

Grant Working Party



St Edmundsbury
BOROUGH COUNCIL

Title:	Agenda																	
Date:	Wednesday 16 September 2015																	
Time:	5.00 pm																	
Venue:	GFR-13 West Suffolk House Western Way Bury St Edmunds																	
Full Members:	<p style="text-align: center;">Chairman To be elected</p> <p style="text-align: center;">Vice Chairman To be elected</p> <p><u>Conservative Members (6)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Sarah Broughton</td> <td style="width: 33%;">Angela Rushen</td> <td style="width: 33%;"></td> </tr> <tr> <td>Ian Houlder</td> <td>Jim Thorndyke</td> <td></td> </tr> <tr> <td>Margaret Marks</td> <td></td> <td></td> </tr> <tr> <td>Clive Pollington</td> <td></td> <td></td> </tr> </table> <p><u>UKIP Group Member (1)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">John Burns</td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table>			Sarah Broughton	Angela Rushen		Ian Houlder	Jim Thorndyke		Margaret Marks			Clive Pollington			John Burns		
Sarah Broughton	Angela Rushen																	
Ian Houlder	Jim Thorndyke																	
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Clive Pollington																		
John Burns																		
Substitutes:	<p><u>Conservative Members (2)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Simon Brown</td> <td style="width: 33%;">Sara Mildmay-White</td> <td style="width: 33%;"></td> </tr> </table> <p><u>UKIP Group Member (1)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Tony Brown</td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> </table>			Simon Brown	Sara Mildmay-White		Tony Brown											
Simon Brown	Sara Mildmay-White																	
Tony Brown																		
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.																	
Quorum:	Three Members																	
Committee administrator:	Claire Skoyles SEBC Cabinet Officer/Committee Administrator Tel: 01284 757176 Email: claire.skoyles@westsuffolk.gov.uk																	

Agenda

Page No

Procedural Matters

1. **Substitutes**
2. **Election of Chairman 2015/2016**
3. **Apologies for Absence**
4. **Election of Vice-Chairman 2015/2016**
5. **Minutes**

1 - 6

To confirm the minutes of the meeting held on 13 March 2015 (copy attached).

Part 1 - Public

6. **Rural Initiatives Grant Scheme: Update**

Projects supported so far for this financial year 2015 / 2016 are as follows:

- Kedington Parish Council - £6,166.67
Improvements to Community Centre
- Horringer cum Ixworth Community Council - £7,809.00
Energy Efficiency Improvements
- Stanton Bowls Club - £3,350.00
New Bowls Floor

The scheme is a rolling programme with a remaining budget of £38,018.33 of unallocated funds.

The Working Party is asked to **NOTE** the above update on the Rural Initiatives Grant Scheme.

7. **Consideration of Community Chest Funding - Transitional Year (2015 - 2016)**

7 - 78

Report No: **GWP/SE/15/003**

Members are invited to individually score the Community Chest applications prior to the meeting which may aid discussion.

8. Dates of Future Meetings

Members are requested to **NOTE** that the next meeting of the Working Party will be held on Monday 16 November 2015 at 5pm in GFR-13.

Part 2 – Exempt

NONE

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Grant Working Party



St Edmundsbury
BOROUGH COUNCIL

Minutes of a meeting of the **Grant Working Party** held on **Friday 13 March 2015** at **10.00 am** in **GFR12, West Suffolk House,** Western Way, Bury St Edmunds IP33 3YU

Present: **Councillors**

Chairman Angela Rushen
Vice Chairman Jim Thorndyke

Sarah Broughton Ian Houlder
Robert Clifton-Brown

Substitutes attending:
David Nettleton

By Invitation:
Sara Mildmay-White Portfolio Holder for Health and Communities
Christopher Spicer

11. **Apologies for Absence**

Apologies for absence were received from Phillip French and Derek Redhead.

12. **Substitutes**

The following substitution was declared:

Councillor David Nettleton substituting for Councillor Derek Redhead.

13. **Minutes**

The minutes of the meeting held on 12 January 2015 were confirmed as a correct record and signed by the Chairman.

14. **New Approach to Grant Funding Arrangements and Review of the Locality Budget Scheme**

The Working Party considered Report No: GWP/SE/15/002 (previously circulated), which sought endorsement of the proposals regarding proposed new grant funding arrangements and for the locality budget scheme to be continued with revisions following the review of its pilot in 2014/2015.

A new approach was proposed to support families and communities, as provided in textual and diagrammatic form in the report, which aimed to simplify the present arrangements and funding types, with differing degrees of devolution of control to local communities.

The following proposed three funding streams were:

- (a) Locality Budgets;
- (b) Community Chest; and
- (c) Portfolio Holder Budgets.

The paper provided further details on the remit of each of the above and examples of the types of grant that would typically derive from each stream.

The new approach aimed to promote each Ward Member's role as a community leader and for championing their own communities. Emphasis was placed upon achieving a successful balance between Council and community initiated funding.

Section 2 provided details of the Locality Budget Scheme review and proposed revisions to the scheme following its successful pilot in 2014/2015.

The following appendices were attached to the report.

Appendix A: Criteria for community grant funding;
Appendix B: revised councillor guidance for the Locality Budget Scheme; and
Appendix C: a revised application form for use with the Locality Budget Scheme.

The officers informed that a revision to Recommendation (2) provided in the report was required, as the proposed delegation should be to the Head of Service, in consultation with the Portfolio Holder, and not to the Portfolio Holder him/herself.

New Approach Grant Funding Arrangements

The Working Party firstly considered the proposed changes to the grants process, which included the establishment of a Community Chest and introducing delegations within that funding stream to enable the Head of Families and Communities, in consultation with the relevant Portfolio Holder to award grants up to the value of £10,000.

£10,000 was considered to be significant amount of money to be allocated under the above delegation and the Working Party expressed an interest in remaining involved in discussions should the Head of Service and Portfolio Holder need to consider granting funding using these delegated powers. It was therefore suggested that the Working Party should be consulted by email on grants proposed to be awarded under this delegation in a similar way that was applied when determining applications made under the existing Rural Initiatives Grant Scheme (as outlined in Appendix A). This proposal was accepted by Members and together with the revisions to the delegations outlined above, this proposal was included as an additional recommendation as (2)(b) below.

During the discussion of this item, Members noted that the existing Rural Initiatives Grant Scheme would continue as a ring-fenced grant within the Community Chest until all of the remaining £67,444 had been allocated. A formal decision would need to be taken by Cabinet and Council as part of the budget setting process as to whether or not to replenish this fund and if so, by how much.

Other issues discussed under this item included:

- (a) the process for considering some of the larger core grants currently awarded under funding agreements, such as the Citizens Advice Bureaux;
- (b) the possibility of holding a networking open day in summer 2015, which aimed to bring organisations across West Suffolk together and signpost them to other sources of match funding, and whether an outline of this event could be provided at the next Parish Conference on 26 March 2015;
- (c) reviewing organisations that had been awarded core funding on a historical basis; and
- (d) the purpose of the proposed separate £15,267 portfolio holder budget, details of which were set out in the report.

Locality Budgets

Discussion was then held on the Members' Locality Budget Scheme, which had been piloted in 2014/2015. The Working Party acknowledged the success of the pilot and supported its continuation into 2015/2016.

A typographical error was firstly identified in paragraph 1.2 of the proposed Guidance to Councillors on the Locality Budget Scheme, attached as Appendix B, where the reference to paragraph 4.4 should have been to paragraph 4.6.

Discussion continued on the following paragraph, as set out in the above document at Appendix B:

- 1.7 As community activity in many rural areas is often led or supported by the parish council funding may in exceptional cases be granted to support activities which are for the benefit of the community, but which are directly delivered by the rural parish councils. For the purposes of this scheme, a rural parish council is considered to be a parish with a population of 1,000 or fewer according to the latest mid-year estimate figures. Funding must not be used to supplement services or functions provided by the parish council which are or could normally be provided through its own resources. Members should be satisfied that the request for funding for the rural parish meets all the requirements (as summarised in 1.5 of this guidance).*

Members recognised that this paragraph had been introduced to provide flexibility and to enable projects to be supported in some of the smaller rural

parishes more easily. Any allocated funding was not meant for parish councils to support services normally provided by them and this was about enabling a means of banking the funding on behalf of those that did not have formally constituted bank accounts. However, concern was expressed that to define the eligibility of a parish by its population within this part of the scheme was an inappropriate method of determining whether funding should be granted to parish councils in such exceptional cases described above. It was considered that the Ward Member should be able to use their own discretion as to whether applications fell within these criteria. The Working Party therefore wished to recommend that the following sentence from paragraph 1.7 of Appendix B, as reproduced above, be deleted from the Locality Budget Scheme:

For the purposes of this scheme, a rural parish council is considered to be a parish with a population of 1,000 or fewer according to the latest mid-year estimate figures.

RECOMMENDED That:

- (1) the revised approach to grant funding from 2015/2016 including the establishment of a Community Chest, as set out in Section 1.3 of Report No: GWP/SE/15/002, be approved;**
- (2) (a) the Head of Families and Communities, in consultation with the Portfolio Holder with the responsibility for Grants, be given delegated powers to make awards from the Community Chest funding to the value of £10,000, as set out in paragraph 1.4.4 of Report No: GWP/SE/15/002;**
 - (b) subject to (2)(a) above, the Grant Working Party firstly be consulted by email on grants proposed to be awarded under this delegation using a similar procedure to that applied under the existing Rural Initiatives Grant Scheme;**
- (3) the existing St Edmundsbury Grant Policy be revoked and from April 2015 be replaced with the new criteria, as outlined in Appendix A to Report No: GWP/SE/15/002;**
- (4) the success of the Locality Budget Scheme to date be noted and subject to the amendment below, revisions to the scheme to be implemented for 2015/2016, be approved:**

the sentence, 'For the purposes of this scheme, a rural parish council is considered to be a parish with a population of 1,000 or fewer according to the latest mid year estimate figures', be deleted from paragraph 1.7 of Appendix B to Report No: GWP/SE/15/002; and
- (5) any Locality Budget underspend for 2014/2015 with the exception of the £500 per Councillor carry-forward, be approved and retained within the Locality Budget fund for**

allocation in future years, as outlined in Section 3.2 of Report No: GWP/SE/15/002.

15. Dates of Future Meetings

It was noted that no dates for an ordinary meeting in the 2015/2016 civic year had been proposed at this stage. The Borough Council's Elections were scheduled for May 2015 and therefore membership of the Working Party may change by the time it met again in late 2015.

The next meeting would therefore be arranged nearer the time in consultation with the Working Party.

In the meantime, the officers would continue to consult current Working Party Members on grant applications submitted under the Rural Initiatives Grant Scheme, and also consult on any new applications for core funding or those due to come under review, by email.

The meeting concluded at 11.20 am

Signed by:

Chairman

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Grant Working Party



St Edmundsbury
BOROUGH COUNCIL

Title of Report:	Consideration of Community Chest Funding – Transitional Year (2015/2016)	
Report No:	GWP/SE/15/003 [to be completed by Democratic Services]	
Report to and dates:	Grant Working Party	16 September 2015
	Cabinet	20 October 2015
Portfolio holder:	Cllr Robert Everitt Portfolio Holder for Health and Communities Tel: 07762 341121 Email: robert.everitt@stedsbc.gov.uk	
Lead officer:	Davina Howes Head of Families and Communities Tel: 01284 757070 Email: davina.howes@westsuffolk.gov.uk	
Purpose of report:	To discuss applications for Community Chest funding in the transitional year (2015 /2016) and recommend allocations to Cabinet.	
Recommendation:	It is <u>RECOMMENDED</u> that the allocation of Community Chest funding for 2015/2016, as detailed in Report No: GWP/SE/15/003 be considered and recommendations be made to Cabinet accordingly.	

<p>Key Decision:</p> <p><i>(Check the appropriate box and delete all those that do not apply.)</i></p>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input checked="" type="checkbox"/></p> <p>No, it is not a Key Decision - <input type="checkbox"/></p> <p>(a) A key decision means an executive decision which, pending any further guidance from the Secretary of State, is likely to:</p> <p>(ii) result in any new expenditure, income or savings of more than £50,000 in relation to the Council's revenue budget or capital programme;</p> <p>(b) A decision taker may only make a key decision in accordance with the requirements of the Executive procedure rules set out in Part 4 of this [the] Constitution.</p>
<p><i>The key decision made as a result of this report will be published within 48 hours and cannot be actioned until seven working days have elapsed. This item is included on the Decisions Plan.</i></p>	
<p>Consultation:</p>	<ul style="list-style-type: none"> The Grant Working Party has had prior sight of the applications via email.
<p>Alternative option(s):</p>	<ul style="list-style-type: none"> The council could choose not to provide any grant funding, however it is recognised that some support to the Voluntary, Community and Social Enterprise Sector is required. The Community Chest also enables the council to commission services to support the delivery of its priorities.
<p>Implications:</p>	
<p>Are there any financial implications? <i>If yes, please give details</i></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> Funding for grants are contained within existing budgets. This report proposes that any underspends in the Community Chest be retained within the budget to be used to commission third sector support for specific community issues.
<p>Are there any staffing implications? <i>If yes, please give details</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none">
<p>Are there any ICT implications? <i>If yes, please give details</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none">
<p>Are there any legal and/or policy implications? <i>If yes, please give details</i></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> Requires that the previous Grant Policy be revoked.

