

## Summary report of progress

### 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>

#### Arts & Minds

**About the applicant:** Provides a broad range of arts-based programmes that are designed to support the positive mental health of communities across Cambridgeshire and Peterborough

**Arts on Prescription:** A friendly and inclusive programme of arts workshops for adults experiencing mild to moderate mental health challenges, including anxiety, depression and stress. Each programme is led by a professional artist and qualified counsellor. All participants are referred to the programme by the GP, Social Prescriber or other healthcare professional.

#### Funding provided:

- To provide a rolling series of Arts on Prescription in Cambridge and one series in a hub outside of Cambridge, for adults experiencing depression, stress or anxiety, to be attended by a minimum of 7 South Cambridgeshire residents with an aspirational target of 21. Each series to be led by a professional artist and a qualified counsellor and to include at least 10 two-hour sessions and a visit to 2 local heritage sites and galleries.
- To continue to actively promote Arts on Prescription to GP surgeries in South Cambridgeshire.

#### Outputs/outcomes 2022-23:

- Delivered six Arts on Prescription programmes, supporting 54 participants in total, four South Cambs residents (6%).
- Each programme had a maximum of 12 participants (to ensure a safe, supportive environment for the participants), with an average of 7 attendees per programme across the six programmes.
- Participants were referred by 48 different referral agencies, almost a different referrer for each individual participant, with three South Cambridgeshire-based referrers for the four participants.
- South Cambs-based participants' ages ranged from 35-74 (one person, prefer not to say). All the South Cambs participants were female.

## Appendix A

- In addition to our Arts on Prescription programme, we have South Cambridgeshire residents on other programmes we offer. Over the past 12 months, South Cambs residents have attended the following programmes:
  - 3 x Michaelhouse Singers choir members
  - 2 x pottery participants (plus two carers)
  - 4 x Creative Café members
  - 1 x Art Adventure participant

### **Challenges:**

- Have witnessed low referral numbers post-Covid, as people have still been feeling anxious about returning. However, they have been encouraged to see an increase in attendance in their current programme, being delivered in St Ives in collaboration with The Norris Museum.
- Building relationships with the Social Prescribers has been challenging, as there is high turnover in these roles and so maintaining up-to-date contact details can be difficult. However, over the past month they have worked to increase the number of referral agencies in their database and aim to improve their publicity and communications challenges going forwards, as part of our wider marketing and communications strategy which is currently under review.

### **Case study:**

'My Social Prescriber suggested that I attend the Arts on Prescription programme after I had an injury to my head, two bereavements and I am slowly recovering from an abusive childhood. I have recently met my biological father which has been important as he is my only parent who gives me any praise. As you can tell things had been traumatic and this had increased my anxiety.

Because of the many challenging things that have happened to me I don't trust anybody. I either take flight or freeze but attending the Arts on Prescription programme has been really positive as it is such a safe space. I was not able to access my creative side as a child as I was put in front of the television, so it has been a great joy to attend this programme and I am upset that it is the final session today. I might attend the Creative Café as I now know the volunteers who run this.

For me, a big part of my recovery is ensuring that I am surrounded by the right people – the people here are lovely and supportive. After many years of alcohol abuse and being surrounded by negativity, I now need to stabilise myself. The programme has helped me loads, I feel safe to speak here and being creative with the group alongside me has helped me loads, I feel part of something and in a safe space.

After feeling exhausted and unwell this has been so good, I would like it to continue for maybe six months as it takes a while to feel settled within a group when you are struggling, and I am only just starting to feel really comfortable. It would be so good to either carry on with this programme or sign up for a new one.

## Appendix A

The facilitators have been brilliant, particularly the counsellor who has been a life saver and has always been interested in my problems and is very kind. I am not used to kindness. The atmosphere is always really calm, and it is so important to have people leading the programme who are trained to help. The museum bringing artefacts was a particular highlight of the sessions, seeing the pots and then making work after looking at them.

I am hoping, one day when I am fully recovered, to give back to society by perhaps volunteering on a programme such as this. Maybe even work in this area.

### **Moving forwards:**

- Are taking a much more hyper-local approach to their programme delivery, across all their programmes, and will be developing an exciting new collaborative programme in Northstowe, working with Northstowe Arts.'
- Currently have three South Cambs residents on the waiting list for our Autumn 2023 Arts on Prescription programme in Northstowe (which is being funded through our Service Support Grant 2023-2024), and two participants on a waiting list for an exciting new project in Linton - Creating Sense of Place, which is being run in partnership with Linton Library (and funded by Linton Parish Council).

**Status:** **Achieved objectives** (in 2021-22 they were below target as unavoidably affected by Covid 19 pandemic and an inability to run face to face sessions).

### **Cambridgeshire Older People's Enterprise (COPE)**

**About the applicant:** COPE represents the older people of Cambridgeshire, ensuring their voices are heard.

### **Funding provided:**

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.

### **Outputs/outcomes 2022-23:**

- COPE Membership is now over 2,700 with one-third being in South Cambs. A Bimonthly 20-page Newsletter is sent to all members by post or email and besides articles of general interest, provides details of all COPE activities, health and dietary advice, and details of other related groups and activities in the County.
- With the ending of Covid restrictions COPE was able to be more socially active and the first large social activity was the Jubilee Lunch at the Cambridge Regional College. 70 members attended with approximately half attending from South Cambridgeshire. The cost per member was £15.
- Social Clubs continued to be active with Queen Edith's Lunch Club and the St

## Appendix A

Ives Afternoon Club being well attended-average attendance was 15 to 20. Talks were given at each meeting which were held once a month. The Orwell Friendship club, recently started, was very active with afternoon sessions every two weeks.

- The AGM was held on 18th July. The main speakers were the Managing and Commercial Directors of Stagecoach, who also answered many members problems with bus services. There were service and council providers with stalls and a light lunch was provided for 60 members.
- Provided for the first time in two years outings to Wicken Fen and the American Cemetery with talks from the staff. Unfortunately, due to the death of the Queen, the visit to Sandringham was diverted to Hunstanton, stopping at the Norfolk Lavender Fields. Also provided three visits to Wicken Fen thanks to the National Trust.
- A Christmas Lunch was held at the Bar Hill Hotel on the 13 December and was attended by 80 members
- Talking Together, phone-based discussion groups were held four times during the year. Discussions were held on environmental matters, art and literature, social and health needs, museums, historical and local events, etc. Each session had six discussion groups of 6-8 people with a facilitator and lasted 45 minutes over a four-week period. Zoom sessions have now been started, the first being a cookery class.
- COPE's main support for older people throughout the County has been to bring to the notice of all the problems being faced by older people. Letters were sent to all Anthony Browne and Lucy Frazer informing them of the problems being faced by the elderly - lack of cash and retailers refusing cash. Assurance was provided that the latest Finance Bill ensured that cash would remain legal.
- Have also highlighted problems created by Bank and Post Office closures and the digitalisation of so many services.
- Continually provided advice how to avoid scams.

### **Challenges:**

- At present the Executive Committee only has six members and staffing is limited through lack of volunteers.

