

Grant Working Party



St Edmundsbury
BOROUGH COUNCIL

Title of Report:	Community Chest 2016/2017 Monitoring and Evaluation	
Report No:	GWP/SE/16/002	
Report to and date:	Grant Working Party	5 September 2016
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Purpose of report:	The report updates the Grant Working Party on the progress of projects supported with funding through the Community Chest 2016/2017.	
Recommendation:	<p>It is <u>RECOMMENDED</u> that:</p> <p>(1) the content of Section 1 of Report No: GWP/SE/16/002 be noted; and</p> <p>(2) consideration be given to the suggestion provided in Section 2 regarding future reporting arrangements for projects supported through Community Chest.</p>	
Key Decision: <i>(Check the appropriate box and delete all those that do not apply.)</i>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>	
Consultation:	<ul style="list-style-type: none"> • Not applicable 	
Alternative option:	<ul style="list-style-type: none"> • Not applicable 	
Implications:		
Are there any financial implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Are there any staffing implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	

<i>Are there any ICT implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any legal and/or policy implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any equality implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
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)
Grant money awarded and outcomes not being met	Medium	Ensure effective and ongoing monitoring which is proportionate to the value of the grant awarded	Low
Wards affected:		All Wards	
Background papers: <i>(all background papers are to be published on the website and a link included)</i>		Report No: GWP/SE/15/004	
Documents attached:		None	

1. Community Chest 2015/2016

1.1 On 16 November 2015, the Grant Working Party recommended approval of grants totalling £250,806 from the 2016/2017 Community Chest. A wide range of voluntary, community and social enterprise organisations were supported.

1.1.1 Funds were paid in April 2016 with projects now getting under way. This report updates the Working Party on the first quarter monitoring of these projects from April 2016 to June 2016 and seeks clarity on how Members would like to receive this information in the future.

1.1.2 It is worth noting that for some of these projects, it is early days and outcomes may not be seen until later on in the financial year.

1.1.3 The table below shows which projects were supported:

<u>Organisation</u>	<u>Project</u>	<u>2016/17</u>	<u>2017/18</u>
BSEVC	Adult Mental Health Support	£6,586	
Gatehouse Caring	Home Furnishings for disadvantaged families	£5,000	£5,000
HomeStart	Parental and Family Support	£13,250	£9,800
Hopton Day Care Centre	Day Care for older people	£5,000	
Mentis Tree	Mental Health Counselling Services	£9,000	
REACH	Foodbank and Supported Volunteering	£5,000	£5,000
Relate	Relationship Counselling services	£5,000	£5,000
SWCAB	Free Information, Advice and Advocacy	£182,000	
The Voluntary Network	Befriending Scheme	£9,860	£10,800
The Voluntary Network	Community Car Service	£5,310	£4,434
Suffolk Rape Crisis	Counselling Services	£4,800	£4,800

1.1.4 Organisations are asked to provide a quarterly update on the progress of the projects supported with funds from Community Chest. The responsibility for liaising with each organisation is shared amongst the Families and Communities Team where the projects are linked to the officer's specialist lead area.

1.1.5 The information below has been provided directly by the organisations.

1.2 **Bury St Edmunds Volunteer Centre (BSEVC) Adult Mental Health Support £6,586**

1.2.1 The BSEVC was awarded funding to deliver a project focusing on adults experiencing mental health issues. The project proposed that cognitive behaviour therapy programmes as well as support groups would be made available for people living in St Edmundsbury.

1.2.2 Since commencement of this project there has been a six week delay due to change of project co-ordinators.

1.2.3 During Quarter 1 the following progress has been made:

- Research into where to deliver the six week programmes
- Who to approach to market and promote this opportunity
- Research into other activities supporting this area already being offered in the St Edmundsbury area
- Meetings and discussions with local contacts to identify type of programme which will suit need

1.2.4 From this work the BSEVC has secured a venue and dates to deliver two six-week programmes. These will be delivered commencing 8 September 2016 and on 23 February 2017.

