

**Appendix B: Service Support Grants - End of Financial Year summary  
2021/2022**

**Category 1: Independent Living**

	2019/20 (£)	2020/21(£)	2021/22 (£)	2022/23(£)*	Total (£)
Arts and Minds	2,500	2,500	2,500	2,500	10,000
Cambs Older People's Enterprise (COPE)	2,000	2,000	2,000	2,000	8,000
<b>Totals</b>	<b>4,500</b>	<b>4,500</b>	<b>4,500</b>	<b>4,500</b>	<b>18,000</b>

\*Agreed extension year to all funding greyed on all tables of costs.

**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 participants = 10 + 1 carer  
South Cambs residents reached = 4

One Arts on Prescription programme was organised over the past twelve months funded by SCDC from Sept to Dec 2021. Another programme run by the charity, 'Creative Excursions' allowed for visits to the museum of Archaeology and Anthropology and the Fitzwilliam Museum, where participants had private access to work directly from collections. Further programmes include pottery for dementia, a choir and a creative café. Having altered delivery of their service over an extended period of time due to the pandemic they were finally able to offer a face-to-face programme at the Cambridge University Botanic gardens. Both the Creative Excursions and the Arts on prescription allowed for social distancing with ease and were COVID 19 friendly.

Arts & Minds have had a challenging few years and in response to that have adopted a new three year strategic plan 2021-24 which will include: a new organisational structure, building a bigger more secure staffing structure, developing programme delivery and referral pathways, fundraising to increase capacity and investing in social media resources and strategy.

STATUS: Below target – unavoidably affected by Covid 19 pandemic and an inability to run face to face sessions.

## 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 = 2734 older people, of which 833 are registered in South Cambs.

All COPE members in South Cambs received the Newsletter either by post or if requested electronically. Copies are also sent to Council Offices, Libraries, GP Clinics, and Community Centres. As they have 833 South Cambs members, plus those distributed to councils etc there is approx 950+ distributed in South Cambs either by email or printed.

Social events and outings: Activities cancelled due to the pandemic are being reinstated successfully. Encouraging more groups in villages to socialise with choirs due to the known benefits for dementia sufferers. New members are joining especially due to the website encouraging membership.

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. Fortunately, hardly any were ill, or had been affected.

They continued successfully operating "Talking Together" a free telephone-based series of discussions on specific areas of interest e.g. history, Fitzwilliam museum, gardening, poetry etc. Additional funding also received from City Council, Cambridge Community Foundation and the Evelyn Foundation to keep this initiative going.

STATUS: On Track

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### Category 2: Advice Services

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Citizens Advice	85,000	85,000	85,000	85,000	340,000
Disability Cambridgeshire	5,000	5,000	5,000	5,000	20,000
Disability Huntingdon (DISH)	3,000	3,000	3,000	3,000	12,000
Reach	4,110	4,110	4,110	4,110	16,440
<b>Totals</b>	<b>97,110</b>	<b>97,110</b>	<b>97,110</b>	<b>97,110</b>	<b>388,440</b>

## **Citizens Advice**

Specific measures agreed with the four CABx service South Cambridgeshire residents for Year 3 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 will continue to be delivered during the extension year.

Headline figures for services provided by the four CABx for South Cambridgeshire residents during 2021/2022 are as follows:

Number of Clients from South Cambs helped 5081 (last year 5451)

Topic areas:

- Welfare rights: 3,482. Mostly Personal Independence Payments (PIP) Employment and Support Allowance (ESA) and Housing Benefit (HB)
- Debt and money advice: 1,439. Mostly tax arrears and fuel debt.
- Housing 1361
- Employment: 966 (this was the 2<sup>nd</sup> highest at the half year point)

Income gains and debts written off for clients: £3,949,851

A new outreach has been started at Bar Hill by one of their most experienced advisers who lives there and is part of the community.

For a full break down of all CAB 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.

The activities of Disability Cambridgeshire's caseworkers have been constrained by the Covid-19 restrictions in force throughout the reporting year. They were unable to undertake home visits or see clients at Addenbrooke's Hospital Advice Centre. All communications with clients were by telephone, post, e-mail or the occasional video call. Also, all caseworkers worked from home throughout the year. All appeal hearings were conducted over the telephone as were accompanied PIP Health Care Professional assessments.