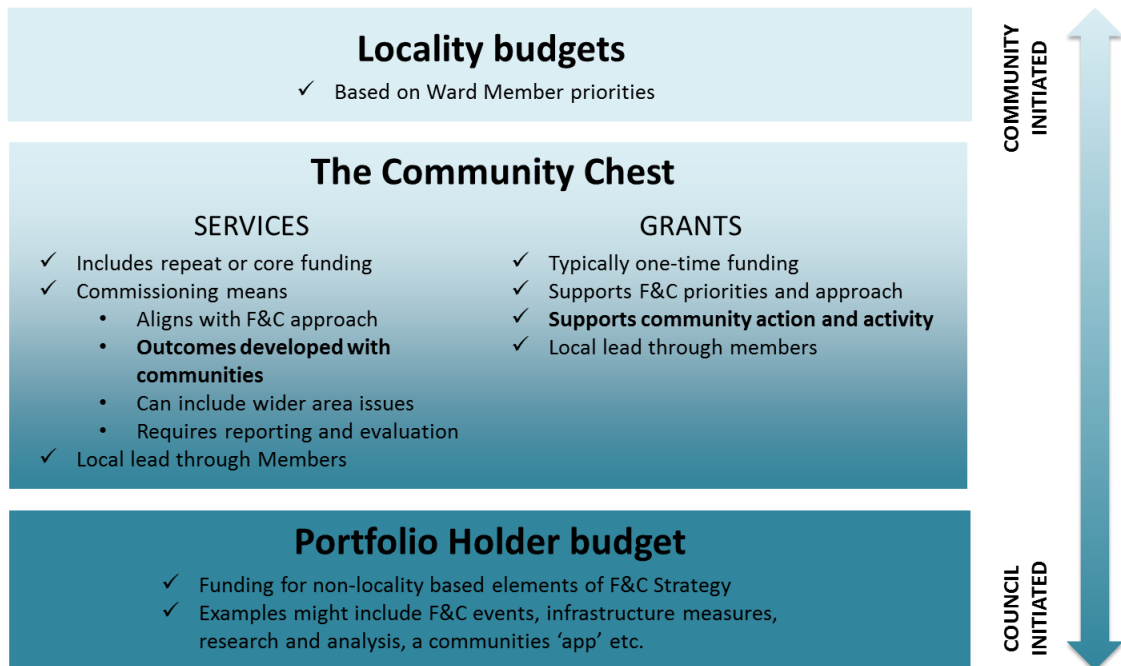
Are there any equality implications? <i>If yes, please give details</i>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> The council's approach to grants has been the subject of an Equality Impact Assessment and no negative consequences have been identified. 	
Risk/opportunity assessment:		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
Risk area	Inherent level of risk (before controls)	Controls	Residual risk (after controls)
Organisations are not aware of our approach to grants	Medium	Implement a wide ranging communications plan	Low
Requests for funding exceed the amount of money available	Medium	Eligibility criteria and an evaluation scoring matrix to be used to identify best fit and value for money	Low
Organisations do not have the capacity to respond to the council's approach to commissioning	Medium	Support provided to organisations and a phased approach to be taken to enable organisations to become familiar with the new approach	Low
Ward(s) affected:		All Ward/s	
Background papers: <i>(all background papers are to be published on the website and a link included)</i>		Cabinet Report No: CAB/SE/15/028	
Documents attached:		Appendix 1 – HomeStart Application Appendix 2 – SARS Application Appendix 3 – Unit Twenty Three Application Appendix 4 – Catch 22, Suffolk Positive Futures Appendix 5 – Suffolk West CAB Appendix 6 – Scoring Matrix Appendix 7 – Scoring Sheet	

1. New approach to grant funding arrangements – Background

- 1.1 A key part of delivering West Suffolk’s second Strategic Plan priority (for 2014-16) of “*resilient families and communities that are healthy and active*” is to support a “*thriving voluntary sector and active communities who take the initiative to help the most vulnerable*”. This support takes many forms across the various areas of the council’s business. An important element is the financial support that the council gives to the Voluntary, Community and Social Enterprise Sector (VCSE) in the form of grant funding.
- 1.2 At the meeting of Cabinet on 24 March 2015, Members approved the revised approach to grant funding from 2015 / 2016, with the establishment of a Community Chest (Report no: CAB/SE/15/028 refers).
- 1.3 The following diagram illustrates how grant funding now works. The funds may be given as grants (one-off) or commissioned against agreed outcomes. The intention is to ensure that the (i) principle of grass roots and, community led action is supported and encouraged where possible; and (ii) the councillor’s role as a community leader is emphasised, which can only strengthen democratic engagement within the community.

It represents a simplified mix of funding types, with differing degrees of devolution to local communities.

Families and Communities Funding Approach



1.4 In summary the three levels work as follows:

- (i) **Locality budgets:** Specific local priorities can be supported, especially where led by the Ward Councillor in their capacity as a community leader. These are awarded against set criteria. They are typically one-off grants.
- (ii) **Community Chest:** Other community and Councillor led initiatives that exceed Locality Budgets can be bid for from a Community Chest. These will be subject to criteria and process and signed off by the Portfolio Holder in conjunction with staff up to the value of the delegation powers, thereafter through the cabinet process. Requests over the Portfolio Holder delegation responsibility will also be considered by the Grant Working Party. Request for funding may be one-off grants, or revenue funds for services.
- (iii) **Portfolio Holder budget:** Offers a mechanism for addressing priorities that emerge, or to address issues that impact on a wider geographical scale than can be identified by a single community or Councillor. It also offers a potentially quicker decision which may benefit the applicant.

1.5 The funding for the existing Service Level Agreements (SLA) totalling £199,770 has been moved into the Community Chest. However, it is important to note that previous agreements have been honoured, all of which finish at the end of March 2016. As such the remaining Community Chest funds available for 2015/2016 is £56,850.

2. 2015/2016 Allocations

2.1 Applications received for 2015/2016 are summarised below with the full applications attached as appendices to this report with personal or sensitive information retracted.

Home-Start are seeking £5,000 towards the recruitment and retention of volunteers as part of a £145,400 project providing one to one support families. Home-Start work to strengthen families by helping parents to help themselves: to become happier, more confident parents, fully engaged with their children. This in turn improves the health and welfare of the children.

Suffolk Accidents and Rescue Service (SARS) are requesting £1,500 towards their running costs, specifically equipment and administrative costs for 2 solo responders in St Edmundsbury. SARS proved a local specialist critical care response service who aim to treat patients who need urgent and specialist medical attention in the prehospital environment.

Unit Twenty Three are applying for £5,000 to support a tour of a powerful play developed by Young Carers and professional artists. The project will then train Young Carers to facilitate post-show TalkOut workshops where young caring can be explored. Identified Young Carers will educate communities and develop skills, and unidentified Young Carers will be encouraged and enabled to access support.

Catch 22, Suffolk Positives Futures are asking for £8,902.50 to support the delivery of a programme of sports sessions in Bury St Edmunds and Haverhill. The sessions are designed to be an early intervention project, diverting young people into a worthwhile and constructive activity and not allowing boredom to set in and perhaps lead on into less desirable activities.

Suffolk West Citizens Advice Bureau are seeking £24,326 to deliver an Access Strategy which will improve access to free advice for local residents. This will include an improved telephone advice service as well as directing clients to self help services to ensure that volunteers time is focused on always 'moving the client forward' in their problem during their visit.

- 2.2 The closing date for applications for financial year 2016/2017 is 30 September 2015 and will be reported to the Grant Working Party meeting on 16 November 2015 for consideration. The Community Chest budget for 2016/2017 is £281,483.
- 2.3 The Working Party will be aware that the Community Chest is a new approach to community funding and as such we would welcome feedback on the process and ways it could be improved. It may be difficult to incorporate any changes into the 2016/2017 round of funding as applications are currently open but amendments can be considered for future rounds.

Community Chest Proforma 2015/2016

Organisation	Home-Start Mid Suffolk	Application ID	STBC1
Contact	Mandy Logan		
Value	£5,000		
Local Authority	St Edmundsbury Borough Council		

Key points

Home-Start aims to provide support to families who are struggling to cope with a variety of challenges including, but not limited to, post-natal illness, disability, isolation, the demands of parenting young children, bereavement or multiple births. Many parents with whom Home-Start engage with struggle to cope with everyday tasks, and this in turn leads to unhappy children, or children who become at risk. Home-Starts support helps to prevent these difficulties from escalating into crises, and crises from developing into family breakdown. They seek to empower families by helping parents to help themselves: to become happier, more confident parents who are fully engaged with their children. This in turn improves the health and welfare of the children.

Home-Start provide one-on-one support to families through staff and volunteers. They also run Family Groups which are designed to provide activities and support for children and parents, and are successful at developing social networks and support groups to help combat isolation. They have successful programmes operating throughout Mid Suffolk and are looking to replicate their success in St Edmundsbury. Success will be achieved through a team of volunteers who will be selected for their experience/understanding of parenting. Volunteers are trained by an experienced accredited trainer to a national NOCN Level 2 standard, there by helping volunteers to deliver successful interventions but also improving their own career prospects.

Families engaging with Home-Start receive regular visits and reviews, ensuring that the journey to improving life for both parents and children is on track. The reviews are a collaborative way of working between staff, volunteers and families, all working toward the achievement of positive, desired outcomes and a better, brighter future for children

**St Edmundsbury Borough Council
Community Chest Grant Application Form
Part A**



Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:

richard.baldwin@westsuffolk.gov.uk

1. Name of your organisation(s):

2. Organisation address details

Address Ln1	Principal's House		
Address Ln2	Kerrison		
Address Ln3	Thorndon		
City/Town	Suffolk	Postcode	IP23 7JG
Main phone	01379 678 552	E-mail	
Website	office@homestartmidsuffolk.org.uk		

Main Contact Person		Second Contact Person	
Title	Mrs	Title	Miss
Forename	Mandy	Forename	Sarah
Surname	Logan	Surname	Walker
Role	Scheme Coordinator	Role	Trustee
Daytime Tel No.	01379 678 552	Daytime Tel No.	██████████
Mobile No.		Mobile No.	
Email	mandy@homestartmidsuffolk.org.uk	Email	██████████ ██████████
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

About your organisation

3. What local authority area(s) does your organisation work in?

Mid Suffolk, Forest Heath, St Edmundsbury

*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity	√	Charity number: 1127760
Applying for charitable status		
Company limited by guarantee	√	Company number: 6674059
Community Interest Company		
Part of a larger regional or national charity (Please state which one)		
Constituted Community Group		
Social Enterprise		
Other (Please specify)		

5. How many people are involved in your organisation?

Management committee	7	Service users	49
Full Time staff / workers	5	Volunteers and helpers (non-management)	59
Part Time staff / workers	1		

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

Home-Start Mid Suffolk (HSMS) aims to give support to families who may be struggling to cope with a variety of challenges including post-natal illness, disability, isolation, the demands of parenting young children, bereavement or multiple births. Many parents with whom Home-Start engages struggle to cope with everyday tasks, and this in turn leads to unhappy children, or children who become at risk. Our support helps to prevent these difficulties from escalating into crises, and crises from developing into family breakdown. We work to strengthen families by helping parents to help themselves: to become happier, more confident parents, fully engaged with their children. This in turn improves the health and welfare of the children.

We work by providing one-on-one support to families through our staff and volunteers, and through running Family Groups, which are designed to provide activities and support for children and parents, as well as to develop social networks and support groups within local communities, many of which are rural and isolated. We currently achieve this through a team of over 50 trained volunteers

selected for their experience/understanding of parenting, supervised and supported by staff co-ordinators.

Each volunteer will visit a family in their home weekly with co-ordinators supporting this work by regularly reviewing families, ensuring the level of support is appropriate and relevant in meeting the initial aims negotiated with the family. In addition we offer families who do not wish to have a home visiting volunteer, the opportunity to receive confidential, non-judgmental support through our weekly Family Group meetings, where they have the opportunity to speak in confidence to our Family Group Leader/volunteer.

Our volunteers play a crucial role in the front-line delivery of our services. Without our volunteers we wouldn't exist! They are an essential part of everything that we do at Home-Start. All are members of the local community and are parents themselves and can thereby truly empathise with the difficulties some parents face. Volunteers move on to be trained by our experienced accredited trainer to a national NOCN Level 2 standard. This involves an 8 week (40 hours) training programme where volunteers are trained how to actively listen, provide non-judgmental support, build confidence and create trusting relationships with the families and also includes certified Safeguarding training. Volunteer's skills are identified and are individually matched with a local family. The volunteers themselves receive regular six-weekly feedback and supervision meetings, carried out by one of our Family Co-ordinators, ensuring that we remain focused, not only on a positive outcome for our families but also on our volunteers' health and well-being.

The families receive regular visits and reviews, ensuring that the journey to improving life for both parents and children is on track. The reviews are a collaborative way of working between staff, volunteers and families, all working toward the achievement of positive, desired outcomes and a better, brighter future for children.

Families and children are at the centre of the work that we do. We use a well-established monitoring and evaluation system developed by Home-Start UK (MESH) to provide evidence on the difference our support makes for families. The outcomes we see from our work with families include:

- Parents have increased confidence in their parenting abilities and manage their children's behaviour more effectively;
- Parents are more involved in their children's development and learning;
- Parents have improved the lifestyles of their families, for instance through healthier eating, improved social interaction, or better day-to-day running of the home;
- Parents have entered into adult education or work due to increased self-esteem and confidence;
- Improved emotional health and well-being of both children and parents;
- Families have increased their ability to access support services within their local area (this can also show the acknowledgement that they can benefit from asking for help), eg, Children's Centre, parent groups, credit union, food bank, library;
- Children have happier relationships with their parents;
- Children's needs are better met and their development is enhanced through their parents' ability to provide play opportunities for them (as a result they become more 'school ready');
- Children have been removed from the Child Protection register;
- A reduction in social care interventions.