### **Feedback:**

- "Many thanks for producing such an interesting magazine"
- "Thanks for the COPE news. Hoping we can all meet again soon"
- "Thank you very much for keeping COPE up and running in these difficult times and thank you also for the telephone call." (donation)
- "Just a few lines to say thank you for keeping COPE magazine going – a bit of normality during these challenging times."
- "COPE Newsletter is so full of interesting articles and many useful pieces of information. Thank you for a very friendly, amusing and helpful read." (donation)
- "COPE is an excellent organisation doing very important work very well."

## Appendix A

- “Thank you for COPE newsletter which we have enjoyed. A very worthwhile enterprise.”
- “I think your work is great – well done. (donation).”
- “Many thanks and admiration for the wonderful work you all do at COPE. (donation).”
- “Thank you for keeping up our spirits through many of your good writing in the magazines as well as telephone calls.”
- “Many thanks for all that you do to bring encouragement to those who need it throughout Cambridgeshire.” (donation)
- “I enjoy the Newsletter, and know support is there when I need it.”

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** **Achieved objectives**

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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

**About the applicant:** Provides free, independent, confidential and impartial advice service to residents of South Cambridgeshire on their rights and responsibilities.

**Funding provided:**

- 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

## Appendix A

- 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.

### **Outputs/outcomes 2022-23:**

**Figures, case studies and client feedback have been provided from**

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

### **Summary of key statistics:**

- SCDC people helped = **5,151** (last year 5,081)
- Amount of work generated by clients = times seen (most need more than one session to get to point of resolution) = **9,365**
- Questions answered/ advice issues = **11,194**

### **Of those questions asked the top topic areas:**

- Welfare rights = **3,640**
- Debt and money advice = **1,862**
- Housing = **1,139**

**Income gains and debts written off for clients:** Total = £2,662,467 (last year £3,949,851)

**Challenges:** please see full report in **Appendix B**.

**Case study:** please see full report in **Appendix B**.

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** **Achieved objectives** (see Appendix B for further information)

## **Disability Cambridgeshire**

**About the applicant:** 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.

### **Funding provided:**

- Support and representation of clients during all stages of benefit applications and, where necessary, representation at appeal tribunals
- Support for clients with other welfare-related issues such as social care assessments, self-directed support packages and independent living applications.

### **Outputs/outcomes 2022-23:**

- In the first half of the year, they have provided a service to 10 South Cambridgeshire clients, of which 8 cases are now closed. Two cases relating to Personal Independence Payments remain open, and Disability Cambridgeshire have agreed with Cambridge Ethnic Community Forum (CECF) that these clients are a priority and will be supported by a CECF case worker. Disability Cambridgeshire intends to make the necessary legal arrangements and to reimburse CECF for the costs associated with this work.

### **Challenges:**

- Have had ongoing operational and structural difficulties.
- Since April 2022, they had no paid employees owing to large numbers of employees on long-term sickness and have been reliant on one casework volunteer to deliver their service, who themselves then became ill.
- After two unsuccessful recruitment drives, they were unable to recruit to key positions.
- On 3 October 2022 the trustees, having sought to keep the service nominally open, took the unfortunate decision to close the charity
- **Case study:** None provided

**Moving forwards:** South Cambridgeshire District Council permitted the transfer of the remaining £2,500 of their grant, for the second half of the 2022-23 financial year, to Disability Huntingdonshire (DISH) who also receive funding from South Cambridgeshire. DISH will use this to extend their support, advice and advocacy service to clients in South Cambridgeshire in the remaining months of the 2022-23 period.

**Status:** Charity closed

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

#### **About the applicant:**

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.

#### **Funding provided:**

- To make home visits as required to complete assessments and applications (15 home visits per annum)
- To provide face to face advice at DISH offices (15 advice sessions annually)
- To provide a telephone advice and signposting service. (At least 90 telephone enquiries dealt with annually)
- To prepare and take to court benefits appeals (At least 3 undertaken annually)

#### **Outputs/outcomes 2022-23:**

- Have increased the number of clients supported. This has been driven by the cost-of-living crisis and they have seen more requests for benefit checks.
- Can support the client with not just the benefit application. The client advocacy worker will work with the client if they have issues with food/fuel poverty etc, supporting the client to plan, liaise with the companies where they have an issue, referrals to food banks etc, encouraging them to access groups/events in the community. This is a very popular service and well received by clients.
- 17 Home visits completed:
  - 8 Papworth
  - 4 Cambourne
  - 2 Swavesey
  - 1 Elsworth

## Appendix A

- Seven faces to face advice at DISH offices:
  - It is more inaccessible for people to come to Huntingdon, but they started their Outreach Sessions in April 2023 concentrating on Papworth first.
- Telephone advice and signposting service:
  - Have supported 53 people with not only benefit advice but with advocacy support, where clients have been supported with other issues such as fuel/food poverty and access to additional support such as food banks. We don't deal with enquiries as such, but we
- To prepare and take to court benefits appeals:
  - Tribunals are now a mixture of in person and conference calls and they have supported six appeals, five of which were successful. The sixth appeal was at the request of the client, but DISH had advised against.
- Total number of enquiries from residents in South Cambridgeshire:**53**  
Proportion by gender, age group and ethnicity:
  - 20 males,
  - 33 females
  - All white British
  - 6-16 :1
  - 17-24: 3
  - 25-34: 10
  - 35-44: 12
  - 45-64: 13
  - 65+: 4
- Breakdown of the different ways in which DISH was able to help each client:
  - 6 preparations for appeal
  - 4 attendance allowance
  - 29 Personal Independence Payments.
  - 1 DLA
- Other advice provided:
  - 8 benefit checks
  - 5 pension credit checks
- Sum of benefits secured because of support from DISH (full year equivalents):
  - £32,150 AND £3,100 arrears.
- Details of complaints received, if any, and the outcome of any investigation of such complaints:
  - None received.

**Challenges:** The pandemic is still causing issues where people are concerned regarding home visits and the office is not accessible to those where transport may be an issue.

**Case study:**

**Moving forwards:**

- SCDC Funding provided for 2024-27



## Appendix A

- Two workers are attending a debt management/ money management course, so DISH will be able to offer debt support in the not-too-distant future.

**Status:** Pandemic has still caused issues with face-to-face consultations, but they have **achieved objectives** in all other areas.

### **REACH Community Projects**

**About the applicant:** Helps 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.

#### **Funding provided:**

- To provide an outreach project providing debt advice and income maximisation services through home visits in villages in the southeast of South Cambridgeshire district, and monthly surgeries in Linton.
- To identify at least 40 South Cambridgeshire households with poverty-related issues each year.
- To provide support for these households, for example, with benefit claims, managing debt and household budgeting
- To continue to provide monthly surgeries in Linton for the purpose of advice and support to households in need
- To continue to provide home visits where necessary to deliver support and advice

#### **Outputs/outcomes 2022-23:**

- Helped 45 families (79 beneficiaries, 59 adults 20 children) with issues in the South Cambridgeshire area. Are still working with 6 of these beneficiaries but the other 39 have been helped to a satisfactory conclusion.
- Dealt with a total of 53 issues. Of these, four were helping clients with client aid.
- Helped two families with debt. Two cases are still ongoing and of these, one Debt Relief Order (DRO) is waiting to be confirmed.
- Helped 22 clients with benefit issues including Welfare Benefits, Council Tax Reduction, PIP and attendance allowance- giving a financial gain of £22,298.80 in benefits across these families.
- Gave out 16 food boxes to clients in South Cambridgeshire. This includes 14 children and 17 adults.
- Increase in demand has resulted in employment of more staff including a Communications Team Leader, a Communications Co-ordinator, an Administration Officer and a Foodbank Project Manager. Outreach Advisors now have an additional 40 hours per week to spend with clients.
- Have produced leaflets and displayed posters in the library.
- Advisor and a volunteer attended the Wellbeing Week that was organised by South Cambridgeshire District Council at Linton Sports Centre.
- Built relationships with SCDC and CCC officers which has enabled the start the drop-in service at Linton Library,
- Attended the 'Make Lunches' programme at St Mary's Church Linton. St Marys Church partners with Transforming Lives for Good (TLG) and local schools,

## Appendix A

together with friends from across the Linton community, to offer Make Lunch Club in the school holidays.

