a small group as well meant I could easily ask the questions I needed to ask.”</i></p> <p><i>“It was a good session, interactive and informative. The time went very quickly.”</i></p>							
	<p>Attendance at up to 6 SCDC-led patch or districtwide events if requested by SCDC to provide advice, information and support to local community and voluntary organisations (and/or parish councils if relevant to the work of CCVS)</p>	<p>These events are not happening in the same format as prior to the pandemic.</p> <p>We are involved with some of the ZCC events and have delivered some training and we also help promote the funding opportunities to groups.</p> <p>We have also attended the different covid support meetings to allow us to understand what local groups might need support around.</p>							
<p>Representation</p> <p>Provision of a collective voice for the voluntary and community sector, offering expert and</p>	<p>Representation on the CDRP;</p> <p>Representation at other occasional and adhoc district forums and meetings that require a VCS voice.</p>	<p>We continue to attend the Crime and Disorder Reduction Partnership (CDRP) online and have been involved with the production of some toolkits as an occasional member of the steering group.</p> <p>We also attend meetings in the growth areas as required and have been to community meetings in the Southern Fringe and in Northstowe as well as attended events regarding the Northwest Cambridge development. We have also started to look at how we engage with the work around the Marleigh site.</p>							
<p>Networking and communications</p> <p>Sharing knowledge and experience within the sector; bringing people together to share</p>	<p>11 newsletters sent to all contacts. These will include updates on good practice as well as local and national news and information</p> <p>Regular e-bulletins to all CCVS members giving them additional local information, news and advice</p> <p>11 funding bulletins to CCVS members</p> <p>Social media updates and promotion</p>	<p>We continue to deliver our communications on a more regular basis than we used to prior to the pandemic. This period sees an increase in the number of newsletter recipients and also increases in the open rates and click rates over the last year. Similarly, we are still getting a good response from parish councils, but we will need to look at how we contact councillors as they do not seem to be engaging with our communications.</p> <p>Over the period we have delivered</p> <table border="1" data-bbox="853 1050 1778 1273"> <tr> <td>• 19 e-bulletins</td> <td rowspan="2">839 contacts. Open rate 35.7% Click rate 7.2%</td> </tr> <tr> <td>• 4 funding alerts</td> </tr> <tr> <td>• 1 councillor email</td> <td>181 contacts. Open rate 14.0% Click rate 0.6%</td> </tr> <tr> <td>• 1 parish clerk email</td> <td>97 contacts. Open rate 35.1% Click rate 3.2%</td> </tr> </table> <p>The website has received 277,938 hits from 20,115 unique visitors over the period with the volunteering and training pages being the most viewed. We are undertaking a full rebuild of the website starting with a refresh of the brand and the introduction of a new database.</p>	• 19 e-bulletins	839 contacts. Open rate 35.7% Click rate 7.2%	• 4 funding alerts	• 1 councillor email	181 contacts. Open rate 14.0% Click rate 0.6%	• 1 parish clerk email	97 contacts. Open rate 35.1% Click rate 3.2%
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	<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>	<p>We continue to deliver social media mainly through twitter and LinkedIn but also through Facebook and occasionally Instagram. The total CCVS audience for all platforms is 6,108. (This includes additional accounts).</p> <p>Our Twitter account has grown to 3821 followers which is an increase of 180 in this period. We have also launched some additional accounts and over the period we have recorded 381,400 impressions that averages out to 2,089 impressions a day. Our biggest for a single post was 4,274 impressions.</p> <p>Our Facebook page is less popular, but we use it most for connecting with village group pages. Our average reach for this period has been 93 per day which is slightly down and we had 348 followers at the end of Sept 21.</p>
<p>Contribution to SupportCambs4communities funding website.</p>	<p>We are awarded an extra £4000 a year to contribute to the Support Cambridgeshire funding website</p> <p>This site is managed by Hunts Forum on behalf of the Support Cambridgeshire partnership.</p>	<p>The site is managed by Hunts Forum on behalf of the Support Cambridgeshire partnership.</p> <p>The County Council fund the bulk of Support Cambridgeshire’s work. Following a full tender process the contract has been renewed for a further five years to CCVS and Hunts Forum.</p> <p>In this period we have seen 303 logins from 164 users with a South Cambs postcode. This equates to 18% of the total number of users.</p>