7. What was your organisation's total income for last financial year?

██████████
██████████████████
██████████████████
██████████████████

8. What was your organisation's total expenditure for last financial year?

██████████

9. Does your organisation have more than six months running costs? Yes / No

10. What are your organisation's current unrestricted reserves or savings?

██████████

11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

√	A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
√	People playing a greater role in determining the future of their communities.
√	Improved wellbeing, physical and mental health.
	Accessible countryside and green spaces.

About your project – why are you applying for this funding?

12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

The total cost to deliver the project in year 1 is £145400 – full details of this can be found at Q21.

We have so far raised £134954 as detailed in Q23, leaving £10446 to raise. We have been fortunate to gain Big Lottery funding for £97300 (approximately 67% of total project costs). We are hoping for £5k from Garfield Weston and with £5k from yourselves this will virtually complete our matched funding needs.

Your funding will be used towards the salaries for our family co-ordinators who recruit and train our volunteers who are vital in the delivery of our service for the St Edmundsbury Area (we will further roll out our program to Forest Heath from year 2 onwards) and for running the training courses for our volunteers (the next of which is scheduled for the autumn).

The success of the Lottery application was a great achievement for ourselves and for Home-Start South Suffolk with whom we are working in Partnership. We are leading the delivery of the project (Stepping Stones) as it has been our desire to expand our services Westwards to St Edmundsbury and Forest Heath for some time as we recognise there is a need here,

however until now funding has held us back from covering this part of Suffolk.

We are delighted to have the opportunity to help more families in West Suffolk, however seek the additional £5k for the first project year to allow us to deliver the training we need to undertake to recruit sufficient volunteers to work with vulnerable families in their homes.

We will continue to deliver our home visiting service in Mid Suffolk via other funding streams.

13. How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

It is well documented that far too many pre-school children are seriously ill prepared for primary education, and this is particularly evident in areas of deprivation. Our own survey of 14 primary schools showed that up to 86% of children starting primary school failed to meet the government targets of 'preparation for entry' for primary reception/ foundation levels. We have also observed from our reports from volunteers who are currently supporting families that there is a very clearly identified need to help to prepare their children for school.

Following our research we wanted to focus on this serious issue not only within our existing areas of Mid Suffolk, but to expand into West Suffolk, where we know there are areas of high deprivation so far not being addressed (as evidenced in the report on 'Hidden Needs' in Suffolk (Cambridge University, 2011), combined with rural isolation as we see in Mid Suffolk. There is no service similar to Home-Start in West Suffolk, and from all the evidence obtained when researching this project we knew that we could make a difference to families in this area.

Our experienced family co-ordinators, working closely with families, helped to identify the need to move to the West Suffolk area where there is not currently a Home-Start scheme running or any other similar service. A survey was sent out to all volunteers and families receiving a service from Home-Start Mid or South Suffolk (summer 2012). These questionnaires were enhanced through home visiting, group discussion and focus groups plus feedback from volunteers.

It is for these reasons that we launched the Stepping Stones project, an early intervention programme which aims to address some of the problems around ensuring children are 'school ready' when they enter primary education. Stepping Stones builds on our successful home visiting service by adding specific help for parents who are struggling to get their child capable of starting school. This could be due to behaviour problems, parental stress, isolation so children are not as developed, poor parenting skills in general or simply not knowing what is expected of a child when he/she starts school.

We will continue to deliver our home visiting service in Mid Suffolk via other funding streams.

In addition to the above we continually consult with families, volunteers and referrers through our monitoring process (a monitoring system, MESH, developed to measure the 'journey' a

family has travelled whilst being supported by Home-Start).

14. How will the project help local people to support one another?

15. Are you working with any other organisations on this project? Yes/ No

If yes, please state the names of these groups and the nature of the relationship.

Home-start South Suffolk – we have a partnership agreement with them for the Stepping Stones project but we are the delivery agent for this

Big Lottery – are the main funder and we must monitor, evaluate and report our findings on a regular basis as the project progresses.

We are also working closely with organisations in West Suffolk including Children’s Centres, Citizens Advice Bureaus and Community Action Suffolk. We are also working hard to connect with local schools and have so far shared details about the work we do at Homestart, our referral packs, and details of how parents might wish to volunteer. We are also starting to develop links with Family Support Advisors in schools for example at Barrow and Tollgate primary schools. It is in our plan to continue to develop these links and to work more closely with schools going forward.

16. When will the project start?

3 years from November 2014. This is a staged project with a volunteer training course commencing in the autumn of 2015.

30 November
2017

17. When will the project finish? or is the project ongoing?

If this is an ongoing project, how will it be funded and continue going when the funding ends?

The Stepping Stones project will finish at the end of November 2017 however, the ongoing evaluation throughout the lifecycle of this project will identify if there is an ongoing need for Home-Start support for families in West Suffolk and how this should be delivered.

We use an evaluation and monitoring tool (MESH) to help evaluate the work we are doing and help to identify areas of need. We are willing to share the data we collect with relevant organisations who

may be interested in our work, be willing to work with us as we move forward and who may be willing to fund the future work of Home-Start in West Suffolk.

18. Which years funding are you applying for?

Year one 2015/16

19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis?

50 families, 120 children per year in year 1

These are expected to be primarily from the St Edmundsbury area.

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria?

The outcomes all relate to the Community Chest funding criteria in that the overall aim of the project meets the requirement to improve the quality of life of people living in West Suffolk.

The strategic plan for West Suffolk for 2014-16 includes *priority 2 - Resilient families and communities that are healthy and active. We want to see:*

1. *a thriving voluntary sector and active communities who take the initiative to help the most vulnerable;*
2. *people playing a greater role in determining the future of their communities;*
3. *improved wellbeing, physical and mental health;*

The work of the stepping stones project supports this priority as can be seen from the outcomes laid out below:

<p>Outcome 1 - Parents living in rural areas will be supported to provide an effective home learning, pre-school programme for their children</p>	<p>1a: parents are supported by volunteers to identify the necessary areas of development their children need to be school ready</p> <p>A total of 225 different families by end of project [50 families Year 1, a further 75 families year 2, and a further 100 families year 3]</p> <p>1b: parents will be provided with a volunteer mentor to support their understanding of their children's needs in relation to school readiness</p> <p>A total of 225 different families by end of project [50 families Year 1, a further 75 families year 2, and a further 100 families year 3]</p> <p>1c: Families, parents and children, will be ready for children to commence school</p>
<p>Outcome 2 - Children have the required skills in preparation for school allowing</p>	<p>2a: parents encourage their children's expansion of play materials to stimulate learning</p> <p>2b: children practice their improved social and emotional skills, enhanced by</p>

focus on education rather than social and behavioural needs	<p>parents improved skills in discipline and managing children's behaviour</p> <p>2c: children develop their individual practical, social and emotional skills and are ready for school</p>
Outcome 3 - Volunteers will enhance their skills through training that leads to qualifications and/or life-long learning and/or return to work benefitting their communities	<p>3a: volunteers will attend a course of accredited training and on-going training enhancing their potential for 'return to work' (35 accredited volunteers in project lifetime)</p> <p>3b: Previous parents are actively recruited to become volunteers and access potential HE or 'return to work' through volunteering experiences</p> <p>3c: all volunteers can access accreditation and improve and activate a comprehensive CV evidencing their working potential</p>
Outcome 4 - Local communities will benefit from the improved lifestyles of families, thereby reducing the need for statutory intervention	<p>4a: there will be a higher attendance at relevant groups</p> <p>4b: families participating in community activities will add to the decrease in referral to TAC/CAF/CiN (reduction in Hardiker tier)</p> <p>4c: families will be supported by their local communities thereby reducing isolation and supporting them with family life</p>
<p>Outcomes 1 and 2 will be achieved by the volunteers working toward the aims set by the Co-ordinator (in negotiation with the parent). These are the aims that will evidence the outcomes. Volunteer's diary sheets and Co-ordinators review/endings will identify the achievements.</p> <p>Outcomes 3 will be achieved by the volunteers themselves but evidenced through information from the Co-ordinators training (PREP) and on-going supervision.</p> <p>Outcome 4 will be achieved through the confidence building given by both volunteers and Co-ordinators. Information will be gathered on signposting and actual attendance to groups/activities/events/supported by other agencies and organisations. Volunteer's diary sheets and Co-ordinators review/endings will identify the achievements.</p>	

21. What is the total cost of the project? £145,400 (year one)

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

Item or activity	Cost (£)
Salaries, NI and pensions	£104,306
Volunteer and parent training	£7,800
Volunteer and staff recruitment	£8,000
Fixtures and fittings	£5,794
Volunteer and Staff Travel	£10,000
Consultancy and Advice (inc evaluation)	£2,600
Marketing	£1,000
Specialised staff training	£2,000
Share of scheme overheads	£3,900

22. How much funding are you applying to us for?

£ 5000

What funds have you raised so far for this project?

Source	Amount (£)
Big Lottery	£97,300
Suffolk County Council	£21,300
Henry Smith Foundation	£8,000
Raising the Bar	£4,954
Mrs LD Rope	£2,000
Shadwell Stud	£500
Local Fundraising	£9000
Total fundraising:	134954

23. What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
Other funders have been included above. The only outstanding funding application is Garfield Weston – we have applied for £15000 but expect to get no more than £5000 We have an ongoing fund raising strategy and will continue to approach funders for future phases of the project	£5000	October 2015
Total:	£5000	

24. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

Funder	Amount (£)	Reason for funding
None		
Total:		

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Community Chest Proforma 2015/2016

Organisation	Suffolk Accident & Rescue Service	Application ID	SEBC3
Contact	Mr Ben Hall		
Value	£1,500		
Local Authority	St Edmundsbury Borough Council		

Key points

Suffolk Accident & Rescue Service was set up in 1972 to provide a local specialist critical care response in Suffolk. Their primary aim is to provide help and treatment to patients who need urgent and specialist medical attention in the prehospital environment. They strive to keep patients alive before they reach hospital, and thus help reduce their chances of suffering permanent disability and administer immediate pain relief.

Patients who benefit from the presence of a SARS specialists are normally the most critically injured or seriously ill patients. Serious road traffic collisions is the most common call out they receive followed by cardiac arrests. All SARS responders have specialist skills and carry equipment over and above that of statutory services. This means that they can carry out advanced procedures at the scene which may not be possible outside a hospital environment.

SARS critical care responders volunteer in their spare time and offer their services without charge. A significant number of their call-outs occur in the evening or during the night. They remain the only specialist critical care organisation based in Suffolk.

Suffolk Accident & Rescue Service are seeking funding to help provide two new responders in St Edmundsbury and help with supplying them with equipment.

**St Edmundsbury Borough Council
Community Chest Grant Application Form
Part A**



Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:

richard.baldwin@westsuffolk.gov.uk

1. Name of your organisation(s): Suffolk Accident Rescue Service (SARS)

2. Organisation address details

Address Ln1	Turret House		
Address Ln2	2 Turret House		
Address Ln3			
City/Town	Ipswich	Postcode	IP4 1DL
Main phone	01473 218771	E-mail	sarshq@gmail.com
Website	www.sars999.org.uk		

Main Contact Person		Second Contact Person	
Title	Mr	Title	Miss
Forename	Ben	Forename	Elizabeth
Surname	Hall	Surname	Berry
Role	General Operations	Role	Administrator
Daytime Tel No.	01473 218771	Daytime Tel No.	01473 218771
Mobile No.	██████████	Mobile No.	
Email	sarshq@gmail.com	Email	sarshq@gmail.com
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

About your organisation

3. What local authority area(s) does your organisation work in?

Suffolk

*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity		Charity number:
Applying for charitable status		263238
Company limited by guarantee		Company number:
Community Interest Company		
Part of a larger regional or national charity (Please state which one)		
Constituted Community Group		
Social Enterprise		
Other (Please specify)		

5. How many people are involved in your organisation?

Management committee	10	Service users	
Full Time staff / workers	1	Volunteers and helpers (non-management)	27
Part Time staff / workers	1		

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

We were set up in 1972 to provide a local specialist critical care response in Suffolk. Our aim is to help treat patients who need urgent and specialist medical attention in the prehospital environment. Our objectives are to keep these patients alive before they reach hospital, reduce their chances of suffering permanent disability and provide relief from pain.

Our charity benefits the entire Suffolk community but St Edmundsbury district remains one of our key areas of activity in the county.

Patients who benefit from the presence of a SARS specialist are normally the most critically injured or seriously ill patients. Serious road traffic collisions remain our most common call out followed by cardiac arrests. All SARS responders have specialist skills and carry equipment over and above that of the statutory ambulance service.

This means that they can carry out advanced procedures at the scene which would not normally be possible outside a hospital environment. This can mean truly life-saving interventions particularly when patients are trapped and rapid evacuation to hospital isn't possible. SARS critical care responders volunteer in their spare time and offer their services without charge. A significant number of our call outs occur in the evening or during the night and we remain the only specialist critical care organisation based in Suffolk.

- 7. What was your organisation's total income for last financial year?
- 8. What was your organisation's total expenditure for last financial year?
- 9. Does your organisation have more than six months running costs? No
- 10. What are your organisation's current unrestricted reserves or savings?
- 11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

Yes	A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
	People playing a greater role in determining the future of their communities.
Yes	Improved wellbeing, physical and mental health.
	Accessible countryside and green spaces.