### **Challenges:**

- Are still seeing the repercussions of COVID-19 where relationships in the South Cambridgeshire area did break down. However, the Outreach Advisers and Agencies and Services Manager have built up relationships with family support workers, health visitors, churches, and local schools. Most of the referrals for clients come through these relationships.
- Numbers of people requesting debt has increased in the last year, yet this seems to have steadied lately however now the energy grants have stopped we expect to see an increase in people requiring help.

### **Case study:**

Granta Medical Practice based in Linton often refer clients to REACH and are extremely grateful that they have somewhere they can signpost people to for help, particularly benefit applications. Many are quite poorly or vulnerable and unable to deal with lengthy applications themselves.

- One lady in Horseheath had tried to complete a form herself on behalf of her husband but being his full-time carer, it had taken her a couple of months to try to complete it. She was over the moon to hear that they had been awarded Attendance Allowance which will go a long way in supporting her husband's needs.
- 'Betty' a 53-year-old disabled lady living alone in South Cambs was initially referred to REACH by the local medical practice. A home visit was made to help her complete a Personal Independence Payment (PIP) application as she has various medical issues and struggles to get around. Whilst the advisor was chatting with her it became apparent as to just how her health issues affect her, even with doing her own laundry. The Outreach Advisor decided to check if there were any kinds of funding available and was directed towards the Radley Charitable Trust who kindly agreed to donate £223 towards a regular laundry service. The Advisor also applied for a further £100 from Acts435 which means 'Betty' now has a total of £343 which will pay for approximately 10 weeks of laundry collected and delivered to her door, this will make 'Betty's life so much easier and hopefully if she's awarded PIP this will help her going forward.
- Advisor also visited another lady in the same village who has terminal cancer. Ann visited her in July after completing her form over the phone. She said, she didn't know how she would have completed the form herself and was extremely appreciative.

### **Moving forwards:**

- SCDC Funding provided for 2024-27
- Have started running a Drop-In Centre from Linton Library every 2 weeks since 1st June.

**Status:** **Achieved objectives**

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**Category 3: Community Transport**

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Royston & District Community Transport (RDCT)	6,000	6,000	6,000	6,000	24,000
The 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>

**Royston & District Community Transport (RDCT)**

**About the applicant:** 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.

**Funding provided:**

- To develop, deliver and publicise flexible community transport services across the district in conjunction with other service providers and in support of the Council in the implementation of their Community Transport Strategy.
- To promote the uptake of RDCT services in South Cambridgeshire, through targeted publicity and presentations (at least one per quarter).
- To promote volunteering to support RDCT South Cambridgeshire services in communities to meet demand for services, through targeted publicity and presentations (at least one per six months).
- To work with South Cambridgeshire District Council and others to explore opportunities to develop Demand responsive transport style services.

**Outputs/outcomes 2022-23:**

- 604 Clients on their database in 44 locations.
- Transport provided for 276 of those clients from 34 of those locations (5.5% decrease compared to last year's figure of 292).
- Total no of villages served: 34 (increase in 17.2% from last year's figure of 29)
- Completed a total of 2,235 journeys covering 34,536 miles (10.5% increase compared to last year's figure of 2,023)
- The journey reason breakdown: 74% medical, 16% shopping trips, 10% social trips
- March 2022- Chair of RDCT appeared on BBC Radio Cambridge to publicise RDCT and the services provided by the charity.
- Monthly newsletter is circulated within South Cambridgeshire to drivers/ volunteers and to a number of care homes and groups, county or district councillors who wish to receive it and via drivers to their appropriate passengers. The last Newsletter and the shortly forthcoming one will have 165 recipients.

## Appendix A

- Regular block adverts (space permitting this is four or five times per year) in the Listing Magazine which is circulated monthly in the SG8 village postcodes.
- Website details South Cambs as an area covered by the charity and explains to interested parties the services provided and how to book a journey.

**Challenges:** 484 cancelled bookings primarily due to postponement / rescheduling of hospital appointments.

### **Case study:**

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** **Achieved objectives.** Although slightly fewer clients requested transport, the overall number of journeys provided for those that used the service increased by 10% compared to last year.

## **The Voluntary Network**

**About the applicant:** Provides 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.

### **Funding provided:**

- To develop, publicise and deliver flexible community transport services to South Cambridgeshire residents in the Haverhill area
- To maintain a steady flow of new members such that the total number of members using the service on a regular basis increases at least 10% above the baseline figure (52 at February 2019)
- To recruit new voluntary car drivers able to cover South Cambridgeshire areas
- To actively promote the transport service to new potential client groups.
- The number of members resident in South Cambridgeshire using the service on a regular basis, with breakdown by village

- *Total number of return journeys by South Cambs residents using the DAR service*

- *Total number of return journeys by South Cambs residents using the Community Car service*

- *Number of volunteer drivers operating in South Camb*

### **Outputs/outcomes 2022-23:**

- Have reintroduced their community car service, recruiting two new volunteer drivers that have undergone all training and safeguarding.
- Have been grateful for the support of the Haverhill Town Mayor, as his nominate charity numerous events have been held to raise monies, all providing a good opportunity to promote our services
- Information has been renewed in local publicity points and with parish councils

## Appendix A

- Heavily promoted Warm Spaces initiatives, aside from the practical relief, it was an opportunity to highlight local community spaces, opportunities to engage.
- Total number of return journeys by South Cambs residents using the DAR service:
- Total number of return journeys by South Cambs residents using the Community Car service:
- Number of volunteer drivers operating in South Cambs:
- 940 South Cambridgeshire residents using the service on a regular basis (30% increase since last year's figure of 723):
  - Linton 588
  - Hildersham 46
  - West Wickham 203
  - Balsham 49
  - Abington 10
  - Weston Colville 44

**Challenges:** Have at time struggled to recruit volunteer drivers, which can sometimes limit resources.

### Case study:

Assist a number of passengers who live in sheltered housing. One particular lady has explained that travelling with others to go to Sainsburys has enabled her to not only feel a little more independence but an opportunity to chat to fellow residents on the bus. Until then she had felt a little isolated, a little shy she was wary of otherwise intruding. She now feels more comfortable in her new home, improving her mental health and sense of place.

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** **Achieved objectives** Numbers using the service have significantly increased since last year.