1.2.5 BSEVC is also progressing discussions with the Bury St Edmunds Library to secure a room to initially deliver, following the first programme, the monthly support groups. These will be facilitated during the funding period by an experience mental health facilitator.

1.3 **Gatehouse Caring
Home furnishings for disadvantaged families
£5,000**

1.3.1 Gatehouse was awarded funding for the furniture store project which is a complete home furnishing service for disadvantaged families and individuals.

1.3.2 Since the funding was awarded, Gatehouse is now open to the general public for sales of furniture and household items. The reason for doing this was to increase fundraising and to be able to offer the service to the wider public including those on low incomes.

1.3.3 During May and June 2016, 72 house collections were made and 1,203 items sold. 390 clients were seen in-store and 45 donations made with the vast majority of both coming from Bury St Edmunds.

1.3.4 As well as clients coming into the store, Gatehouse has awarded 38 Local Welfare Grants to individuals whereby funds are allocated by Suffolk County Council and furniture supplied to the family directly.

1.4 **HomeStart
Parental and Family Support
£13,250**

1.4.1 HomeStart was awarded funding to provide one to one support to families through their staff and volunteers, and through running Family Groups, which are designed to provide activities and support for children and parents, as well as developing social networks and support groups within local communities.

1.4.2 HomeStart has been successful in expanding its service into St Edmundsbury and through the Stepping Stones Project are currently supporting 18 families with a HomeStart volunteer. Their internal evaluation system reported that 100% of families in St Edmundsbury, visited within quarter one, reported an

increased involvement in their children's development/learning.

- 1.4.3 In addition to their home visiting service, HomeStart has recently established a new and successful HomeStart Family Group (First Steps Playgroup at the Anselm Community Centre in Bury St Edmunds). At this weekly session, confidential emotional support is offered to families alongside stimulating activities designed to help develop the skills children require for a smooth transition to preschool/school. This group regularly attracts upwards of 14 families per session and has helped us to reach out to the community using the skills of the four volunteers who attend each session.
- 1.4.4 During May and June 2016, the project delivered two Preparation Courses for Volunteers and five attendees have taken up the opportunity to complete Accreditation at level two. As part of the commitment to volunteers HomeStart have also provided an additional training session for all volunteers during quarter one and recent figures show that three of the volunteers have directly used their volunteering experiences to help them gain new employment.
- 1.4.5 Data shows that four families supported during quarter one have experienced a reduction in their level of need and have been 'stepped down' from Team Around the Child support.
- 1.4.6 The above work is evidenced in volunteer diaries, feedback from families at Review/End Visits by Family Co-ordinators, and the monitoring and evaluation system (MESH) tracks 'the journey of change' for each family. Evidence based on the data shows the families supported are indeed attending more groups available to them in the community and volunteers are directly affecting this outcome through both signposting and attending groups with the families. Review visits carried out by Family Co-ordinators show that families supported during quarter one are experiencing a reduction in isolation and an improvement in self- confidence; in St Edmundsbury data shows that 100% of families supported, reported that they felt less isolated than at the start of HomeStart support.

1.5 **Hopton Day Care Centre
Day Care for older people
£5,000**

- 1.5.1 The Centre had suffered from falling attendance and had been operating from reserves. They wished to embark on an active recruitment campaign to attract new members; look at fund raising; and consider what other income generating streams may be available. However, they recognise that this can not be achieved overnight and as such were awarded funds of to keep them operating in the short term.
- 1.5.2 Several events and activities have taken place to encourage membership. The Coffee Caravan attended the centre at the beginning of the year and is helping with promotion. A Birthday Party and Tea Dance has been held to help raise the profile of the centre. New fliers and leaflets have been printed. Amongst the new activities they have been able to take the members to Bressingham Steam Museum and Gardens, and they enjoyed a rather large coffee and cake and a browse around.

1.5.3 Four new members have been recruited. The Centre is also looking to make partnerships through the NHS discharge team.

1.6 **Mentis Tree**
Mental Health Counselling Services
£9,000

1.6.1 Mentis Tree is a Community Interest Company which offers low cost psychological therapies to improve mental health and wellbeing. Funding was awarded to allow clients that are in hardship within St Edmundsbury to access free longer term therapy which is not available on the NHS.