About your project – why are you applying for this funding?

- 12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

We receive no government funding and rely on voluntary grants and donations to support our work. We currently have five solo responders who are active in the St Edmundsbury area. We hope to add to this network with another 2 solo responders by the end of the financial year. We also run weekly team shifts often based from Bury St Edmunds which incorporate a wider group of volunteers. We would like to apply for funding to support the equipment and administrative costs of supporting both these solo responders and the team response when it is active in the St Edmundsbury area.

- 13. How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

SARS was established back in 1972 precisely because local GP's thought they could help reduce the number of people dying unnecessarily on Suffolk roads due to a lack of specialist medical help (these were the days before paramedics even existed.)

Although prehospital resources have improved substantially since the 1970's there will always be a need for a local specialist resource. SARS continues to respond to around 250 call outs each year and regularly helps benefit patients who are in serious or life-threatening conditions. We have attended over 40 incidents in St Edmundsbury over the last 12 months with regular additional stand-downs.

Our funding comes entirely through voluntary grants and donations, 95% of this comes from within Suffolk including groups and individuals within the St Edmundsbury area. This shows the level of support we have from within our local community.

Patient testimonials

"I am in no doubt that their quick response and the critical care from the specialist volunteer SARS team saved my life. I can't believe that these dedicated people are willing to give up so much of their time for free to help others and save lives - thanks to these heroes I can now look forward to the rest of mine." **Samantha Turner, patient treated by a volunteer SARS team**

"I can't believe how lucky I am, I am so grateful for the help of the volunteer team from SARS, there is no doubt in my mind that the immediate treatment that I received from them was hugely influential in the outcome, it may not have been so positive otherwise." **Lyndsey Collier, patient treated by a volunteer SARS team**

"Earlier in my career, I spent five years as a sergeant in the Traffic Unit at Bury St Edmunds. During this time, a SARS doctor was present at every major crash that I attended. I now have both professional and personal experience of the service that SARS provides for the people of Suffolk and the surrounding area. I think we are all very fortunate that SARS volunteers are prepared to undertake this difficult work without any financial reward." **Derek Wilding, father of a patient treated by a volunteer SARS doctor**

14. How will the project help local people to support one another?

We have several responders who live in the St Edmundsbury district. SARS is very much a community focussed charity it is not unusual for SARS responders to unfortunately know the patients that they are treating.

15. Are you working with any other organisations on this project? No (but see below)

If yes, please state the names of these groups and the nature of the relationship.

Like the air ambulance charities, we are mobilised through a specialist critical care desk run by the statutory ambulance service but we are an independent charity and none of our responders are paid for their response work for SARS.

16. When will the project start? 2015

17. When will the project finish? ongoing or is the project ongoing?

If this is an ongoing project, how will it be funded and continue going when the funding ends?

We fundraise from all sections of the community and have done for 43 years. We receive support from local charitable trusts, businesses and individuals but the majority of our support normally comes from fundraising events in the local community.

18. Which years funding are you applying for?

19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis? 20-30 over a six month period

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria?

Funding helps us buy equipment and provide training for our critical care volunteers. This in turn enables them to provide a higher standard of pre-hospital care to the patients they treat within your local community. It also helps us equip new responders which will result in increased availability to treat more patients. It is difficult to put an exact number/target on this as it very much depends on incidents occurring in the St Edmundsbury area which will fluctuate. However over the last five years we have attended over 200 incidents in this area.

21. What is the total cost of the project?

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

Item or activity	Cost (£)
The value of the volunteer hours committed by our clinicians each year is hard to estimate but would equate to many thousands of pounds.	
Monitors/PPE	5000
Replacement equipment/upgrades/new drugs for existing members	6000
Administrative costs	2500
Blue lighting & Insurance x 2 new members	4000
Team Response	5000
Total cost of items listed above:	22500

22. How much funding are you applying to us for?

23. What funds have you raised so far for this project?

Source	Amount (£)
Local charitable Trusts	2600
Public Fundraising	4000
Individual donations	1200
Other	1000
Total fundraising:	£8800

24. What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
We apply to a large variety of funders throughout the year.		
Total:		

25. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

We received a grant of £1500 from St Edmundsbury Council in August 2014.

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Community Chest Proforma 2015/2016

Organisation	<u>Unit Twenty Three</u>	Application ID	<u>SEBC5</u>
Contact	Mr Emrys Green		
Value	£5,000		
Local Authority	St Edmundsbury Borough Council		

Key points

The Project is inspired by Freefall, a powerful play developed by Young Carers and professional artists. The project has been through a phase of development, funded by Arts Council England primarily, which enabled them to invite representatives such as West Suffolk MYP Toby Jeffrey and his colleagues to participate in an exchange and to feedback on the project development over this year.

Using Freefall as a stimulus, the Project will train Young Carers to facilitate post show 'Talk Out' workshops, where Young Caring can be explored and discovered with Freefall's audiences (local schools and communities). By replacing stigma with status, and by disseminating support packs and signposting to services, identified Young Carers will educate communities and develop skills, and unidentified Young Carers will be encouraged and enabled to access support.

Clarification Questions:

Have you a target audience in mind in terms of age group for the project?

This is 13+ (year 9 upwards) within schools. We also consider it very important to ensure that families, policy setters & local influencers see the production so it can help inform them of the issues faced.

Have schools been approached and if so which ones?

We have directly approached King Edward VI School within St Edmundsbury so far (as per reference contact) and we will be talking with County Upper & St Benedicts within Bury St Edmunds and Samuel Ward in Haverhill in September.

We also have Castle Manor Academy in Haverhill listed through an existing relationship they hold with Creative Arts East under a youth music project. (This also applies in the Forest Heath District with IES Breckland in Brandon in addition to the relationships held by Music Arts Projects there).

Have you any concerns about schools not engaging in the programme and how you might encourage their participation?

Our concerns extend only to ensure action is taken early on to secure their participation. The project partners have existing direct relationships with two of the four schools we hope to reach with your subsidy and we know that we can rely on the advocacy & championship of the project from both Geoff Barton at King Edwards as a local influencer and Simon Pickering at St Edmundsbury Borough Council to aid in the connections being made for 2 more to follow suit.

We have also recently been appointed to deliver support work with the Bury St Edmunds Youth Forum and local Member for Youth Parliament, and as such we are required to engage with the local schools in this role and will be introduced to them by field officers from Community Action Suffolk.

Additionally we have engaged with the Norfolk & Norwich Festival Bridge Organisation, which covers Suffolk, throughout the development of this project and they are funded by Arts Council England with a responsibility for connecting schools with cultural organisation & projects like ours. We have been working with the area programme manager, Joff Whitten, as well as the Head of Bridge (Michael Corley) to ensure our work is accessible to schools and have their support in brokering relationships.

We have selected an optimum time of year to visit the schools which has least impact possible on exam preparation. Moreover, we will be bringing a highly valuable piece of work to the schools which will help them with both the Advanced Healthy Schools award & Artsmark status as recognized quality marks available to them.

The project has been designed with other subject areas in mind so it is not just considered an arts project touring in. We have designed additional workshop packs and the experience as a whole to meet the new national curriculum changes which came in to effect in 2014. The project contributes to schools' requirements for PSHE, English & Citizenship subject areas.

Recent research compiled by Arts Professional (published 21st August 2015) show how schools have had to reduce their engagement with theatre largely because of the cost factors involved with taking students out to venues or the costs of buying full length work in from a touring company. We meet the need to fill the gap because we are offering a project that suits wider subject needs, supports an increasingly prominent issue (of hidden young carers) and are offering it as a shorter performance with workshop that can be subsidized. This is where St Edmundsbury Borough Council comes in and can make it happen.

Schools and councils will be looking to work together increasingly to find cost effective and impactful methods for identifying hidden carers thanks to the new duties imposed by the Care Act 2014 & the Children and Families Act 2014 which requires local authorities to "take reasonable steps to identify the extent to which there are young carers within their area who have needs for support" (HM Government 2014c:73).

We know that our work delivers on this requirement and as such we can bring value to the schools from multiple angles:

- Exposure to high quality art & culture;
- Support of PSHE, English & Citizenship curriculum requirements;
- Support of a healthy school community;
- Support towards attainment & continuance of schools' quality marks; and
- Supporting local authorities with their statutory duties in an innovative way.

Finally, we are working with Crossroads East Anglia & Suffolk Family Carers as our young carer partners who also already offer other support to the schools when a young person is identified and referred under the Common Assessment Framework. These contacts will also be used as an existing route in to schools as we can offer activity that leads to the identification; taking a preventative approach rather than purely dealing with individual referrals after the fact. So we have established multiple routes in to the schools as well as compiling a compelling offer that offers excellent outcomes for the local community. You can hear some of these outcomes from the community in their comments featured in our development video at:

<https://www.freefalltour.uk/2015/05/freefall-development-video/>

We believe that the project is very important to local people & families; we have been told by the various audiences who have seen the development that it has the impact needed and conveys important messaging which will have a significant impact on local residents'. Friends, relatives and siblings of both young carers and the cared for. The ability to offer the project to schools on a heavily subsidised basis will remove the only potential barrier to participation; the financial issue.

**St Edmundsbury Borough Council
Community Chest Grant Application Form
Part A**



Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on: <http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to: richard.baldwin@westsuffolk.gov.uk

1. Name of your organisation(s):

Unit Twenty Three

2. Organisation address details

Address Ln1	Unit 23 Court Industrial Estate		
Address Ln2	Vinces Road		
Address Ln3			
City/Town	Diss	Postcode	IP22 4BF
Main phone	01379882200	E-mail	info@unittwentythree.co.uk
Website	Unit23.co		

Main Contact Person		Second Contact Person	
Title	Mr	Title	Mr
Forename	Emrys	Forename	Joshua
Surname	Green	Surname	Gould
Role	Director	Role	Assistant Project Manager
Daytime Tel No.	[REDACTED]	Daytime Tel No.	01379 882200
Mobile No.	07905 253099	Mobile No.	[REDACTED]
Email	Emrys@unittwentythree.co.uk	Email	Joshua@unittwentythree.co.uk
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

About your organisation

3. What local authority area(s) does your organisation work in?

Suffolk & Norfolk primarily

*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity		Charity number:
Applying for charitable status		
Company limited by guarantee	x	Company number:
Community Interest Company		#8564486
Part of a larger regional or national charity (Please state which one)		
Constituted Community Group		
Social Enterprise	x	
Other (Please specify)		

5. How many people are involved in your organisation?

Management committee	3	Service users	
Full Time staff / workers	2	Volunteers and helpers (non-management)	8
Part Time staff / workers	2		

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

Unit Twenty Three is a social enterprise that aims to support the development of young people and creative enterprise. Unit Twenty Three delivers programmes for which it has been commissioned or provided with grant funding to enable. Our focus of work is on areas of economic or cultural deprivation and need for the development of great art & a great future workforce to deliver this for everyone. We produce professional arts work and support young artists to achieve success.

We set up because there was no such organisation focussed on bringing high quality professional work together with community focussed projects and the team all had relevant & varied experiences to help make this happen. Our primary beneficiaries are young people participating in or receiving our work.

7. What was your organisation's total income for last financial year?
8. What was your organisation's total expenditure for last financial year?
9. Does your organisation have more than six months running costs? **Yes/No**
10. What are your organisation's current unrestricted reserves or savings?
11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

	A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
	People playing a greater role in determining the future of their communities.
x	Improved wellbeing, physical and mental health.
	Accessible countryside and green spaces.

About your project – why are you applying for this funding?

12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

The Project is inspired by Freefall, a powerful play developed by Young Carers and professional artists. We have been through a phase of development, funded by Arts Council England primarily, which enabled us to invite representatives such as West Suffolk MYP Toby Jeffrey and his colleagues to participate in an exchange and to feedback on the project development over this year.

Using Freefall as a stimulus, the Project will train Young Carers to facilitate post-show TalkOut workshops, where Young Caring can be explored and discovered with Freefall's audiences (local schools and communities). By replacing stigma with status, and by disseminating support packs and signposting to services, identified Young Carers will educate communities and develop skills, and unidentified Young Carers will be encouraged and enabled to access support.

The project is seeking to work in Suffolk, Norfolk & Cambridgeshire over a 4 week period. We hope to spend 2 weeks in the Suffolk area with your support.

Across the project we will:

- 1) Secure bookings to community venues and schools;
- 2) Train approximately 8 young Carers (YC's) in workshop facilitation over 6 sessions, enabling them to become TalkOut Leaders of post-show workshops
- 3) Facilitate meetings with local agencies and charities, eg Crossroads Care East Anglia & Suffolk Family Carers (Carers agencies) to maximise local engagement;
- 4) Co-create with YCs and local agencies a toolkit of support for distribution during workshops and by community leaders and services post-workshops;

- 5) Support the YCs to deliver 32 post show 'Talkout' workshops over 4 weeks to approximately 2000 young people (800+ in West Suffolk), their teachers and families about Young Caring, using Freefall as a stimulus;
- 6) Signpost and facilitate links to available support for those affected;
- 7) Run regular project monitoring, using evaluations, participant & audience feedback, meetings of partners and theatre creators, and data-tracking of identified YC's;
- 8) Support YCs to work towards an Arts Award qualification in recognition of their communication, creativity & leadership skills;
- 9) Secure 5 local businesses in a Making it Work session post-workshops. Making It Work sessions assist YCs to translate their work on the Project into something employers and universities will recognise and reward; afford Young Carers valuable local networking opportunities; educate employers on the issues and abilities of YCs, and obtain work experience opportunities from the businesses.