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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, Buntingford & South Cambridgeshire

**About the applicant:** To provide support to families in crisis or under stress in South Cambridgeshire.

### Funding provided:

- To deliver the “Big Hopes, Big Future” school readiness programme to 10 families
- To deliver a volunteer training event

## Appendix A

- To work with local preschools and family support workers to identify at least ten families to be supported through the programme.
- To match a volunteer to each family identified, who will provide them with weekly support sessions (for between four and six months)
- To provide 6 weekly volunteer supervision (undertaken by the scheme coordinator) for the duration of the support
- To monitor the effectiveness of the services provided; the coordinator will conduct a review visit with each family supported every three months and at the end of support record the feedback from the family through a review questionnaire, in a final meeting between the family and the coordinator

### **Outputs/outcomes 2022-23:**

- Have continued to network with other professionals including health visiting teams, family support workers, mental health teams, preschools, GP surgeries where we share information about this work. We are also part of the Granta Wellbeing Hub group and are featured in the How Are You (HAY) website for South Cambridgeshire.
- 10 families referred into the project are being supported. The majority of the support has returned to being face to face, however the development of digital and telephone services has meant that on occasions they have been able to offer these options when face to face has not been possible e.g., due to illness. This has provided more consistency for the families.
- Have seen some very positive outcomes for the families we have worked with including:
  - Children with improved confidence and self-esteem
  - Children being able to settle into preschool and school settings more quickly with less upset
  - Children with improved social skills including playing alongside and with other children
  - Children with increased literacy, numeracy and communication skills, specifically supporting a smoother transition to a preschool or nursery setting
  - Children with increased concentration skills
  - Parents with a better understanding and increased confidence about how their interaction can support their children to be school ready, both at home and when out of the home.
  - Parents with increased resilience, feeling less stressed with someone outside the family to offload to
  - Improved parent/child relationships as parents have been able to plan 1:1 time for each child more effectively and reduced stress levels have contributed to more positive interactions between parents and children
  - Parents more confident in accessing support from specialist services for themselves and their children
  - Parents more able to establish and implement routines which has helped alleviate levels of stress for example improving getting ready and out of the

## Appendix A

house in time for preschool or school in the mornings or ensuring that important physiotherapy exercises can be managed into the daily routine.

- Have continued to market services, for example with health visiting teams, family support workers, mental health teams, preschools, GP surgeries. Are also part of the Granta Wellbeing Hub group where they can network with other potential referrers. Home-Start is included in the How Are You (HAY) websites for South Cambridgeshire. With high numbers of referrals, they have had no difficulty in identifying need and the development of their service.
- The South Cambs new Family Support Group in South Cambridgeshire has enhanced awareness of services, including the work around school readiness. This year our referrals have come from a broader referring group which reflects this.
- Continue to liaise with all the professionals that are involved with the families that we are receiving support.

**Challenges:** This year a higher number of referrals were received for families with complex needs. This has had a direct impact on staff time as there is an increased need to engage more frequently with other professionals including for some families attending Team Around the Family Meetings and writing reports.

### **Case study:**

Jane was referred to Home-Start by her Health Visitor. With a history of significant poor mental health, including an eating disorder and multiple suicide attempts, Jane was again feeling low after the birth of her second child. The coping strategies she had employed previously to manage her mental health didn't work alongside her role as a mum and she was worried that her lack of patience and snappiness was having an adverse effect on her children, especially her eldest child who was 4 and soon to be starting school. He had become very clingy and was apologising much more frequently. Jane had no peer support network and no family support. Her partner found it difficult to understand Jane's poor mental health, so she felt unable to approach him for support.

### **What did we do to help?**

Home-Start matched a home visiting volunteer with the family who visited weekly for a couple of hours. The volunteer provided a listening ear, someone for Jane to offload to. The volunteer took activities that promoted school readiness, developing literacy, numeracy and communication skills. The volunteer enabled the eldest child to establish a relationship with another adult outside of the immediate family, helping him to develop ways to communicate his emotions through drawing and role play. She provided consistent praise and reassurance to Jane and the children, and they all grew in confidence. She enabled Jane to have 1-1 time with each child, playing games, reading and finding the fun in parenting again.

### **What difference did it make?**

Jane said that she felt more confident at the end of her support from Home-

## Appendix A

Start. She felt more able to work with the preschool on her eldest child's transition to school, something she had been very anxious about. He was less clingy and Jane's relationship with both children improved. She was less stressed with improved routines, which helped her to find time for herself and manage other things like paperwork and household chores. Jane said that she felt happier about her eldest child starting school, feeling he was more prepared, he was more able to focus on an activity and was starting to recognise letters, some words and being able to count.

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** **Achieved objectives**

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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>

#### **Cambridge Council for Voluntary Service (CCVS)**

**About the applicant:** Provides 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.

#### **Funding provided:**

- 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.
- 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.
- 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
- 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)
- Representation on the South Cambs Living Well Area Partnership
- Representation on the Crime and Disorder Reduction Partnership



## Appendix A

- Representation at other occasional and ad hoc district forums and meetings that require a Voluntary & Community Sector voice
- Sharing knowledge and experience within the sector; bringing people together to share common issues, identify complementary activities and develop joint solutions:
  - 1 South Cambs funders fair, bringing together various funders and allowing groups to book appointments to discuss funding opportunities and individual projects
  - 11 newsletters sent to all contacts. These will include updates on good practice as well as local and national news and information.
  - Regular e-bulletins to all CCVS members giving them additional local information, news and advice
  - 11 funding bulletins to CCVS members
  - Social media updates and promotion
  - 2 newsletters to local councillors to promote CCVS and the work of the sector
  - 2 newsletters to parish clerks to promote CCVS and the work of the sector

### **Outputs/outcomes 2022-23:**

- Delivered more advice and support by video call and there are very few in person queries, that said for complex issues it is sometimes better to sit with someone in person and we do still offer this.
- Actively promote their services but do not proactively contact groups as do not have the capacity. The one exception to this is that we try do monthly catch ups with a senior manager each month to allow us to build relationships, get an insight into issues ad activities, and to offer support and coaching.
- Have altered the way enquiries are recorded due to the change in the way that they work and in the staff structure at CCVS- no longer have an office manager who often fielded the main calls and recorded the short easily managed queries. We no longer record these and only record those enquiries which result in us delivering a more substantial response.
- 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 them with questions.
- Provided 333, 1-2-1 support sessions, either in-person, by video, phone or extended email. This represented over 430 hours of support services.
- The annual survey indicated that there was an ongoing preference for online training we have had positive feedback from the few in person courses we have run. Attendees welcomed the ability to make and renew connections with others but there was no additional benefit for the actual training.
- Have started to offer a smaller number of in person training opportunities for those subjects that work best in that way, this has included a session on Managing Challenging Behaviour and Supervision Skills for Volunteer Managers.