- Income gains for clients amounted to £45,804.20 (last year £81,403.40), mainly in respect of PIP.
- 31 enquiries from residents in South Cambs
- 55% relating to PIP
- 19% of enquiries were from those with physical disabilities
- 19% of enquiries were from those with developmental or learning disabilities
- 49% female

As was the case in the previous year, the processing of claims, reviews, outcomes, mandatory reconsiderations and appeals has been very much delayed by the effects of the pandemic.

NB: They lost their previous Chair last May and more recently have had the Casework Manager and Mental Health Caseworker leave their roles. Therefore, the service that they can provide to clients is affected at present. The Disability Cambridgeshire Board has made the decision to only take referrals via email on [advice@disability-cambridgeshire.org.uk](mailto:advice@disability-cambridgeshire.org.uk) . They will only be fulfilling their current binding contractual obligations, which are to help clients who live in Cambridge City or South Cambs, who meet the additional funding criteria. They are working hard to resolve the situation.

STATUS: On track for the reported year

### **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.

- 23 clients from South Cambs supported for the period April 2021 – Mar 2022.  
Sum of benefits secured £24,100
  - 3 home visits achieved – recently recommenced in last 3 months.
  - 0 face to face visits at the office (moved offices April 2021 and new office did not open to public till Feb 2022)
  - 4 appeal cases – all successful.

STATUS: Below target for face to face and home visits but largely unavoidably impacted by Covid restrictions. 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 South East of South Cambridgeshire with monthly surgeries in Linton.

- 30 families were assisted totalling 58 beneficiaries.
- 5 families with debt issues
- 16 families were assisted with benefit issues
- 11 food boxes distributed

STATUS: On track. They have seen an increase of people reaching out for help after the Covid-19 pandemic, since the associated relief measures have slowed, the reduction in Universal Credit and the current rise in the cost of living.

### **Category 3: Community Transport**

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
RDCT	6,000	6,000	6,000	6,000	24,000
Voluntary Network	3,000	3,000	3,000	3,000	12,000
<b>Totals</b>	<b>9,000</b>	<b>9,000</b>	<b>9,000</b>	<b>9,000</b>	<b>36,000</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.

- Total number of journeys provided: 2023, 32% increase compared to 2021 with 1530)
- Types of journey: A very wide range of journey types have been recorded but the majority involved medical appointments (29%), and shopping (77%).
- Total no of passengers: 292 (last year 244)
- Total no of villages served: 29

STATUS: On track. Community transport schemes struggled throughout the pandemic with a large fall in the number of passengers and trips undertaken. With restrictions ceasing journey numbers have had a steady increase.

## 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. Their COVID affected service has been reintroduced since Sept 2021, during that period of hiatus they provided transport using their Dial A Ride service.

They have an ongoing issue with a lack of volunteer drivers, particularly for Group Hire. They are going to launch a volunteer campaign on social media.

Updating all printed marketing material across operational area as most removed from publicity points during COVID.

Total No of journeys provided: 723, in 2020 this figure was 1220

STATUS: Below target but clearly unavoidably impacted by the Covid pandemic and people's inability (for various reasons) to travel. They are making better progress than anticipated.

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## Category 4: Fit to Learn

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Home Start	4,000	4,000	4,000	4,000	16,000
<b>Totals</b>	<b>4,000</b>	<b>4,000</b>	<b>4,000</b>	<b>4,000</b>	<b>16,000</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.

- 10 families referred
- 8 volunteers trained (4 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: On track. A significant increase in referral rates, through Health Visitors, family support workers and NCT community supporter. Covid has impacted some service delivery - weekly visits have been predominantly face to face but some adjustments made such as walk and talk sessions outside and online in some instances.

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## Category 5: Support for VCS

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
CCVS	10,000	10,000	10,000	10,000	40,000
<b>Totals</b>	10,000	10,000	10,000	10,000	<b>40,000</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 Voluntary and Community Sector in South Cambridgeshire.