We are specifically looking for support to cover the costs of touring the project (performance & talk-out workshops) for one week within the Borough. As part of our wider funding efforts this will then bring ongoing partnership work with our partners within the Borough, resources for all participating schools, and open opportunities for further follow up opportunities with young people.

We will engage with young people in West Suffolk primarily through the Bury St Edmunds Youth Forum & Music Arts Projects (Forest Heath) in the development of the work as well adult support workers from our partner care agencies; building on our existing consultations & development. We will also work with the West Suffolk council officers on outreach & engagement with both young people directly and with the local schools. The schools will also be invited to take part in the project (if not already) through our partnership with Creative Arts East, the carer agencies & via Suffolk County Council.

In the long term we hope to further tour the project, engaging more young carers from West Suffolk in our training opportunities and bringing their voice to more schools, a wider area and in identified areas of need nationally.

13. How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

Unit Twenty Three Director, Emrys Green, grew up in West Suffolk and co-founded the Bury St Edmunds Youth Council in 2004 which engaged young people for several years as well as being the Member of Youth Parliament for West Suffolk. Co-Director Tom also grew up in St Edmundsbury and this first hand experience as a service user ensures we know what it takes to help improve the lives of young people in West Suffolk. Still resident in part within the area and actively engaging both personally and through Unit Twenty Three with community groups, we've established that there is a need within the area to provide such a unique and innovative approach to raising awareness of the issues at hand.

Research shows that young carers are likely to attain low educational success and be NEET (Children's Society, 2013) and as evidenced through the work with Suffolk's Raising The Bar initiative we believe that our targeted intervention work with affected young people will help to raise aspirations and attainment within the area.

Moreover, by maintaining ongoing conversations with continuing youth representatives, engaging with schools & other community organisations (such as Bury St Edmunds Youth Forum, Music Arts Projects & Suffolk Family Carers) we have ensured that the work has been shaped to have the most impact possible. We are seeking funding & working hard to ensure that we can continue the project with the most possible community engagement, raise awareness through press relations and digital media channels.

As aforementioned, we invited local partners & funders to experience the work in development at one of 3 sharing opportunities. This process of exchange and consultation has secured direct development from local people as general residents & professional artists. We will continue this iterative process with our professional artists, young people & support agencies to have the best possible impact.

In St Edmundsbury there were 527 young carers identified in the 2011 Census and it is expected that there is a far greater number who remain unidentified despite the Joint Strategic Needs Assessment for Suffolk Carers in October 2014 stipulating awareness raising work with & in schools. Our project will bring such an identified need to the forefront and engage schools & their pupils in an innovate and unique way that will be much more impactful than a typical assembly.

14. How will the project help local people to support one another?

We will be training local young carers to facilitate the talk-out workshops. They will then support young people to self-identify & engage with support services provided by Suffolk Family Carers & Crossroads East Anglia as needed.

Our programme of work also ensures that teachers & community leaders become better aware of the support young carers need & the valuable impact they make to the community as an enabler and in economic terms (reducing long term care bills).

Our work can continue to support the community through the resources we create and share long after our workshops, although we are developing the project with further future tour ambitions too.

The project has been designed in clear reference to the Healthy Schools Award; ensuring that our work contributes to the objectives and can be used as one source of evidence for schools making an application. The repercussions of this will be for local people to support their peers & schoolchildren on leading healthier lives. In our case this is focussed on mental health & wellbeing.

Schools receiving our project will also be able to use it towards their attainment of the Suffolk Young Carer Schools Award.

The approach of using high quality theatre with a large digital component, coupled with talk-out workshops & ongoing resources ensure that the work is memorable & innovative in the approach of sharing the messages.

15. Are you working with any other organisations on this project? **Yes / No**

If yes, please state the names of these groups and the nature of the relationship.

Crossroads Care East Anglia – The Young Carers experts within the region (head office in Bury St Edmunds) and Carers Trust Network partner. They are facilitating links with local young carers groups, enabling young people to influence the development of the piece & co-developing the support materials available.

Suffolk Family Carers – We are working with SFC to ensure the voice of local Suffolk Young Carers are heard & that the relevant support services will be in place for any identified young people through the project. They will also be another conduit to more schools within West Suffolk through their existing work.

Music Arts Projects CIC – Based in Brandon, MAP are working with us on the Suffolk community focus, bringing their service users & expertise within West Suffolk to the piece and facilitating schools access.

John Peel Centre (Stowmarket) – Are working with us to provide local space for rehearsals and to commence our performance programme within Suffolk – being accessible to young people & families from St Edmundsbury in particular this enables us to reach those that may not have the opportunity through schools.

Creative Arts East – As the region’s rural touring organisation they are supporting us with the structure & development of the tour to disadvantaged areas, providing direct subsidy for schools participation in other areas of the region and supporting with contacts.

20Twenty Productions – Creative People & Places Consortium partner for the Marketplaces Initiative; 20Twenty are also providing free rehearsal space and specifically subsidising our work with Cambridgeshire as well as facilitating young people to participate in our development whilst contributing to their Arts Award accreditations.

Arts North Norfolk – A community arts charity working with disadvantaged young people in Norfolk to engage them in activity and are working with us to bring quality arts work to their area as part of an audience development strategy.

Bury St Edmunds Youth Forum – We are working with the Youth Forum to ensure that the messaging around peer support, mental health issues & anti-bullying are proportionate and appropriate for young people participating in the tour who may not themselves identify as young carers, but who may know those that are.

These partnerships have grown out of the engagement of all partners in the initial development stages of the project and inviting all the above to our sharing opportunities so they could witness first hand the quality & impact of the work. We also had a number of young representatives, councils & funders present at these sharings who have helped to shape the ongoing shape of our work across the region and in West Suffolk.

Once funded for a particular area we will continue our development of local community partners and we hope to engage with organisations such as AC Leisure, Theatre Royal Bury St Edmunds, Brandon Town Council & Bury St Edmunds Town Council.

16. When will the project start?

17. When will the project finish? or is the project ongoing?

If this is an ongoing project, how will it be funded and continue going when the funding ends?

Our project is phased and the completion of this local tour of the project will not be the end of it. It is a point for us to review how effective our engagement has been, use feedback to shape the future, and plan out ongoing development. We hope to tour the project again in the Autumn of 2016 and beyond.

18. Which years funding are you applying for?

19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis?

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria?

3000 Audience Members over the 4 weeks. (1 week in the borough) – Preventative measure & support to early access of young carer support services (as per the Families & Communities Strategy Priorities) We expect this to be around 1500 people from West Suffolk.

32 Schools Performances (16 in West Suffolk)

8 Young Carers Trained in workshop facilitation, Teachers at all schools & community leaders participating all building their capacity to support each other within West Suffolk.

Engage with 3+ third sector agencies involved in delivering support services for young people & young carers – developing cohesion & capacity of the networks to work together & support the local community.

20+ young people engaged in the development process of information resources & the production (community involvement in producing the work).

The young people engaged in the ongoing development process will help form a legacy for West Suffolk, with researched and presented clear information & resource packs designed to support young people in West Suffolk. The improved knowledge & understanding of school teachers will have a profound impact on the support & attainment of young carers for years to come. We will work with Schools & local care agencies to encourage young carers champions, and to facilitate the dissemination of the latest information.

We will be taking feedback from all community partners, audience members and young people in active format so that we can ensure they are fully engaged from the outset, to the participation, to the future shape of the project in preparation for returning again.

Our work will continue to be influenced by our partners within West Suffolk and by working with them to access more young people and establish community engagement through direct & representative methods.

21. What is the total cost of the project?

£74,761

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

Item or activity	Cost (£)
Please see attached detailed budget breakdown. We are specifically asking you for 1 week's touring costs plus a small contribution towards the project management.	
Total cost of items listed above:	

22. How much funding are you applying to us for?

£5,000

23. What funds have you raised so far for this project?

Source	Amount (£)
Private Fundraising Event (Hosted by Arbuthnot Private Bank)	2,000
Children In Need grant	9,750
Awards for All grant	9,924
Private Donations	150
Creative Arts East Subsidy	1,000
20Twenty Productions Subsidy	2,000
Arts North Norfolk	2,800
Total fundraising:	27,624

24. What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
Arts Council England	28,000	October 2015
Forest Heath District Council (FH Leg of tour)	5,000	October 2015
Foyle Foundation, Cambridgeshire Community Foundation & other trusts – applications in progress	6,441	November 2015
Income from other schools	1,800	November 2015
Venue Ticket projection	896	January 2016
Total:	42,137	

25. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

Funder	Amount (£)	Reason for funding
0		
Total:		

Community Chest Proforma 2015/2016

Organisation	Catch 22 (Suffolk Positive Futures)	Application ID	SEBC2
Contact	Mr Paul Knights		
Value	£8,902.50		
Local Authority	St Edmundsbury Borough Council		

Key points

Catch22 is a national charity that works with young people who find themselves in difficult situations. They work in collaboration with young people and their families, and work with situations which young people are comfortable in, such as on the streets and in the home.

Suffolk Positive Futures is part of Catch 22 and uses sport to engage young people and in doing so work towards reconnecting them with their communities. Currently there are 400 young people engaging with Suffolk Positive Futures in the County, all of the young people are working towards developing life skills and personal confidence.

This programme seeks to provide free weekly sports sessions for young people in Bury St Edmunds and Haverhill. The project will also recruit and train young volunteers to help deliver the sessions. This project aims to connect with a wide cross section of young people in order to reduce antisocial behaviour through engaging young people in positive activities.

Clarification Questions: *Awaiting Response 02/09/15 (RB)*

Have you any quantitative evidence that the programme has reduced instances of ASB?

Either in SEBC or locally.

Have you considered how the project will engage a wider audience that may not be interested in Football?

Will the project engage with girls as well as boys? If so how with you encourage wider participation?

Have you considered any other funders such as the PCC?

Have you given thought to linking with local sports clubs?

Have you considered using the programme as a platform to engage with young people on wider issues such as substance misuse and sexual health?

Community Chest funding supports voluntary and community groups who make a major contribution to improving the quality of life for people in West Suffolk. The information on this form will help us process your application. We hope you will find it quite easy to complete, but if you have any questions, please give us a ring on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on: www.westsuffolk.gov.uk

Please return your completed, signed form and supplementary documents to: richard.baldwin@westsuffolk.gov.uk or FAO. Richard Baldwin, Families and Communities, Council Offices, College Heath Road, Mildenhall, Suffolk, IP28 7EY.

Name of your organisation(s):

Organisation address details

Address Ln1	The Info Bar,		
Address Ln2	Constantine House,		
Address Ln3	Constantine Rd,		
City/Town	Ipswich	Postcode	IP1 2DH
Main phone	01473 264971	E-mail	Paul.knight@catch-22.org.uk
Website	www.catch-22.org.uk		

Main Contact Person (these are the details that will be used for correspondence purposes)		Second Contact Person	
Title	Mr	Title	Mr
Forename	Paul	Forename	Terry
Surname	Knight	Surname	Charles
Role	Project Manager	Role	Project Worker
Daytime Tel No.	██████████	Daytime Tel No.	██████████
Evening Tel No.	██████████	Evening Tel No.	██████████
Fax No.	n/a	Fax No.	n/a
Mobile No.	██████████	Mobile No.	██████████
Email	Paul.knight@catch-22.org.uk	Email	Terry.charles@catch-22.org.uk
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

About your organisation

What local authority area(s) does your organisation work in?

St Edmundsbury, Forest Heath,
Ipswich, Babergh, Suffolk
Coastal, Waveney

What is the status of your organisation?

Registered charity	x	Charity number: 1124127
Applying for charitable status		
Company limited by guarantee		Company number:
Community Interest Company		
Part of a larger regional or national charity (Please state which one)	x	Catch22
Other (Please specify)		

How many people are involved in your organisation? (Just Suffolk positive future element)

Management Committee	8	Members	
Full Time Staff / Workers	1	Service Users	400
Part Time Staff / Workers	23	Volunteers and Helpers (non-management)	5

What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

Catch22 is a national charity that works with young people who find themselves in difficult situations. Whatever the reasons for their situation, we help them out. We work with their families and their communities wherever and whenever young people need us the most; in schools, on the streets, in the home, at community centres, shopping centres and police stations and in custody. Suffolk Catch22 portfolio of county wide services includes: Reparation, Mentoring, Mediation, Suffolk Positive Futures, Leaving Care 16+ service

Suffolk Positive Futures use sport, physical activities and education to engage young people and reconnect them to their community. Young people develop their skills and confidence to reach their goals and achieve through engagement, education and training opportunities. At present approximately 400 young people are regularly engaging with Suffolk Positive Futures in Suffolk in 40 hours of organised activities each week

Figures below based on Suffolk Positive Futures only. Catch22 accounts available on request.

What was your organisation's total income for last financial year?

What was your organisation's total expenditure for last financial year?

Does your organisation have more than 6 months running costs? Yes

What are your organisation's current unrestricted reserves or savings?

The council has a strategic priority of building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

- A thriving voluntary sector and active communities who take the initiative to help the most vulnerable;
- People playing a greater role in determining the future of their communities;
- Improved wellbeing, physical and mental health;
- Accessible countryside and green spaces.

About the project your organisation is seeking a grant for

What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project you are seeking funding for, and not your organisation.

The funding will be used to deliver 2 x open access sports projects targeting 2 areas within St Edmundsbury - Haverhill and Bury St Edmunds.