## Appendix A

- Ran 69 training session or support events, 24 of these were classified as networking events, and 45 webinars or training sessions. This includes 2 volunteer fairs, and 1 meet the funders event. We have had 1,264 bookings for these events.
- Have also developed 5 on-demand training modules for small groups through the Support Cambridgeshire partnership. This resource is free and available to Cambridge City groups.
- responses from those attending training: average score of 4.6 out of 5 for the overall quality of the courses.
- Continue to attend the Crime and Disorder Reduction Partnership (CDRP)
- Have worked with officers on a number of events including the ZCC work and the work to support Ukrainian families that have moved to the district. We have also worked on events around the Cost of Living and have had some connections with the work around winter warmth.
- Attended a number of place-based groups around Northstowe which has led to a number of enquiries and also to a number of the Northstowe groups joining CCVS to enable them to access support. Have also helped to broker a settlement in a group where relationships between committee members had totally broken down.
- continued to make improvements in Communication- adopting a consistent approach, using tools such as template replies to emails and requests, ensures that we are all sharing the same message, and being clear about how we can support organisations with their own campaigns, events, and recruitment.
- Monthly newsletters continue to achieve open rates beyond average. (Campaign monitor state that the 2022 rate for non-profits was 26.6%. Our average for this 6-month period is 34.8%).
- Subject specific news flash bulletins are also very well received, as are our Spotlight Bulletins which focus on one community organisation per month. We are operating a waiting list of organisations waiting to be featured, which is currently fully booked until November 2023.
- The 3 C's Communications network group is now well established, meeting quarterly. The group allows us to support larger numbers of people in comms roles in our community and allows them to gain valuable peer support in what remains a challenging part of their work.
- CCVS website received 800,141 hits from 51,473 unique visitors the volunteering and then training and events pages being the most viewed. There were also a lot of hits on job vacancy pages when they were promoted.
- Continue to deliver social media mainly through twitter and LinkedIn but also through Facebook. Engagement is increasing and LinkedIn remains popular among the non-profit sector. The total CCVS audience for all platforms is 5,841. Also manage the Support Cambs twitter account which has a further 1300 followers. CCVS Twitter account has grown to 4,138 followers which is an increase of 317 compared to the number last year.

## Appendix A

**Challenges:** None recorded

**Feedback:**

“The training content was brilliant and has given me enormous amounts of food for thought and ideas for action.”

“Well done on providing excellent training sessions.”

“Thank you I found this training session really helpful and at a perfect pace.”

“Very grateful for the free training as we are a small charity, but will benefit from this workshop”

“Great training, I would be interested in more around this subject.”

“Learnt more about the funder, priorities and how to go about putting a funding application”

“Thanks as always for your support. Great clear, simple guidance that really makes a difference”

“I learnt a lot today, especially the recruitment and retention of volunteers and how to make ourselves more diverse”

“Would recommend this to all trustees both new and existing”

” It is such a great idea what you are doing, and we always share the email round to our colleagues as it is great to know about what else is happening out in the community.”

“I just wanted to say thank you again for making us your spotlight for March. It was a fantastic bit of publicity for us, and we’ve had a lot of engagement with the article through our social media”

“I can only imagine the time and effort (and link checking!) that goes into creating [the newsletter] every month so I wanted you to know it is appreciated 😊”

**Extra Information:**

- Are also awarded an extra £4000 per year to contribute to the Support Cambridgeshire funding website. The site is managed by Hunts Forum on behalf of the Support Cambridgeshire partnership. In the year 22-23 South Cambs postcodes saw the second highest number of people after Cambridge in the county using the site with 493 users making 1049 logins. This has resulted in £33,500 of bids made to people with a South Cambs postcode, but we know that many groups that are delivering across the district may have a postcode from the surrounding area.

**Moving forwards:**

- SCDC Funding provided for 2024-27
- We have not been recording a lot of the shorter enquiries this year but will look at how we do this going forward with the database and the development of a new monitoring strategy and plan.
- We are looking at what we would need to deliver hybrid events and depending on having the necessary equipment, we will look at running a small number of hybrid sessions, for subjects that work best in that way.

**Status:** Achieved objectives

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

	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)	Total (£)
Care Network Cambridgeshire	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)**

**About the applicant:** Support communities to involve local people to support each other both individually and through groups and activities.

**Funding provided for Community Transport:**

- Deliver a community car schemes sustainability project via community-based participatory research activity
- Develop an area-based initiative and collaborative approach to community transport via Care Network Transport membership scheme
- Provide Open Arms training to all community car schemes in South Cambridgeshire to enable them to identify and signpost lonely service users to Care Network
- Use social network theory to increase awareness of community car schemes
- Redesign the annual community car schemes survey
- Provide 1-1 support for community car schemes as required
- Provide 6 networking and training events /year for community car schemes

**Funding provided for Independent Living:**

**Independent Living, Support for Parishes & Communities:** Wellbeing Service (Project Catalyst) (different to agreement- is this ok?)

- Support clients who are newly experiencing low mood, anxiety or depression or those with existing low to moderate anxiety or depression.
- Through 'Trusted Friends' support clients to engage with community groups or activities that promote wellbeing.
- Contact communities and parish councils through a variety of means to provide information about Project Catalyst and support engagement. Including accessing associated wellbeing funding to support community activities.
- Through 'Check and Chat' provide weekly phone calls to clients experiencing social isolation.

**Outputs/outcomes 2022-23:**

- Meeting with Community Transport Association (CTA)- Development Officer for England attended. CTA are advocating at a national level for review of the current 45p per a mile cap. Car Schemes have been asked to contact their local MP to raise it at local level.
- Updated Coordinator Pack sent out to all scheme coordinators to share with drivers and other volunteers. Containing information on setting up and running a community car scheme.

## Appendix A

- Community Car Scheme leaflets updated on the Car Network website. These are specific leaflets for passengers, drivers and those with Dementia. Useful for new drivers, and new and existing passengers. Other uses include recruitment of volunteer drivers or publicising the car scheme at local events.
- CNC and CPCA (Cambridgeshire and Peterborough Combined Authority)- liaising with SCDC on updating the SCDC online community transport directory webpage.
- June 2022 Recruitment and Retention of volunteers for Car Schemes- presentation on recruitment and retention of volunteers for Community Car Schemes. Volunteer numbers have been impacted due to the ongoing pandemic, cost of living and fuel crisis. User friendly versions sent out in Word and PowerPoint.
- July and August 2022-Hot weather warnings and precautions sent out during these months to all car schemes due to unprecedented heatwaves. Importance for volunteer drivers and passengers to postpone journeys or take extra precautions.
- August 2022- CCS follow up meeting with CTA-A follow up meeting included an update from the Head of Policy and Campaigns. CTA had organised a national petition to Parliament. An opportunity for schemes in South Cambridgeshire to voice their concerns directly via a national survey by CTA.
- September 2022-Safeguarding updates, templates and information such as online material. Car schemes signposted to local courses such as safeguarding for Community volunteers.
- October 2022- CNC has been liaising with SCDC on transport generally for Ukrainian refugees who have settled in the UK as part of the Homes for Ukraine scheme. Exploring different ideas and connecting them with Cambridge Dial-a-Ride and St Ives Volunteer Bureau.
- October 2022 Bus Services (retender)-Car schemes were particularly worried about the sudden announcement of Stagecoach to pull out of many different routes on 30th October 2022. This would have left some villages without any bus service. There was an urgent retender of routes by CPCA which has resulted in all but 1 bus service route being covered. Many villages in South Cambs signed petitions to their MP.
- September 2022- CCS meeting with Parkinson's UK- Car schemes may be taking passengers who have recently been diagnosed with Parkinson's or those who have been living with Parkinson's for some time. Follow up presentation by Parkinson's UK sent out to all schemes for contacts and future reference.
- short section in the Think Communities Summer Newsletter in July <https://sway.office.com/Ouzu1xCNPzyH7wCf?ref=Link>.
- Jointly developed an article for the SCDC resident's newsletter published in September 2022
- Updated the wellbeing webpage and included a link for SC Community Connectors, Community Development Officers and H.A.Y colleagues