- 647 queries of which 304 (47%) were delivered as 1-2-1 sessions, by video call, phone or extended email, for organisations working across Cambridgeshire.
- 78 of these were around finance or funding.
- 64 online training sessions and support events, three specific events funded by SCDC and badged with logo.
- Networking and communications goals all met, however moving to new email/ newsletter system for councillors in next year as not engaging with comms.

- 38 e-bulletins 883 contacts. Open rate 35.8% Click rate 6.3%
- 2 councillor email 179 contacts. Open rate 13.9% Click rate 0.6%
- 1 parish clerk email 97 contacts. Open rate 35.1% Click rate 3.2%
- 11.5% increased reach across all social media platforms in last 6 months.

SCDC makes an additional contribution of £4000 a year from service budgets towards the cost of the [Support Cambridgeshire Funding site](#). 19% of total users of this 'grant finder' tool (formerly hosted on the Council's website) have a South Cambs postcode.

STATUS: On track

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

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Care Network	18,500	18,500	18,500	18,500	74,000
<b>Totals</b>	<b>18,500</b>	<b>18,500</b>	<b>18,500</b>	<b>18,500</b>	<b>74,000</b>

#### Care Network Cambridgeshire (CNC)

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

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

Four Car Scheme Networking and information events run Oct 21- March 22  
 Linkied Car schemes with organisations who can help them with practical issues e.g. Community Transport Action  
 Provided practical support for car schemes this year, GDPR compliance review with car schemes, developing guidance for drivers in emergencies/ non-emergencies when passengers in distress.  
 Offering support re Covid, fuel costs and accessibility.  
 CNC thinks there is significant need to provide additional advocacy support through all networks possible to support car schemes with increased cost of living, particularly rises in fuel prices.

#### Independent Living

##### Community Development

*Undertake community based participatory research activity (extended to include the impact of Covid-19).*



Project Catalyst has been able to offer small grants to help both new and re-opening groups cover initial costs such as PPE, insurance or publicity.

CNC joined newly formed East Anglia Good Neighbour Network, launching a virtual Good Neighbour Week programme of training and networking opportunities for local schemes.

Covid impacts on venues, co-ordinators and membership. Community groups concerned with increase in fuel costs and cost of hiring venues – CNC has facilitated solutions to venue and logistical concerns.

All groups that CNC supports in South Cambs are aware of CV-19 recovery and support fund they can access should they need this to re-establish community activity.

### Wellbeing

- New publicity for wellbeing provisions
- Staff provisions, 'check and chat' and Trusted Friend volunteer support.
- Received 7 referral with South Cambs.
- Client hospitalisation has disrupted 2 wellbeing interventions
- Regular South Cambs partnership group has evolved with 3 meetings to date of South Cambs professionals networking and collaborating.
- Aim to increase awareness of the wellbeing service and through this the numbers of individuals we support within the South Cambs area.

### STATUS:

**Independent living** – Community development and wellbeing components are being strongly promoted and community groups and voluntary organisations are being proactively supported. On track with grant outcomes.

**Community Car Scheme** – Demand for the car schemes has returned. All activity to promote, inform and support schemes remain on track.

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### Category 7: Planning and Economic Development

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Farmland Museum	8,500	8,500	8,500	8,500	34,000
<b>Totals</b>	<b>8,500</b>	<b>8,500</b>	<b>8,500</b>	<b>8,500</b>	<b>34,000</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.

Volunteers are key to the museum business model. In 2020/21 volunteers offered a total of 3,340 hours to the museum. The volunteers reported in a survey that they felt the museum kept them connected and gave them a sense of wellbeing during lockdown and beyond.

Preparations for regular seasonal opening in early April 2021 were hampered by lockdown and Covid restrictions, but they reopened the museum as an outdoor attraction on 15th April, followed by some indoor spaces, with Covid restrictions in place, on 20th May and a full reopening on 22nd July.

Visitor numbers were low initially, given the restrictions in place, but increased as the season progressed, with a 25% increase of visitors between June and October 2021 when compared to the same period in 2019.

STATUS: On track.