1.6.2 Eight clients (two male and six female) are currently in treatment with a total of 71 sessions having been delivered. All clients in this quarter are still in treatment so outcomes/feedback forms/completion rates are not yet available.

1.6.3 Currently 12 clients waiting for particular appointment times to become available. Nine new appointment slots are becoming available from 1 September 2016.

1.7 **REACH**
Foodbank and Supported Volunteering
£5,000

1.7.1 REACH was awarded funding to run a supported volunteer programme within its foodbank.

1.7.2 Since April 2016, the Foodbank has become a little busier and this appears to be down to more single people moving into the area into houses of multiple occupation (HMOs) as well as benefit claimants moving from Job Seekers' Allowance to Universal Credit. This effectively means that a single person has to wait around six weeks before they receive any money.

1.7.3 For the period 1 April to 31 July 2016 the foodbank saw the following (same period last year in brackets)

256 food boxes distributed	(186)
404 people fed	(311)
300 adults fed	(224)
104 children fed	(87)

Demographic:

Haverhill South	43% (46%)
Haverhill East	22% (19%)
Haverhill North	19% (17%)
Haverhill West	5% (10%)

Issues:

Benefit related	46% (44%)
Low income	16% (18%)
Debt	12% (10%)

1.7.4 The biggest challenge proved to be volunteering which after the loss of a few volunteers has now stabilised with a current total of 42 volunteers, with 55 people volunteering throughout the quarter one, 21 of these are former clients, five are supported volunteers and 13 are either under 18 or vulnerable.

1.8 **Relate
Relationship Counselling services
£5,000**

1.8.1 Relate was awarded funding to subsidise the cost of counselling for residents of St Edmundsbury that cannot afford a fee, allowing them to provide equal access to all regardless of ability to pay.

1.8.2 20 St Edmundsbury residents have been supported directly by bursary. The number of subsidised relationship counselling sessions attended between April to June 2016 for cases starting since 1 April 2016 is 46. Many cases are still on-going.

1.8.3 As it is early days in this year's reporting, not many clients have ended their counselling, the example below helps to demonstrate the benefit of Relate Counselling.

1.8.4 In this example, the man started at a CORE wellbeing score of 17 (moderate stress/anxiety) and ended at a score of eight (low level and under the clinical cut off point), i.e. he is deemed as being in "recovery". The woman in this example started with a CORE score of 25 (moderate /severe levels of stress anxiety) and ended at 10, which is the clinical cut off point; with a 15 point improvement (reduction) in her self-reported level of stress and anxiety. This is therefore a very successful piece of work with these clients. This is backed up by the clients' own reporting and feedback quotes below:

"The support has been excellent. Our counsellor was very good at understanding the situation of making the water less "muddy"! Thank you"

"Would recommend the service to others"

"I felt my needs were understood and I am far more positive now and feel more in control of my life and the relationships around me, Many thanks."

"My experience was good and it has had a positive impact on me."

"Our Counsellor was fantastic, she helped us so much and we are very thankful. We would recommend this service to anyone."

1.9 **Suffolk West Citizens Advice Bureau**
Free Information, Advice and Advocacy
£182,000

1.9.1 The Citizens Advice Bureau (CAB) provides free information, advice and advocacy to all members of the local community. The aim is to provide the information and advice that clients need at the time they need it, and to target resources towards providing casework for those unable to manage their problems themselves.