All Projects will use sport and in particular football to engage with young people on a weeknight evening and will provide young people from those areas with the opportunity to participate in a free sports session within their local estate. They won't need to book; they can simply turn up and join in.

The projects will present the young people with an opportunity to release some frustration in a safe environment and also have a place where they can meet friends and feel safe and welcome. The project will offer a positive diversion to those young people who are out and about and simply hanging around looking for things to do. We will try hard to engage these young people into the sessions. Activities will predominately involve football but we would like to at least offer other options to ensure a wide cross section of young people are involved. Sports such as cricket, dodgeball, street golf can all be delivered depending on need.

How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

Previous work in Bury St Edmunds has been well attended with young people engaging well in the activities we have provided. We try to include local agencies within the project and have previously had the local police team attend. Further evidence of need is provided by Sgt Alastair Torkington who stated "As a Sergeant on the Bury St Edmunds Safer Neighbourhood Team I fully support this scheme where young people from all backgrounds can meet and play social football, free of charge. This provides them opportunity to meet new people, form friendships, improve social skills and encourages teamwork. I've visited the football project and witnessed first-hand the enjoyment and fun experienced by the youths, who are coached by a dedicated team of professional coaches & volunteers. People complain that there's nothing for the youths of today to do, well, this proves that such schemes are in the public arena and prevents youths hanging around street corners and falling into the wrong crowd. This scheme provides an ideal opportunity, to come along and simply join in, no matter what your ability"

Varying levels of deprivation are found in Haverhill, with south Haverhill ranked amongst the 20% most deprived places in the county. Taken from report: www.suffolk.gov.uk/assets/suffolk.gov.uk/Public%20Health/Annual%20Public%20Health%20Reports . The project we are proposing will hopefully address other factors the report highlights such as the fact there are a high proportion of 16-18 year olds who are neat and there are also high rates of criminal damage. We will offer a positive diversion to young people at a key time of the day as well as offering opportunities for some of the young people to gain qualifications. Report also states that where the sessions are to be held (Haverhill East) lower levels of people feel safe during the day or night - Our project will provide a strong visual presence where members of the community will see 40+ young people all participating in a structured activity in a controlled environment (astro turf)

Previous work in the St Edmundsbury area has always been shared with key officers such as Helen Lindfield and Simon Pickering from St Edmundsbury BC to ensure were targetting the right areas. The Haverhill project in particular has a 10 year track record of engaging large numbers of young people. Tommy (young person from Haverhill project) stated "I have been coming to Positive Futures for 4yrs now and I have always enjoyed the sessions. I get to play football for free at the sports on a Friday night with my mates which I wouldn't normally get chance to do" . The Haverhill session at times has attracted up to 70 attendees, hopefully highlighting the popularity and impact the project can have on the local area.

How will the project build the capacity of local people to support one another?

We plan to build into the project an opportunity for young people to not only volunteer at the sessions but to also gain coaching qualifications. This will result in upskilling members of the community but will also provide a platform to make the project more sustainable in the future. The offer to the young people of getting qualified will come at a proviso that they contribute a certain number of hours as volunteers to the project. This will cut down on coaching costs. In the long term we hope then that these volunteers become paid coaches on the project - increasing skills and employment in the local area. Having local young coaches working on the project also provides a role model for other younger participants at the session.

How will the project support partnership working?

As with much of what Suffolk Positive Futures delivers across the county, the project will be run with a range of partners. Abbeycroft Leisure are supporting the project with in kind facilities being provided in Bury St Edmunds saving the project approx £4.5k per year.

The Suffolk Police and Crime Commissioner will be kept aware of the project and could well be a source of sustained funding if the project is seen as working towards the aims of the PCC Police and crime plan.

We will liaise with Suffolk FA in order to refer young people onto the coaching qualification courses

We will share updates with St Edmundsbury Councils such as trends / stats from the project. Will also seek guidance from them with regards areas of need and possible new trends/ areas of need

Are you working with any other organisations on this project? Yes

If yes, please state the names of these groups and the nature of the relationship.

Catch22 Suffolk Positive Futures would be responsible for delivering the project but we will as and when we can work with local agencies many of whom are listed above.

Abbeycroft Leisure will be a key partner of the project.

When will the project start?

When will the project finish? or is the project ongoing? Yes

If this is an ongoing project, how will it be funded and sustained when the grant ends?

As always we will look to bring in alternative sources of funding within the existing funding period, in order for the project to continue long term. Sources of funding we will explore will include:

Suffolk Community Foundation - Safer Suffolk Fund larger pot.
County Councillors

We will also look to cut costs and make the project more efficient. Start-up costs such as equipment and publicity will be reduced. We plan also to use newly qualified volunteers to support the project and give something back - Possible replacing the need to have all 3 paid sports coaches in attendance.

How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis? Approx 70 people per week

What outcomes (including targets/numbers) do you expect to see as a result of a grant and how do these relate to the Community Chest funding criteria and outcomes?

(Please see the guidelines for outcomes.)

Outcome 1 - Engagement of young people. To be a success the project must engage with a significant number of young people across the two venues in st Edmundsbury. So our first outcome will be that ***"a minimum of 70 individual young people from Bury St Edmunds will have access to and attend the project "***

This outcomes links in with the Prevention test. The project is designed to be an early intervention project. Diverting young people into a worthwhile and constructive activity and not allowing boredom to set in and perhaps then the lead on into less desirable activities, Although at times hard to measure we hope our session will have an impact on crime and asb levels hoping to reducing the need for other local resources such as the Police and the Youth Offending Service. There is also significant costs saved from diverting young people from entering the criminal justice system at an early age.

The project can ease pressure on families by providing a safe place for their young people to attend. The sessions will be free so there won't be a financial barrier to participation. Project can give families a break by providing a valuable outlet for their children to direct their energies.

Outcome 2 - Following on from outcome one. ***"The project will generate at least 2250 attendances over the year"*** Young people will be diverted into a safe activity that improves levels of health and fitness and can be linked into family and community test.

Outcome 3- Upskilling young people in the areas - ***"4 newly qualified coaches will be trained and actively volunteering in the project"***. This will link into the Legacy Test where young people will gain lifelong skills/qualifications. This can be used either on this project or for employment elsewhere.

Outcome 4 - Evidencing impact - ***"Police, County Councillors, Community Leaders, Parents, and Young People will acknowledge the positive impact the project has had upon them and the local community"***. This could be evidenced using police statistics but more significantly by using testimony accounts and case studies of impact. This could include reductions in asb / youth nuisance as well as people own individual perceptions of the project/impact. Evidence will be collected at suitable intervals throughout the programme. All attendances are recorded on the Suffolk Positive Futures database called 'views' so we will be able to provide evidence of the total number of young people attending plus a breakdown of their demographics. We will be able to present our findings in a report format with tables and graphs to demonstrate attendances and impacts. We will also look to include pictures from the sessions as inviting local media to view the sessions and hopefully raising raise the profile of the project. This particular outcome has links into the prevention, assert and family community test.

What is the total cost of the project?

£14,492.50

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

How much of a grant are you applying to us for?

£8902.50

Item or activity	Cost (£)
<p>Sports Coaches at BSE (3 coaches) - £67.50per week Facilities at BSE - £102.00 Coaching qualifications for young people x 2 £260 £3037.50 £4590.00 £260.00 <u>£7887.50</u></p> <p>Facilities at Haverhill - £51.00 Sports Coaches at Haverhill £90 (4 coaches) Coaching qualifications for young people x 2 £260 £2295.00 £4050.00 £260 <u>£6605.00</u></p> <p>All based on 45 weeks of delivery 1.5hr sessions.</p>	
Total cost of items listed above:	£14,492.50

What funds have you raised so far for this project?

Source	Amount (£)
In kind facilities –£4590.00 Big lottery funding drawn down by Abbeycroft Leisure - £1000.00	
Total fundraising:	5590.00

What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
Bury St Edmunds Town Council	£900.00	Autumn 2016
Total:	£900.00	

What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

Funder	Amount (£)	Reason for funding
Total:	£0.00	

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Community Chest Proforma 2015/2016

Organisation	Suffolk West Citizens Advice Bureau	Application ID	SEBC4
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Contact	Miss Janine Pinel
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Value	£24,326
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Local Authority	St Edmundsbury Borough Council
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Key points

This project seeks funding to deliver an access strategy for SWCAB. Initially the project will increase resources to develop capacity and the skills volunteers need in order to increase the amount of advice provided via telephone and online services.

SWCAB will do some initial marketing of the telephone advice service in the autumn and through sharing the new phone number with partners. This will facilitate the overall aim which is to restructure in order to provide more services via telephone. SWCAB will install a new telephone system at Haverhill to link up with Bury St Edmunds, and Brandon to provide one telephone advice line across Suffolk West, answered consistently Monday to Friday. In addition to this, the project aims to provide the public with access to PC's with the objective of empowering people to help themselves. Once the process is set up for e-enquiries no further investment will be required, although SWCAB envisage the need for 'information assistant' volunteers, i.e. volunteers to support clients to access on-line services and develop their on-line skills with 1-1 mentoring to be recruited.

Clarification Questions:

Does the access strategy reflect an opportunity for efficiencies and savings or will it be it to keep up with an increased demand for services?

The answer to the first question is both!

With reduced core funding, but an awareness that we need to reach more people, the changes we are making will allow us to deliver more flexibly and utilise our resources across the whole area.

It is very resource intensive to be continually dealing with problems when they have already become emergencies, and our strategy is aiming to make it easier for people to contact us for help as soon as they are aware that they need it. This then becomes much more manageable for us, and dealing with more issues over the phone means that we do not have to consider extending opening hours to improve access (which has significant budget implications) because people can be dealt with by whichever bureau is open at the time they need us. If they then need an appointment this can be offered at whichever bureau site they can get to or they can have a diaried call back at a time that suits them. So in terms of efficiencies, this is a much more flexible delivery method.

However, we are aware that there is a high element of unmet need, and I would hope that increasing access by telephone, and also outreach (such as our GP surgeries project) is likely to address the needs of more clients, and this increase will have an impact on our service. Delivering the majority of the additional advice by telephone means that we can deal with proportionately more clients than through face to face advice, so it enables us to better manage the increase.

Have you considered an application to One Haverhill for the new telephone equipment in Haverhill?

The answer to the second question is that we have applied to ONE Haverhill unsuccessfully a couple of times, I think last year it was for financial capability work with young people, since we were working with the Cangle and wanted to work with the schools.

**St Edmundsbury Borough Council
Community Chest Grant Application Form
Part A**



Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:

richard.baldwin@westsuffolk.gov.uk

1. Name of your organisation(s): Suffolk West Citizens Advice Bureau

2. Organisation address details

Address Ln1	The Risbygate Centre		
Address Ln2	90 Risbygate Street		
Address Ln3			
City/Town	Bury St Edmunds	Postcode	IP33 3AA
Main phone	01284 753675	E-mail	
Website	www.suffolkwestcab.org.uk		

Main Contact Person		Second Contact Person	
Title	Miss	Title	Mrs
Forename	Janine	Forename	Jane
Surname	Pinel	Surname	Ballard
Role	Operations Development Manager	Role	District Manager
Daytime Tel No.	01284 767572	Daytime Tel No.	01284 767572
Mobile No.		Mobile No.	
Email	Janine.pinel@swcab.org.uk	Email	Jane.ballard@swcab.org.uk
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	
Ln2		Ln2	
Town		Town	
Post Code		Post Code	

About your organisation

3. What local authority area(s) does your organisation work in?

St Edmundsbury and Forest Heath

*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity	✓	Charity number:
Applying for charitable status		1144118
Company limited by guarantee	✓	Company number:
Community Interest Company		7645392
Part of a larger regional or national charity (Please state which one)		
Constituted Community Group		
Social Enterprise		
Other (Please specify)		

5. How many people are involved in your organisation?

Management committee	9	Service users	5582
Full Time staff / workers	1	Volunteers and helpers (non-management)	115
Part Time staff / workers	18		

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

The Citizens Advice Bureau (CAB) service offers free information and advice to all members of the local community. The aim is to provide the advice that clients need at the time they need it. The dual aim is to promote change locally and nationally through social policy work by utilising the vast network of bureaux across the country to lobby parliament/other organisations.

Advice is provided in a holistic fashion to each individual client to ensure that any underlying issues, that can adversely impact on their ability to move forward in their problem, are addressed.

Bureaux are independent charities but work within the criteria laid down in the Citizens Advice membership scheme - quality of advice audit standards, management and organisational standards.

Our strategic development is focused on reviewing our service delivery across Suffolk West, taking into account the changing needs of our clients, volunteers and core funders. In particular our priority is increasing access to advice across our rural area, including promotion of self-help on-line information and improved initial access to telephone advice through sharing services across our four sites in Bury St Edmunds, Haverhill, Brandon and Mildenhall.

We are working with key partners across West Suffolk to facilitate early intervention by increasing awareness of free information and advice services from the bureau and other local sources of support. A partnership approach enables us to strengthen our rural communities (at a time when we are witnessing cuts in partners' reach) by working towards a multi-disciplinary approach with both larger and much smaller community groups to encourage a self-supported framework across the area. In working with partners and trying to create links between our service and smaller niche organisations we have formed the conclusion we need to enhance our stance as the first port of call to be able to support front line workers in the community alongside directing them swiftly to local support organisations.