## Appendix A

- Developed a wellbeing service information video for their webpage <https://care-network.org.uk/wellbeing/> and with the support of the SCDC Community Development Team- this was also distributed to all Parish and District Councillors in the area
- A member of the Wellbeing Team along with a member of the Community Navigator Team for South Cambridgeshire gave a short online presentation at the SCDC community support workshop on 20 June, outlining CNC services. <https://www.scambs.gov.uk/community-safety-and-health/communityaction/community-action-case-studies/>
- Through their Recovery and Resilience Grants they have funded another small group based at the Monkfield Practice in Cambourne and have a pending grant application for a craft group in Linton. All applicants are advised about the SCDC Community Chest for future funding.
- Were approached by SCDC to assist with the dissemination of grants to Ukrainian guests staying in the district. After some consideration and discussion this was taken forward in house by SCDC.
- Community Car Scheme meeting with Cambridgeshire Hearing Help-Information shared on how hearing loss might impact both passengers and drivers.
- Greater Cambridge Partnership meeting included a presentation on how the proposed Congestion Charge would work and its impact including current exemptions. Community Car Schemes expressed their concerns including geographic area of the proposal, volunteer car schemes not being included in the current exemptions and extra bureaucracy for volunteer drivers should proposals go ahead.
- Community Car Scheme Attended CTA (Community Transport Association) Regional Forums
- Community Car Scheme Attended a St John's Ambulance online information session on First Aid. It also included advice on the St John's mobile app for first aid that drivers and other volunteers can download onto their mobile should they wish, free posters and information on common conditions on their website.
- CNC Wellbeing Information Session where Coordinators and drivers were invited to attend
- Ability Net meeting to help individuals who are struggling to get online, with basic IT or maybe have a specific IT issue. CCSs and Good Neighbour schemes may come across more passengers that are finding that they may be digitally excluded as the shift to moving online continues.
- Attended Care Together Project meetings with CPCA and CCC.
- Relaunch of The Eversdens Scheme in March 2023, with Royston & District Community Transport Association taking calls on behalf of their volunteer drivers. CNC met with The Eversdens Parish Council Clerk and provided advice and help with re-launching a Volunteer Community Car Scheme with help also provided by CPCA.

## Appendix A

- Relaunch of Histon Impington and Girton (HIG) Scheme- “HI-Friends” were interesting in relaunching a car scheme in addition to the minibus service that is used for group shopping and outings in Histon and Impington. They recruited three local coordinators and set up a generic Gmail account. CNC emailed them the coordinators pack, templates, copies of our leaflets and responded to several queries including insurance.
- Worked to ensure that people in the district are aware of CNC provision- deployed staff and leaflets at events, via the CNC webpage and social media and on H.A.Y. South Cambs.
- Maintained awareness of partner developments such as JOY, through which they are now receiving referrals and have liaised where necessary with providers and referrers to ensure that this works smoothly for all parties.
- Participated in the Think Communities Consultation.
- Two colleagues staffed a CNC stall at the Bar Hill event for Wellbeing Week in October 2022
- Shared information about the wellbeing service available to individuals and grant support for groups, either from CNC’s Recovery and Resilience fund (up to £300 for grass roots community groups) or by advising of the SCDC Community Chest where appropriate.
- Visited two craft groups CNC had grant funded in the South Cambs
- In March 2023 the Wellbeing Manager delivered a wellbeing awareness raising session for volunteer car scheme drivers / coordinators, which included 6 South Cambs participants and we continued to support our own Care Network volunteers in South Cambs with check in calls, and by delivering both induction and wellbeing training to them.
- Have worked on redesigning / simplifying the CNC wellbeing leaflet in readiness for further outreach opportunities.
- Worked with six clients in South Cambs, five received staff support and the other engaged with volunteer check and chat support. Four other referrals received but two were out of scope, but both were given appropriate alternatives.

**Challenges:** None reported

### **Case studies:**

Client X had had a stroke, which made communication more challenging. However, she did engage with the support, and through discussion was able to appreciate that she was aiming for currently unrealistic goals and that this was making her feel low. She modified her goals to more manageable targets, such as making sure she accessed all the upcoming medical appointments she needed to aid her recovery. She is now also planning on attending weight loss classes to reduce health risks. One client initially had staff wellbeing support due to her very low mood following a bereavement and a stroke. The client progressed well and then took up our offer of a check and chat volunteer to increase her social contact whilst she continued to build her strength after hospitalisation following a fall. This had been going well, but when the volunteer became concerned that she was unable to contact the client we

## Appendix A

discovered that she was back in hospital again. We keep contact with clients throughout their ups and downs and clients find this continuity reassuring and helpful. We have agreed to resume support when the client is ready.

**Orwell Community Car Scheme on The Eversdens relaunching a scheme-** “That is wonderful news. We in Orwell have tried to help them (The Eversdens) but found it difficult due to the increase in demand from our own villagers, so this is great news and I wish them well.” Coordinator, March 2023

### **Fulbourn Feast -26 June 12-5pm**

'Having had a large number of hospital appointments to attend over a long-ish period, I cannot exaggerate how helpful the Fulbourn Car scheme has been to me. The very kind volunteer drivers are always ready to help as though it is no trouble. A very big, 'Thank you' to al/ involved. ' (Quote from community member who described themselves as a big fan of the car scheme).

**Moving forwards:** SCDC Funding provided for 2024-27

**Status** **Achieved objectives** for both Community Car Schemes and Independent Living

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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>

See footnote 2 to main report.

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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**

**About the applicant:** Provides a range of accommodation, support and specialist services for homeless men and women.

### **Funding provided:**

To contribute to the maintenance and upgrade of computers & IT support provided to service users. Cyrenians provides a PC and internet access for residents in each of our houses 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.

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.

### **Outputs/outcomes 2022-23:**

- This reporting period was less dominated by covid with just a few isolated cases within our resident community.
- The delivery of Streets to Homes begun in April 2022
- Expanded their service adding 3 extra older homeless supported bed spaces by converting their old office back into accommodation following our move to new offices at 3 Signet Court.
- Accommodated 18 new residents with a connection to South Cambridgeshire. See referral examples below for more details. This represents 18% of the people newly accommodated over the year having a connection to South Cambs.
- Saw an increase in the number of referrals to the service to 240 and of this, they were able to house 91.
- Have successfully seen a number of residents move on successfully into social housing, private tenancies and returning to friends and family, and positively moved on or through a high number with a 60% planned move-on rate.
- Continued to provide two female only houses, a full-time mental health practitioner, a dedicated older homes floating support service to clients living in the community and a flourishing allotment project.
- Now have all properties that are able to be serviced by Virgin fibre switched over which has helped to increase internet speeds in the houses.
- 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.