Area of Grant Award	Activity	Output	Outcome
Community Transport	Support area-based initiative for CCSs	Provide training events to support CCSs to support a broad range of needs within local communities relating to transport, e.g., dementia awareness	CCSs will feel confident to provide transport to a wide range of clients with different needs within their communities – increasing access to services, therefore reducing health inequalities
	Provide networking events for CCSs*	Opportunity to discuss current trends, challenges as well as successes in CCS activity.	Opportunity for CCSs to experience benefits of peer-to-peer support Opportunity to learn from experiences of others Opportunity to share successes that increase likelihood of CCS sustainability Opportunity to engage with local policy and decision makers to influence direction of (community) transport as well as highlighting issues that support can be provided for
	Provide group and 1:1 support to CCS coordinators*	Support with recruiting new drivers or coordinators (Including using CNC channels to achieve this such as social media and local contacts within communities) Support with specific issues relating to challenges of sustainability or meeting need	Risk factors that threaten CCS sustainability or client accessibility to schemes are reduced or ameliorated
	Deliver annual CCS survey	Design annual survey that all CCSs can participate in either online or through hard copies	CNC can provide local policy and decision makers grass root feedback relating to multiple aspects relating to CCSs

* CNC will provide 6 networking events per annum.

Independent Living & Support for Parishes & Communities (all delivered by Project Catalyst)	Provide wellbeing support on individual basis	Support clients who are newly experiencing low mood, anxiety, or depression because of CV-19	Troubles with wellbeing do not escalate into long term, established mental health crises
	Support communities to improve abilities to meet local wellbeing needs	Where there is appetite, support clients who have received 1:1 support to engage with community groups and activities that will promote wellbeing or to establish this activity	<p>Communities are supported to break barriers around openly talking about wellbeing and how this can be impacted</p> <p>Communities are provided with support to establish wellbeing groups or activities that meet local need – increasing community resilience and wellbeing</p>
	Raise awareness of Project Catalyst within Parish Councils and Communities	Contact communities and parish councils through a variety of means to provide information, talk about the project on a 1:1 basis to promote project engagement	Community connectors and parish councils know of the project and how it can help them both as groups and to signpost individuals to for support
	Support clients to confidently engage in activities	Connect clients to Trusted Friend volunteers to support clients to engage with activities or events that they previously enjoyed before the pandemic	Individuals' wellbeing is maintained through confidently engaging with activities that they enjoy
	Support socially isolated clients	Check and chat volunteers call clients who are experiencing social isolation	Clients feel connected and that someone cares, a regular point of contact who can support client to engage with activities to reduce social isolation
	Provide financial support for community groups to re-emerge following lifting of restrictions	Raise awareness within community groups of the availability of Project Catalyst Covid-19 recovery fund and support groups to apply	Groups whose activities or sustainability are threatened due to CV-19, such as increasing cost of venue hire can access emergency funding to continue to deliver activities

Community Car Schemes (CCSs):

Outcome: Use social network theory to increase awareness of community car schemes

Care Network (CNC) have been continuing to share the stories of CCSs through our external newsletter 'The Care Networker' which is posted on our social media channels and to members. A reach is 2,327 people/month. These articles were written by the CCS coordinators themselves, there has been a lot of frustration at the local response to volunteering, particularly in lockdown 1, with the CCSs feeling a lack of acknowledgement for the years of providing this service. Also concerns that if the volunteering movement continued in earnest; the services of CCSs would no longer be required. These have now abated, but some schemes have lost volunteers due to age and concerns of health because of the pandemic and we are supporting those affected with recruitment campaigns.

Outcome: Provide 6 networking and training events /year for community car schemes.

- **Online Community Car Scheme Meetings arranged by CNC**

Meetings sometimes include a relevant guest speaker and offer the opportunity to network with other schemes. Gavin (Community Transport Manager Cambridgeshire and Peterborough CA) also attends so Gavin and CNC Coordinator, CCSs are able to raise issues or ask for support.

22 June Meeting with guest Speaker Deaf Blind Association

Topics included general information and specific to Community Car Schemes such as how to help passengers who may have sensory impairments including help for coordinators when making bookings.

12 July Meeting with guest Speaker Stroke Association

Topics included general information and specific driving related topics such as driving after a stroke. Up to date DVLA information. Assisting passengers that may have had a stroke.