7. What was your organisation's total income for last financial year?
8. What was your organisation's total expenditure for last financial year?
9. Does your organisation have more than six months running costs? Yes / No
10. What are your organisation's current unrestricted reserves or savings?
11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

✓	A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
	People playing a greater role in determining the future of their communities.
✓	Improved wellbeing, physical and mental health.
	Accessible countryside and green spaces.

About your project – why are you applying for this funding?

12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

Enhanced access to advice services in West Suffolk

Our project brings together our Access Strategy aims to improve access to free advice for local residents. Following our service delivery review we identified the need to improve our telephone advice service, as we cover a large rural area and due to the impact of poor community transport links, disability and household care responsibilities we identified that some residents are unable to access advice and lack the digital skills or the awareness to search online for solutions.

We have been making changes to face-to-face advice processes with the ultimate aim of liberating volunteer resources to prioritise telephone advice services across our rural area. Over the past 3 months we have piloted a new approach to triaging clients at each of our 4 sites to manage our resources and, where feasible, direct clients to self help services and to ensure that our volunteers' time is focused on always "moving the client forward" in their problem during their visit.

1) Telephone services: we have also ran a pilot study to prioritise telephone calls and discovered issues with managing the additional volume of case checking, alongside the requirement for quick feedback to advisers to improve their handling of enquiries and their case recording. Volunteers give their time once a week and therefore the feedback process needs to be on that same day, rather than a week later when the volunteer would have forgotten specifics of the case.

This pilot also highlighted the difficulties faced by volunteers when case recording on the national Citizens Advice database and so we put ourselves forward in late 2014 to work with Citizens Advice software developers to design some 'bolt on' software which is more systematic and logical to use and trained all the volunteers in April on using this new system to record their cases. Early analysis has demonstrated this has already begun to improve case recording.

We would now like to take the best practice from our face-to-face approach and develop this into our telephone advice service. In particular this requires managing expectations of volunteers who tend to automatically direct people to come into the bureau rather than dealing with their enquiry over the phone. Volunteers prefer face-to-face interviews as they feel under greater pressure to quickly resolve issues over the phone and feel more comfortable managing enquiries by being able to build a rapport with the client face-to-face.

We therefore need an interim period of increased capacity within our Supervisors' team to manage the increase in case checking whilst our volunteers are re-deployed to answering more calls. We must ensure that the quality of advice and the level of advice given (along with how it is recorded) is of a sufficiently high standard and for this we need to facilitate on-the-day feedback to volunteers to improve their skills and confidence.

From an operational viewpoint we would like to seamlessly manage one Suffolk West CAB telephone service with volunteers on rota at each site to share the answering of the phone on specific days each week. We received funding in 2014 from Suffolk Community Foundation to link up Brandon to Bury St Edmunds and have been deploying new trainee advisers to answer the phone on a Wednesday morning at Brandon with 1-1 coaching support from a supervisor since mid June. In 2014 we also piloted using a supervisor to provide 1-1 coaching to volunteers who lacked confidence with answering the phone and were really pleased with the impact (both in terms of volunteer skills but also the improved confidence in those trainees who are actively seeking employment). We would like to replace the telephone system at Haverhill so that the phone can be seamlessly shared across Bury St Edmunds, Haverhill and Brandon over 5 days per week.

From the client's perspective having one phone number to ring is the ideal, rather than different numbers on different days of the week which is too confusing, especially when we have to juggle and change answer phone messages to instruct clients to ring a different number. We would also work towards having clear signage at each site when closed to redirect residents to one phone number for advice.

Operationally we are reviewing national statistics on the peak times that clients are likely to phone for advice and ensure our service matches those. This will require some service reshaping during the autumn and motivational leadership to bring the volunteers on board to the change.

2) Self help: there is a wealth of information and clear fact sheets available via Citizens Advice. We wish to facilitate public access at all 4 sites for self help. Our aim is that where appropriate to a client's capability some drop-in clients can be directed to this trusted on-line information source so that they can either

- ✓ find the answers themselves, or
- ✓ be able to ask informed questions when they later see an adviser, and
- ✓ ultimately be able to refer to this source of help themselves (or for someone else in their community) in the future from home.

Our aim would be to provide support for this public access to clients who need it – either by trainee advisers or possibly work experience students / people on JSA with IT skills.

We have been offered some recycled PC's from West Suffolk as we need to upgrade the majority of our PC's to Windows 7 to meet the government's Cyber Essential requirements. We have also received some support from Bury St Edmunds Town Council towards the cost of the upgrades of the Bury St Edmunds machines. As a result we anticipate spare capacity to place public access PC's in Bury St Edmunds and Brandon, whilst we have shared access to PC's through West Suffolk council offices in Haverhill and Mildenhall.

3) Website development and e-enquiries – another part of our service delivery review highlighted the desire for e-enquiries. Having public access PC's available at times the bureau is closed (for example in council offices) will enable some clients to access advice services beyond self-help factsheets on Citizens Advice. There are two priorities to resolve before we embark on e-enquiries, firstly to answer the phone every day of the week consistently (as this targets support to

the most vulnerable and isolated) and secondly to wait for clarification from Citizens Advice and the ICO over data security expectations for e-enquiries. However we would like to move forward with OneSuffolk assisting to set up the framework for e-enquiries.

4) Building links to facilitate a multi-disciplinary approach – at the Newmarket Families & Communities summit the break-out groups discussed methods for linking up the resources in the area so that smaller niche organisations with specific skills could be reached by referrals from other groups and local residents. Likewise empowering groups to refer back to larger providers like CAB.

The Forest Heath funded Rural MoneySmart project was designed to promote community financial capability training. The huge benefit to having a dedicated member of staff networking in the local community has been to draw in the “links” to and between organisations and local residents. We would like, for the 6 months of this project period, to increase capacity within our St Edmundsbury financial capability team to mirror the networking approach to providing initial talks on the CAB service to engage with local groups and fundamentally raise awareness of CAB services to facilitate early intervention. This will empower those working in local communities or for individual rural-connectors (proactive people in rural communities) to signpost to the Citizens Advice website, our service and access to local support groups/services within either St Edmundsbury or Forest Heath.

13. How has the project been developed out of the community’s desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

Through the Rural MoneySmart project we have been able to start mapping out community resources in Forest Heath. Networking takes time but the rewards have enabled us to understand the need for rural support systems, due to the added challenges faced by the rural community. Key issues, which would be replicated across St Edmundsbury include:

- ✓ Impact of welfare reform – including Universal Credit requiring improved budgeting skills
- ✓ Low paid seasonal / casual work
- ✓ Fuel poverty issues – including expensive oil tank refills
- ✓ Debt problems directly impacting on child poverty – from feeding families or putting the heating on; debt impact on child welfare and educating families on money management skills
- ✓ The impact of loneliness, particularly the elderly population, carers, disabled residents and those with MH problems
- ✓ The impact of isolation from basic services (rural transport issues/lack of social mobility/geographical isolation/distance to services/digital exclusion) and the need for rural regenerations (like ‘the pub’s the hub’)

In addition we have witnessed (and are monitoring) a reduction in some local services across West Suffolk, which directly affects the most vulnerable in society and need to share this information.

Overall we understand the need for the CAB to integrate more fully into the community to facilitate raising awareness of our service (and other services) to promote early intervention. This mirrors results from our core Service Delivery review to improve rural access to advice alongside the need to expand partnerships and referral processes to grow a cohesive multi agency approach – fully utilising expertise and resources already within the community.

Client feedback – our last client survey had 35% of respondents requesting first access by telephone. As we cover a rural area we must facilitate telephone advice services to be the first port of call and enable early intervention. Feedback from rural residents via the MoneySmart project has highlighted the inability to access our service by some residents.

Consultation leading to SWCAB Access Strategy:

We have consulted widely with a range of people to establish local needs. The consultation has taken a number of forms and been carried out at different times, although all of this is relatively recent (under 12 months):

- a) 50% experience rural deprivation issues - e.g. issues with access to basic services, this includes 63% who have poor/very poor access to public transport
- b) 63% need advice to overcome financial, social and other issues they are facing
- c) 50% surveyed from rural locations were disabled or had long term health problems
- d) 50% of those who need advice experience barriers to accessing this from our four CABs (lack of mobility, lack of access to public or private transport, childcare or clash with work hours)
- e) Of all those surveyed 68% would like to access advice by phone - rising to 75% for those in rural locations. Clients demonstrated their need for access to 24-hour advice through webpage (25%) or e-mail (37%).
- f) 71% of disadvantaged people consulted told us that they would prefer to access advice closer to home either on an outreach basis or through using another quicker, easier medium such as e-mail (75%), phone (75%), Skype (75%), self-service via a website (63%) or a touch-screen kiosk (75%)
- g) 51% of residents have access to the internet at home, 14% do so via the library or family/friends, and 18% have no access to the internet.
- h) 25% of clients who sought face-to-face advice live in a rural location. As 42% of West Suffolk's population live in rural areas this suggests we are not meeting the need of the rural residents. Partly this can be explained by the 'need' for rural residents to own a car to access services - of the clients polled 16% came in by car, 7% travelled by bus (taking an average of 20-30 minutes to reach the bureau). 43 % travelled between 2 and 10 miles for face-to-face advice, of which 58% travelled over 5 miles.
- i) Over 84% stated they had no where else to go for free advice for their problems

14. How will the project help local people to support one another?

Early intervention in solving local residents problems is facilitated by:

- ✓ Direct access to advice, at the time they need it - providing access to high quality free advice by telephone Monday to Friday.
- ✓ Increased awareness to on-line advice for those who are able to access this, and for those within their social network they could then help with accessing on-line fact sheets and details of CAB services
- ✓ Signposting and referral to other agencies/support groups – by building and sharing our database of local services available within St Edmundsbury will enable both our advisers and those working out in the community to increase their awareness of support already available. E.g. an agency providing a home visit is met by the resident claiming to be lonely and isolated, they can look at our website and suggest local social groups/clubs in their area.
- ✓ Ensuring that local rural-connectors (people working in the community) are aware of advice services from the bureau and other providers, all from one source. People would not have to retain local information, they would have one place to look for information which is current and maintained.
- ✓ Improving the skills and confidence of volunteer advisers across Bury St Edmunds and Haverhill to answer queries over the phone to be able to move the client forward in their problem, either through directing them to on-line advice (or via e-mailing the link to them) or through reviewing their options over the phone (before the last step of booking an appointment at one of our 4 sites to have more in-depth advice)
- ✓ By mapping enquiries across St Edmundsbury and trends in advice needs, alongside being out in the community mapping services through networking we can share this intelligence with West Suffolk locality officers to identify areas of strength and weakness in the local community. This also enables us to look identify need and work with partners to access project funding to provide solutions e.g. assessing digital exclusion and the impact on households in rural areas where shopping on line to compare oil prices could save individual households hundreds of pounds to reduce fuel poverty.
- ✓ Through delivering more talks and financial capability sessions it is possible to identify within groups individuals with skills to help others in the group to tackle specific issues e.g. comparing grocery bills. In addition to promoting scams awareness.

- ✓ All whilst raising awareness of free information and advice services from Suffolk West CAB and volunteering opportunities to build capacity.

15. Are you working with any other organisations on this project? Yes

If yes, please state the names of these groups and the nature of the relationship.

Within the constraints of the short project duration we wish to work with as many agencies as possible within St Edmundsbury, in particular connecting with smaller groups and mapping out services in the area.

We will also be promoting the services of key partners, including:

Eastern Savings & Loans credit union – to promote ethical alternatives to lending than highly marketed pay-day lenders and door step lenders, and in some areas (including pockets in Haverhill) illegal money lending loan sharks.

Rural Coffee caravan – sharing information on specific rural areas in St Edmundsbury and planning opportunities for the spring/summer of 2016 for CAB to attend events and promote the work of the bureau

Suffolk County Council Trading Standards – continuing to promote scams awareness, particularly with those supporting the rural community as isolation has been shown to be a factor in the likelihood of residents being fooled by scammers.

16. When will the project start?

October 2015

17. When will the project finish?

March 2016

or is the project ongoing?

If this is an ongoing project, how will it be funded and continue going when the funding ends?

The aim is to increase resources in the longer term within Suffolk West CAB, however the initial project will increase resources to develop capacity and skills in our volunteer team:

- ✓ Short term increased Supervisor case checking and mentoring of volunteers, which should improve their skills, confidence and the standards expected from telephone advice. Once the new service delivery model is set up we expect to be able to reduce the level of case checks for advisers providing telephone advice
- ✓ We will do some initial marketing of the telephone advice service in the autumn and through sharing the new phone number with our partners we do not anticipate that further advertising would be required.
- ✓ Short term increase in Financial Capability Coordinator's hours across St Edmundsbury to facilitate greater networking and data gathering on existing support services (and any reduction in services) for mapping and sharing with partners. We may wish to continue the increase in hours for the Financial Capability Coordinator for the St Edmundsbury area and will monitor this during the project term.
- ✓ Ideally recruitment of additional volunteer advisers to answer the phone and deliver community financial capability training to enable best use of the Financial Capability Coordinators time.
- ✓ Install a new telephone system at Haverhill to link up with Bury St Edmunds, and Brandon to provide one telephone advice line across Suffolk West, answered consistently Monday to Friday. Once in place there should be no further capital investment required.
- ✓ Increased Supervisor time and Project Management time to mentor the volunteers towards championing the local rural need to answer the phone and the positive impact this can have on some of the most vulnerable in society.
- ✓ Once the process is set up for e-enquiries no further investment should be required.
- ✓ Once the public access PC's are in place no further investment should be required, although we may find the need for 'information assistant' volunteers, i.e. volunteers to support clients to access on-line services and develop their on-line skills with 1-1 mentoring

18. Which years funding are you applying for?

2015

19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis?