### **Challenges:**

- continued to see an increase in eviction for rent arrears: 10 residents evicted due to their behaviour and 5 residents being recalled to prison- this reflects the increasing level of need seen in referrals and the increasing numbers of residents suffering multiple disadvantages.

### **Case study:**

## Appendix A

1. Male, age 46, referred by Cambridge City Council Housing Advice Service. At the time of the referral, he was in prison and was due for release 8 days later. He was currently in prison for domestic violence towards an ex-partner. The offence was very serious and included threats of rape to the victim and her daughter, burning the victim, using weapons such as an axe to intimidate and various times of hitting the victim. The referral did state that the risk was mainly to partners and their children, and he had shown no aggression to probation or prison staff. He also had past offences for dangerous driving, common assault and domestic violence against someone else. When interviewed he admitted to previously having used alcohol heavily which he said contributed to his offences and he stated that he had done work in prison and with probation to try and not re-offend. For example, he took part in a building better relationships course and had engaged with health services about his drinking and his depression. We spoke to his probation who had plans in place for when he was released and stated that he had engaged well with them. We decided that due to him working well with services and him attending courses around his offending behaviour that we could house him in our ex-offender's project. He currently is still housed by us.

2. Male age 33, referred by South Cambs District Council (SCDC). He had previously been arrested for Rape of a Child under the age of 13 with the offence being carried out over a 6-year period; the offence was committed against the daughter of a family friend who the Male had built up trust with. When he was referred to us, he had recently been released from prison. He was in prison for breaching conditions probation had set him, he had moved in with a woman and her 10-year-old daughter, which was forbidden under his licence conditions. He was currently housed in an Approved Premises. At interview, he showed no remorse for his offence and claimed he was innocent. He also stated that he did not use drugs or drink alcohol; he did say he suffered with a panic disorder which he was getting support for. When considering him for our accommodation we looked at his OASys report, which stated he was high risk of serious harm to children, which means the risk is imminent and likely to have serious consequences, he was low risk to staff and public. After speaking with his probation worker, interviewing him and liaising with SCDC we decided we could house him in our short stay accommodation. We then needed to contact the Public Protection Unit (PPU) who have to legally say if he is allowed to live at the address. We did raise the issue of the property being near a park, but the PPU said this was acceptable. He is now living in our short stay accommodation; we did not consider the ex-offenders project as we felt his safety would be at risk in this project due to his offending history.

3. Male, age 45, referred by Probation Services. At the time of referral, he has recently been released from prison and was in CAS3 accommodation, which provides accommodation for up to 84 nights for prison leavers. He had been in prison for 20 weeks; the offence was domestic violence and assaulting a police officer. He also has previous offences for assault and domestic violence. We had

## Appendix A

previously housed him in our ex-offenders project where he was evicted for being part of an attack on another resident. A lot of his previous offending history had been committed when under the influence of drugs. He was classed as medium risk of violence by probation and medium risk to staff, however after speaking at length to his probation officer the risk to staff was mainly towards police officers. At interview, he spoke about how he was now no longer using drugs and he spoke at length about goals he had, such as finding work, attending acupuncture sessions and trying to find new hobbies. He appeared to be genuine in wanting to make an effort to try to make improvements and he was very honest about past mistakes. When we had, previously housed him despite him being quite complex staff did manage to engage with him. Due to the fact, we felt he had clear goals, acknowledged past mistakes and he had engaged with staff well previously we decided we would accept him for accommodation, and he moved into our ex-offenders project.

**Moving forwards:** SCDC Funding provided for 2024-27

**Status:** Achieved objectives

### Cambridge Re-Use

**About the applicant:** Provides low-cost household goods to low-income families in Cambridge and South Cambridgeshire

**Funding provided:** to contribute to the cost of running a furniture van which is used both for collecting donations of household goods and for delivering purchases to customers' homes.

#### **Outputs/outcomes 2022-23:**

- Despite the economic downturn and cost of living increases have achieved some positive results: helped 113 South Cambs households (226 beneficiaries). A slight increase against last year (106 households). Of these households: 90 were new referrals, most of whom (80%) self-referred. Of these beneficiaries 84 were children under 16 and 142 adults – a similar proportion to last year.
- Saw a decrease in the number of households wholly on benefits. Last year 100% were on benefits: this year 40% of families had income from work to support themselves. This could be due to a change in a different type of family using us who seem to be less reliant on agency referrals.
- In terms of housing accommodation, figures are similar to last year: 43 (38%) live in Council Housing, 51 (45%) in Housing Association 16 (14%) in Private tenancy
- 27 (23%) of applicants had a disability, compared to 40 (37%) last year - a 14% drop in applications with a disability.
- The trend of households self-referring is continuing which they believe is due to the extra work they have put in to increase access services through online community media platforms (i.e., Facebook and Gum Tree) which means families are finding their own way to them.
- Furniture poverty in the most vulnerable households in our community still exists. In total, over 400 households are supported (nearly 900 beneficiaries) in the City and wider Cambridgeshire area.

## Appendix A

- Are continuing to provide much needed volunteering opportunities for over 30 volunteers in any one week.
- A recent initiative to open to the general public has provided much needed revenue.

**Status:** Achieved objectives

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

**About the applicant:** 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.

**Funding provided:** to help finance the Outreach worker for the South Cambridgeshire area.

### **Outputs/outcomes 2022-23:**

- Helped to obtain occupation orders to exclude perpetrators from accommodation
- Provided support and advocacy to have accommodation put into the survivor's sole name
- Provided support to manage the risk of harm the perpetrator posed through advice, safety planning and joint working with other services
- Helped to look at housing options and support move in a planned way where they could not safely remain in their current home
- Provided support and advice to obtain alternative accommodation in other areas
- Provided support and funds to help set up a new home from scratch
- Continued to support on a range of domestic abuse issues to prevent future related homelessness
- Helped survivors evidence their experiences of domestic abuse to support their application for relief of their homelessness despite an assumed lack of local connection.
- Provided accessible, safe support on a range of issues that may lead to homelessness
- Offered appointments with highly trained, experienced specialists in the field during normal working hours
- Provided support out of hours in a crisis.
- Raised awareness of domestic abuse with professionals and our communities to particularly support early intervention. in September 2022 which was attended by South Cambridgeshire District Council (funded by a separate £4,000 donation obtained by CWA)
- Supported preparations of the Cambridge City Council 16 Days of Activism event at the Guildhall (attended by South Cambridgeshire District Council)
- Provided training to South Cambridgeshire District Council elected officials

## Appendix A

- Trained 147 community member to spot and respond to domestic abuse
- Were a key partner agency in the It Takes a City Women and Homelessness Group working to set up and improve provision for women at risk of street homelessness in the city
- Secured additional funding from the Rosa trust, in order to develop further opportunities for local housing services to consult with an expert survivor group
- 358 clients were supported by CWA in the year:
  - South Cambridgeshire = 130
  - Cambridge city = 215
  - East Cambridgeshire = 42
  - Huntingdonshire = 1
  - Fenland = 1
  - Out of county = 5
- Weekly group therapy was provided to 11 women
- 27 survivors attended the CWA Survivors Conference in September 2022 to share their lived experience of domestic abuse with key community services to generate improvements to local provision.
- 40 specialist play therapy sessions were provided to children moving on from the refuge
- 17 peer support art group sessions were held and had 96 attendances by 12 women
- 12 women attended the 7-week Power to Change Course