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### **Category 8: Housing and Homelessness**

<b>Organisation</b>	<b>2019/20 (£)</b>	<b>2020/21(£)</b>	<b>2021/22 (£)</b>	<b>2022/23 (£)</b>	<b>Total (£)</b>
Cambridge Cyrenians	1780	1807	1845	1845	7,277
Cambridge Re-Use (previously known as SOFA)	1800	1827	1865	1865	7,357
Cambridge Women's Aid	8500	8627.50	8809	8809	34,745.50
<b>Total</b>	<b>12080</b>	<b>12261.5</b>	<b>12,520</b>	<b>12,520</b>	<b>49,379.50</b>

### **Cambridge Cyrenians**

The grant from South Cambridgeshire District Council is contributing to the maintenance and upgrade of computers; Cyrenians provide a PC and internet access for residents in each house to enable them to bid on-line for housing, 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. The Cyrenians also have continued to support residents

with applications to Cambridge Online to equip them with their own IT equipment, enabling them to better engage with online support and families in the privacy of their own room.

During the 2021/22 period the Cyrenians accommodated 21 new residents with a connection to South Cambridgeshire. This represents 22% of the people accommodated over the year having a connection to South Cambs. Although there was a slight decrease in the number of referrals to the service (221 for the period) the number housed in this same period rose to 97. This continues to demonstrate high demand for the service.

Many of the referrals accepted were from ex-offenders who typically come directly from prison, with significant drug and mental health issues and nearly all referrals are for people who have medium to high support needs. Accepting referrals from people with multiple needs does increase the risk of placements breaking down but it is important that housing options continue to be available for clients with more complex housing and support requirements.

In the 2021/22 period there were 9 evictions for rent arrears and 14 residents were evicted due to their behaviour. A further 6 residents were recalled to prison. However despite the pandemic and the challenges in supporting residents with multiple needs, some residents move on successfully into social housing, private tenancies or return to friends and family. There was a 70% planned move on rate. STATUS: On track

## **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 21/22, the work of Re-Use benefitted 236 beneficiaries in total in South Cambridgeshire: 151 adults and 85 children under 16. This is a significant improvement on the numbers supported in 2020/21 when only 36 adults and 18 children from the South Cambridgeshire area were able to benefit from the service. The reduced figure for 20/21 is a direct result of the pandemic and the curbs on social contact. The residue of some of these restrictions continued into 2021 which did have some impact on the business. For example, restrictions in terms of the number of people able to access and move around the store at any time and challenges relating to the collection and delivery of furniture items during the strictest pandemic restrictions. This means that pre-pandemic levels of service have not yet returned, although good progress has been made in resuming the business.

In terms of the customer profile, all households from South Cambridgeshire who utilised the service were wholly reliant in benefits – with no income from work. Of these, 38% of applicants had some form of disability, some of whom continued to experience concerns about venturing out and remaining socially distant from others. As a result, Re- made a number of improvements to their operations including on-line shopping and payment by phone to help address these concerns.

STATUS: On track

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

CWA has been providing specialist services to survivors of domestic abuse in Cambridge and the surrounding areas for over forty years.

CWA continues to offer 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. The outreach team offer emotional and practical support, including expert guidance and advocacy in navigating systems to help women access their legal, welfare, housing and justice rights. The grant contribution from South Cambridgeshire helps finance the Outreach worker for the South Cambridgeshire area.

Across the year 2021-22, CWA received 261 new referrals directly into the Outreach service (across all areas, not just South Cambridgeshire), with the vast majority of these coming from self-referrals (78%), followed by police notifications and the IDVA service. April-July saw the highest number of new referrals per month, with the lowest new referrals in December 2021 and February 2022. Referrals came from the following areas:

Cambridge city - 122  
East Cambridgeshire – 40  
South Cambridgeshire – 73  
Out of area – 14  
Unknown - 12

CWA have continued to offer Zoom, Live Chat, email and telephone support to women, and several women have been supported by the online art group throughout the year. CWA have also worked on setting up a new mental health support group for women, due to start May 2022. During the year, they also built on the existing partnership with St. Catharine's College, Cambridge to be able to offer a survivors' conference planned for Autumn 2022, as well as developing the community education project.

Status: All grant recipients under this theme are delivering planned activities to time and to budget. The impact of the pandemic, including the social distancing measures in place at the start of 2021/22 mean that grant recipients continued to offer adapted service provision such as offering more online options alongside a return to face to face services. Category 8 grant payments for 2022/23 will be paid in early June to recipients.