638 people p.a.

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria?

1) Improved access to telephone advice through advertising one phone number - a 33% increase in answering telephone calls across Suffolk West. This outcome equally demonstrates the variety and complexity of issues raised by rural clients (measured using our client case recording system contacts and an analysis of problems raised by the phone to influence our advice needs analysis and service strategy). *Early*

intervention in managing residents problems, being the first port of call to manage problems by improving residents ability to access advice irrespective of where they live in West Suffolk. Early intervention includes key advice areas: debt advice, benefits, relationship breakdown and employment.

2) Increased quality of advice towards ideal of “moving client forward in their problem” on the telephone. Alongside improved case recording to speed up case checking process - through better quality of case recording using our new systematic 'bolt-on' software alongside the guidelines, up from an average of 6 per hour to 8 per hour (measured with analysis of staff hours and volumes checked alongside feedback tasks to volunteers for time period). This enables the bureau to continue to provide a value for money service where funds are used to maintain the number of staff hours required to run an effective, efficient core service. *Value for money, building capacity through volunteers managing enquiries over the phone. Feedback process to volunteers includes raising awareness internally of any options for signposting/referral to other agencies/groups operating in the area.*

3) Increased access, at bureau sites, to our webpage and the Citizens Advice public information service. Readiness for on-site e-enquiries during out of drop-in hours. *Improved awareness of trusted public information service and increased access to on-line advice services for self help and later e-enquiries. Improved awareness for all services operating in the area by having one place for local rural connectors and those working in the community with residents to resource additional support groups/clubs.*

4) Increased hours of financial capability coordinator to facilitate mapping of services in St Edmundsbury alongside increasing community money management skills. *Intelligence of local services/groups in St Edmundsbury – identifying service opportunities through partners and gaps in services and sharing this information. Improved awareness of CAB services across the area and finding new rural groups to deliver MoneySmart training to residents.*

21. What is the total cost of the project?

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

Item or activity	Cost (£)
6-month project costs	
Staffing:	
Additional Supervisor Quality of Advice case checking hours 12 hpw	£4,463
Additional Financial Capability Coordinator hours 12 hpw	£4,324
Marketing & Evaluation assistant for St Edmundsbury 6 hpw	£1,793
Project Management 2 hpw	£1,917
Project running costs:	
Marketing and webpage	£1,750
Volunteer recruitment and training	£300
Community focus groups	£120
Community financial capability resources	£115
Travel expenses (paid staff/volunteers)	£1,300
Capital expenditure:	
Setting up public access PC's in reception	£450
New telephone system in Haverhill CAB	£6,282
Contribution towards full cost recovery:	£3,362
Total cost of items listed above:	£26,176

22. How much funding are you applying to us for?

23. What funds have you raised so far for this project?


Source	Amount (£)
Suffolk Community Foundation – Suffolk Fund July 2015 Bury St Edmunds Town Council – PC upgrades, 2 for public access West Suffolk recycled PC's (no cost assigned) June 2015	£1,950 £100
Total fundraising:	£2,194

24. What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
Total:		

25. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

Funder	Amount (£)	Reason for funding
15-16 Rural MoneySmart project £30,000 (shared with Newmarket CAB)	£30,000	To promote community services across Forest Heath, linking in local residents and community groups to create a stronger and more resilient community. Deliver community money management skills training.

<p>St Edmundsbury BC annual grant £181,800</p> <p>Forest Heath DC annual grant £39,650</p>	 <p><i>St Edmundsbury</i> BOROUGH COUNCIL</p> <p>£181,800</p> <p>£39,650</p>	<p>} To provide free information and advice services to local residents in Bury St Edmunds, Haverhill, Brandon and Mildenhall. This includes some casework support in money advice, benefits, consumer and housing.</p>
<p>Total:</p>	<p>£250,650</p>	

Matrix for evaluation of Community Chest applications

The following eligibility and selection criteria have been developed in order to support the assessment of the Community Chest applications. The selection criteria provide a score so that applications can be assessed in a fair and transparent manner and are a guide for decision-makers.

APPENDIX 6

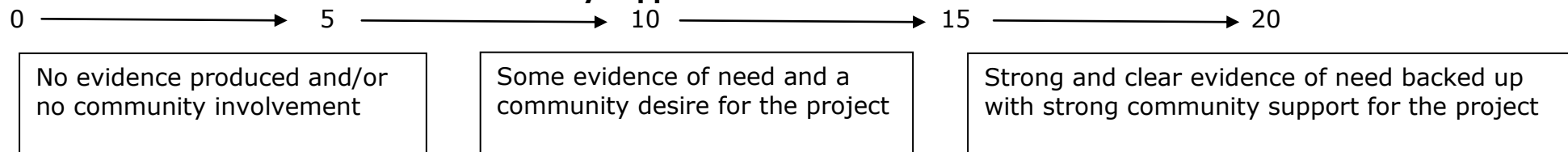
Eligibility Criteria; Grants are awarded on the understanding that funding;

- is for work or activities which are going to happen in the future (no retrospective applications);
- is not primarily for research or analysis;
- is for work that will predominantly benefit people who live or work in Forest Heath District Council or St Edmundsbury Borough Council;
- is not for the sole purpose of promoting a religious or non-religious belief or philosophy or party political view;
- will not be used for any fraudulent or illegal activity or any practices which would bring West Suffolk councils into disrepute;
- will not be used for work or activities that are usually the statutory responsibility of a public body (for example, highway maintenance and mainstream education provision);
- will, where possible, be match-funded by funding from other organisations. Funding will not be awarded from more than one West Suffolk grant programme for the same work;
- should not usually be used to pay the running costs of an organisation, except on a seed-funding basis, that is, where an initial injection of funding is needed in order to build capacity so as to attract further support; and
- will usually be for a period of two years, but with the option of one or three-year grant awards where appropriate

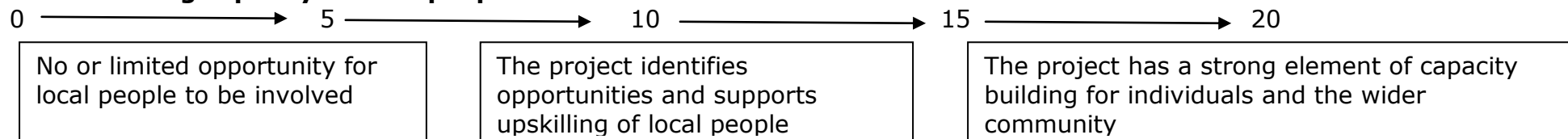
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Selection criteria

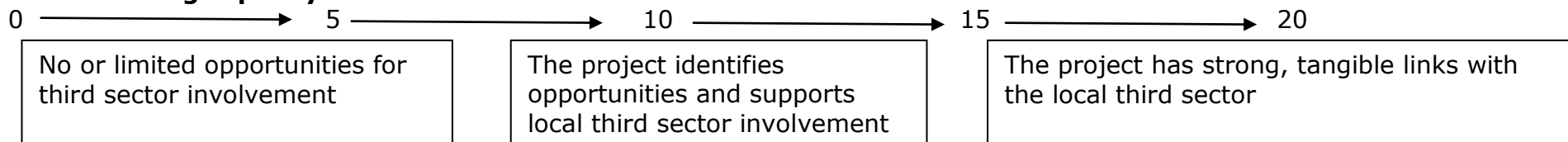
1. Evidence of need and local community support



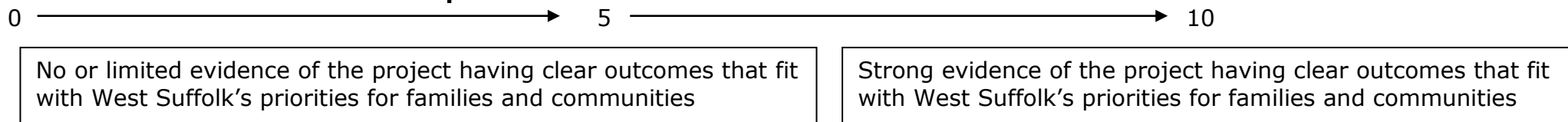
2. Building capacity of local people



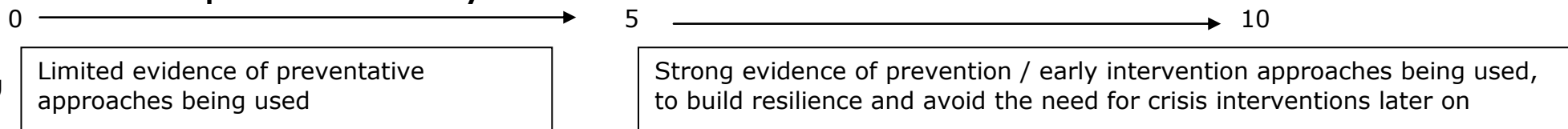
3. Building capacity of the third sector



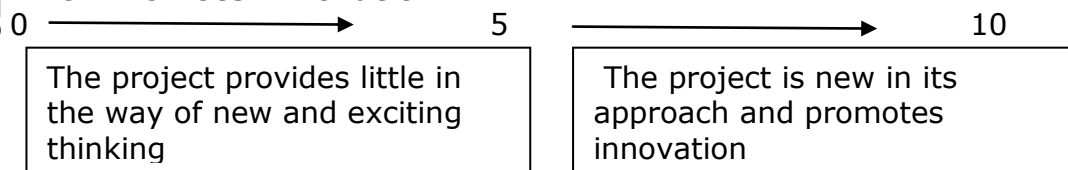
4. Contribute to West Suffolk's priorities



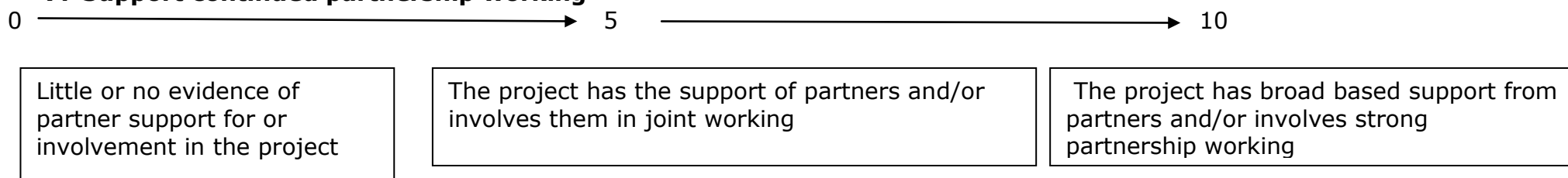
5. Promote prevention and early intervention



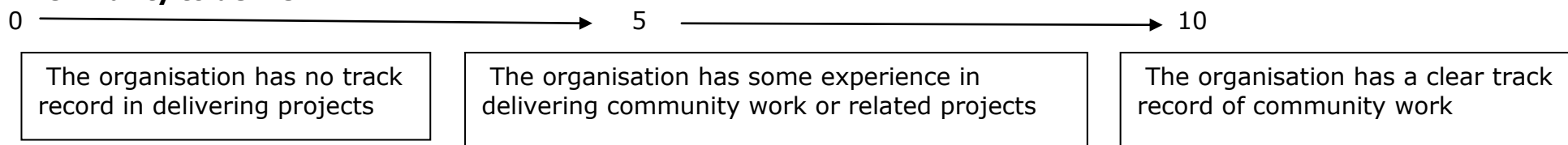
6. Promote Innovation



7. Support continued partnership working



8. Ability to deliver



	Organisation: Home Start		
	Criteria	Max score	Score
1	Evidence of need and community support	20	
2	Build continued capacity of local people	20	
3	Build continued capacity of the third sector	20	
4	Contribute toward F&C Strategy	10	
5	Promote prevention and early intervention	10	
6	Promote innovation	10	
7	Support continued partnership working	10	
8	Ability to deliver	10	
	Total	110	

	Organisation: SARS		
	Criteria	Max score	Score
1	Evidence of need and community support	20	
2	Build continued capacity of local people	20	
3	Build continued capacity of the third sector	20	
4	Contribute toward F&C Strategy	10	
5	Promote prevention and early intervention	10	
6	Promote innovation	10	
7	Support continued partnership working	10	
8	Ability to deliver	10	
	Total	110	

	Organisation: Unit Twenty Three		
	Criteria	Max score	Score
1	Evidence of need and community support	20	
2	Build continued capacity of local people	20	
3	Build continued capacity of the third sector	20	
4	Contribute toward F&C Strategy	10	
5	Promote prevention and early intervention	10	
6	Promote innovation	10	
7	Support continued partnership working	10	
8	Ability to deliver	10	
	Total	110	

	Organisation: Catch 22 Suffolk Positive Futures		
	Criteria	Max score	Score
1	Evidence of need and community support	20	
2	Build continued capacity of local people	20	
3	Build continued capacity of the third sector	20	
4	Contribute toward F&C Strategy	10	
5	Promote prevention and early intervention	10	
6	Promote innovation	10	
7	Support continued partnership working	10	
8	Ability to deliver	10	
	Total	110	

	Organisation: Suffolk West Citizens Advice		
	Criteria	Max score	Score
1	Evidence of need and community support	20	
2	Build continued capacity of local people	20	
3	Build continued capacity of the third sector	20	
4	Contribute toward F&C Strategy	10	
5	Promote prevention and early intervention	10	
6	Promote innovation	10	
7	Support continued partnership working	10	
8	Ability to deliver	10	
	Total	110	