4 October Informal Drop with Gavin Moulton (Community Transport Manager at Cambridgeshire and Peterborough CA)

Upcoming Meeting

12 October – Guest Speaker Alzheimer's Society

- **SCDC online CCS Directory**

Regular communication with any changes / updating required as there have been several changes such as retirement and replacement coordinators.

Additional Support Provided to CCSs on a 1:1 basis

A5 Hospital Cards

- New A5 Cards laminated card for parking at hospitals' outpatient bays, it has the new Cambridgeshire and Peterborough Combined Authority Logo on, it also has CNCs logo on. Drivers tend to use it alongside their ID badge.

Covid Safety Car Partitions

- Ensuring that CCSs received communications and were aware of the Covid Safety Car partitions, these are removable partition screens that can be fitted. This was part of a countywide Transport initiative with the County Council as part of the response to the vaccination roll out.

Cambridgeshire and Peterborough Combined Authority -Promotional Video on Volunteering for CCS

- The CA have made a promotional video on recruiting volunteers for CCS across the county. They are finalizing changes. We have been asked to help promote this initiative.

Deliver a community car schemes sustainability project via community-based participatory research activity.

There was a delay to sending out latest survey to CCSs to identify how they are currently operating, as many were slow to open up as restrictions were lifted. Data has now been collected and we are in the process of analysing this and completing the report, which we anticipate will be finished by end of December 21.

Case Studies of CCS Support and Activity

Balsham Good Neighbour Scheme (includes the CCS)

***Example of outcome:** Raise awareness of Care Network and other local services and connections to all community car schemes in South Cambridgeshire to enable them to identify and signpost lonely service users to Care Network.*

The GNS coordinator had a particular query from a scheme service user, who due to age and eye condition is no longer able to enjoy doing Cross words and Puzzles. The coordinator contacted Care Network (CNC) as he had been unable to attend the CCS meeting where we had invited a representative from Deaf Blind Association to be the guest speaker and was looking for potential suggestions and solutions. CNC contacted the speaker who was very helpful with digital and non-digital solutions and connected them to the GNS Coordinator, as Deaf Blind Association could also provide volunteer befrienders who could assist with reading out crosswords / puzzles over the telephone or via video. CNC also signposted the GNS coordinator to a variety of other resources such as RNIB, Camsight, Library at Home Service and various retailers that publish suitable large print material. The coordinator attended the latest CCS meeting where CNC was able to also signpost to various organisation's that might assist with a local scheme for lending things, eg 'Library of things.' The GNS scheme has also very recently successfully launched a community café. We have also supported them with general and covid updates when required and the new laminated A5 hospital parking cards were posted out to the scheme.

Community Development Activity

CNC has remained in contact with all of the community groups we support throughout the pandemic. Activity to 'open up' has been slow with many schemes not looking to initiate activity until September. We were able to support community groups whose sustainability was threatened due to CV-19 and increased expense such as PPE or additional cleaning equipment, through a small pot of funding from the National Lottery Community Fund.

This funding demonstrated a desire within communities, as a response to the pandemic to establish groups of peer-to-peer support that focused on wellbeing. Moreover, the increased need for wellbeing support was noted through CNCs existing wellbeing services in South Cambs, seeing an 18.9% increase in demand over the past 18-months. In response to this increase and sustained need for Wellbeing Support, CNC has developed Project Catalyst, which supports residents in the following ways:

Back On Track: Wellbeing support to anyone who is newly experiencing low mood or stress because of changing circumstances, such as concerns about work, money, confidence, worry about family, etc., and think they might benefit from someone to talk to and/or group support. Back on Track is also able to provide support to individuals who would like to start wellbeing peer to peer support groups within their community.

Check and Chat: Our staff and volunteers support people who are experiencing isolation and loneliness, who may benefit from a weekly check and chat phone call.

Trusted Friend: As restrictions lift, our Trusted Friend volunteers are ready to support clients to return to the activities they enjoyed before the pandemic or help them to build up some confidence getting back out in their local community, by safely accompanying clients. Over 6 weeks our volunteers can safely accompany clients for a walk, to the shop, to a group activity such as a book club.

CNC would like to request that under our grant conditions relating to Independent Living and Support to Parishes and Communities – outcomes are now related to the wellbeing activities listed above (Back on Track, Check and Chat, Trusted Friend).