**Challenges:** None reported

### **Case study:**

**Case study 1-Alina\*** called us after initially calling Impakt Housing on 27th December and learning from their out-of-office message that their domestic abuse outreach service was closed over the Christmas/New Year period. Our service was still available and open access during this period. She was in a hotel after fleeing to Cambridge from a different area. She didn't understand the housing process, so we helped her to understand what would happen at each stage: how to apply as homeless due to DA; what temporary accommodation means; and how the bidding process works. We provided a supporting letter for housing to help explain the situation and offered to work in partnership with the housing officer in communicating with Alina. This helped to address her anxiety about the process. Alina struggled while living in temporary accommodation, and we helped to meet her practical and emotional needs to enable her to continue engaging with support. We supported her to register with a GP to address her health issues and let her know where she could access suitable healthy food in the community. We provided pots and pans, foodbank vouchers, and supermarket vouchers. We offered to connect her with the Solidarity scheme at Emmaus to help get hold of household essentials and gave advice about local sources of second-hand furniture. She has now successfully resettled and is still engaging with us. We are now supporting her to make links in the community, by providing art group, helping to find bus routes so that she can

## Appendix A

start employment, connecting her with a local community crafts group and the Cambridge Women's Resources Centre, and helping her to feel established in her new place.

### Case study 2

Bea\* came to our outreach service after fleeing from elsewhere in Cambridgeshire. Her temporary accommodation was close to the perpetrator of the abuse, and she was still working and keeping her children in their school, so we did lots of detailed safety planning with her, to keep her safe while she was in temporary accommodation. We provided a supporting letter and helped her to navigate the process of applying for housing, until she was successfully rehoused. Bea faced major emotional challenges due to the stress of keeping safe while moving between various different accommodations, at the same time continuing her job, and maintaining a sense of normality for her children. We provided a listening ear and helped with some last-minute practical problems associated with moving. She struggled financially with the expense of her moving costs and deposit coming at once, and we provided food vouchers to help her manage. There were no white goods in her new accommodation, so we applied to Children in Need and Cambridge Aid to ensure she had a cooker and fridge-freezer so that her and her children could have healthy and affordable food. The risk from her perpetrator has now passed, and due to the support from housing and CWA she has been able to maintain her family's safety, economic independence and important social connections through school and work.

**Case study 3-Zainab\*** came to our service in October, just as Impakt's Domestic Abuse Support Service (DASS) was taking over as the new outreach service in Cambridgeshire. She needed to be resettled safely as part of a planned move from a refuge in another part of the country and was therefore considered homeless. When she contacted us, we initially signposted her to DASS for support, but she came back to us after three weeks, as she had not received a response in this time. After four weeks, she was told by DASS that there was a three-week waiting list for support. By this time, she had completed her move, had no local friends or connections, was struggling to afford food due to debt and inadequate universal credit payments which did not cover the cost of living, and was living in her new home with no furniture whatsoever. She had an unmanaged health problem which left her struggling to manage the stairs to her flat but did not know how to register with a local GP as no one had explained this to her. We tried to liaise with DASS while at the same time working to meet Zainab's immediate needs ourselves. We liaised with DASS about what support they were providing and to help her understand what they were offering – English is not her first language, so she found it difficult to understand. We offered to help interpret DASS's support for her, but they declined this. We gave her a £200 voucher to buy essential household items, applied to Cambridge Aid for a grant for a fridge-freezer, and linked her with Citizen's Advice to apply for the Cambridge Local Assistance scheme. We applied to the Nurse's Trust to help her get a cooker. We linked her with Cambridge Community Kitchen so that she could get hot meals in the meantime and gave her a foodbank voucher and

## Appendix A

a groceries voucher so she could afford to eat. We found her local doctor's surgery and helped her to register. At Christmas, we gave her vouchers from our donations so that she could buy herself a present and some nice food. We have stayed in touch with her and offered to help link her up with local community activities such as coffee mornings, our art group and groups offered by the women's resources centre.

**Case study 4-Diane\*** is a long-term service-user of CWA, who has sought support from us when needed over the past 2 years. We previously supported her with getting a non-molestation order against her ex-partner, to allow her to remain in her home until a managed move could take place. She recently came back into our outreach service with a number of complex issues related to housing, while she was waiting to be allocated a housing IDVA. She had been offered a property but was unable to pay the deposit; we funded this out of our Flexible Funding so that she could secure the property. She was being charged for damage to her previous property, which was caused by her abuser, as part of a police-recorded domestic abuse incident; this was also hindering her move, while repeated letters requesting payment for the damage he had caused were affecting her mental health. We liaised with housing in order to resolve the situation. Her universal credit payments had been frozen as a result of her ex-partner's economic abuse, so we contacted the vulnerable person's worker at the DWP in order to have these reinstated. She had no money to cover the cost of a removal van, so we offered a donation to pay for this, so that she could afford to move her belongings to her new home.

\*All names have been changed

**Case study 5** – in the words of a survivor who shared her experience with the Cambridgeshire and Peterborough feedback project

"The relationship had ended, and a Police officer had come to take my statement after I reported a Burglary - my ex-partner had taken the laptops and the children's passports from my home. As I spoke to the officer, explaining what had been going on, tears came, along with the realisation that my ex-partner wasn't just vile, but that he was abusive. In that moment I realised I had been a victim of abuse. From that moment, there was a bit of a domino effect, and I was contacted by lots of different services - Early Help - IDVA - MARAC - The Bobby Scheme.

I was overwhelmed at the help that was out there; help I didn't even know existed. The support I received led me to Cambridge Women's Aid - the service that I feel has had the most life changing impact for me. I'd been signposted to them for support and was allocated the most amazing support worker. The support worker was so understanding of my situation and their constant support and validation has helped me endlessly. It's helped me to get out of bed every morning and face the day.

It's helped me to support my children better. It's helped me to understand that the blame and the shame is not mine to carry. It's helped me to understand domestic abuse and recognise controlling, coercive and manipulative behaviour. It's helped me to know that I'm not alone and prevent me from falling into deep depression and despair.

## Appendix A

I was able to get support without having to go through question after question, without having to relive it all.

In the height of my despair, my support worker recognised that my anxiety and depression were connected to the negative connotations associated to my bedroom. It was with their advice I was able to change the room, to remove subconscious negative energy. I removed the door to create an open space, removed a bookcase, repainted the room and changed the position of the bed. I felt better, but the most important thing was the carpet, it still smelt of him, it still reminded me of him and the things I'd experienced. My support worker suggested that ripping up the carpet could be good for me, and when I explained that I couldn't afford to replace it, they applied for funding for me to get a new carpet. It made a huge difference and it meant everything to me. I don't think I would have made it through everything without the support of Cambridge Women's Aid. They've been a shoulder to cry on, and ear to talk to. They've helped me to understand that it's okay to ask for help without embarrassment.”

**Status:** Achieved objectives