1.9.2 CAB headlines over the first quarter:

New clients/enquiries up 5% year on year:	Q1 2016-17	1,535
	Q1 2015-16	1,462
Client contacts up 12% year on year:	Q1 2016-17	4,966
	Q1 2015-16	4,441

1.9.3 Key areas of increase are:

Consumer, Health and Community Care, Housing, Other (mainly charitable support), Relationships and Family, Utilities

1.9.4 Key areas of interest:

- **financial capability work:** visits to all the banks in Bury St Edmunds and Haverhill; a day spent in one bank talking to the public; and in general increasing work with high street banks to raise awareness of help with money advice, and scams awareness. Also developing financial literacy work with schools and the college, as well as in community groups
- **health:** the 'advice on prescription' project continues to increase, dealing with fifty one individual clients in the first quarter (some of these cases will have begun in the previous quarter)
- **welfare benefits:** an increasing number of disability benefit appeal cases, with which CAB are dealing with using experienced volunteer caseworkers but are also in the process of training more volunteers specifically to cope with the volume (the increases are due partly due to the fact that access to disability benefits is being ever more strictly controlled, and partly because of the two stage appeal system that has been brought in – as always it is the vulnerable, least literate and articulate who are tending to suffer from these changes)
- **volunteers:** CAB were pleased to celebrate Volunteers' Week with flowers and chocolates at every site, and a letter of thanks to each volunteer signed by all trustees; volunteer numbers are increasing, particularly in Haverhill, where recruits from the beginning of the year are now seeing clients

Financial outcomes:

Debt written off	£344,107
Financial gains	£185,208
Reimbursements	£3,717
Debt dealt with in total	£399,307

**1.10 The Voluntary Network
Befriending Scheme
£9,860**

- 1.10.1 A team of volunteers provide one to one support to people who would otherwise be isolated. Volunteers spend an hour per week offering friendship and support. Funding was awarded to further develop the service. Some clients would benefit from extending contact beyond one to one visits. In particular, many would welcome attending Day Centres or social groups but need support to help resolve any barriers such as confidence or access. Some people would simply like to go out for a cup of coffee at a garden centre.
- 1.10.2 Eight new volunteers have been recruited providing support for 58 active placements. Partnership working is taking place with the Synergy Cafés, Gatehouse – Dementia Action Awareness group, Special Companions and Bury South Integrated Delivery Team.

**1.11 The Voluntary Network (TVN)
Community Car Service
£5,310**

- 1.11.1 The project aimed to recruit and train 10 volunteer drivers throughout St Edmundsbury. It was anticipated that the service would be used to assist people to attend medical appointments, hospitals, health centres as well as visiting relatives and friends in nursing homes for people who find it difficult to access public transport.
- 1.11.2 Eight volunteer drivers have been recruited. Six have completed all training and Disclosure and Barring Service (DBS) checks and they are now available for use. TVN are now able to allocate journeys to our new drivers.
- 1.11.3 TVN have been working hard to establish and promote the new Connecting Communities initiative (provision of community transport) which started on 13 June 2016. As such, they have attended launch events, Suffolk Association of Local Councils (SALC) meeting as well as held discussions with Ambulance Trust, Parish Councils and the Sensing Change team.

**1.12 Suffolk Rape Crisis (SRC)
Counselling Services
£4,800**

- 1.12.1 Suffolk Rape Crisis was awarded funding to continue and expand the provision of specialist counselling services for survivors of rape and sexual abuse across St Edmundsbury and for the establishment of therapeutic group work serving the town and surrounding areas.

- 1.12.2 From 1 April 2016, the funding has enabled SRC to increase its capacity for delivering counselling sessions in St Edmundsbury from nine sessions per week to fourteen. Five additional women and girls have started counselling and nine initial counselling assessments have been delivered. The initial assessments are crucial to assess the nature of crime experienced by the survivor, the needs of the individual, ensure their current safety, explain the services including what counselling involves, and for women and girls to decide whether counselling is right for them. Five survivors are proceeding to counselling and are currently on the waiting list and four have declined the service (declining the service usually means that a survivor does not feel ready for counselling at that current time but often returns to us at a later date).
- 1.12.3 It is too early at this stage of the project to have impacted upon the reduction of SRC's waiting list as, although they are counselling an additional five women, another five have joined the waiting list following their initial assessments. However, for this first quarter the funding has enabled SRC to maintain the waiting list at six months thereby not experiencing any increase.

2. Future Reporting

- 2.1 Officers are in regular contact with the projects supported through Community Chest and receive quarterly reports detailing outcomes as well as challenges faced. It is suggested that future reporting be circulated to the Grant Working Party via email to keep Members updated on progress.