

# Community Chest Application Summary 2017/2018

Local Authority	St Edmundsbury Borough Council
Organisation	<b>FamilyCarersNet</b>
Amount Requested	<i>£57,000 over two years: Yr1 - £28,500, Yr2 - £28,500</i>
Total Project Cost	£85,000
Match Funding	Suffolk County Council: £7,000, Time in-kind: £7,000
Partnerships	<ul style="list-style-type: none"> <li>• WSCCG</li> <li>• West Suffolk Hospital</li> <li>• GP Surgeries. And other groups.</li> </ul>
West Suffolk Bid?	Yes

## Key Points

- The purpose of FamilyCarersNet is to provide flexible support for a carer's mental, emotional and physical health and wellbeing.

Funding shall include creation of the 'FamilyCarersNet Health Toolbox', which packages the services into a digital-technology platform, as well as offline and entity that people can access for short, medium and long-term support. These include:

- Respite and Relaxation Activities (planning, organising, co-ordinating, promoting and delivering activities for family carers).
- Life Coaching & Counselling (provision of individual, group sessions and open discussions for family carers and extended family members where necessary, to support their mental and emotional health and wellbeing).
- Volunteer Champion Training & Development (provide opportunities for family carers, people not in employment, education or training and anyone who is generally interested, to be a volunteer champion whereby they will develop specific skills to benefit them and the project).
- Employer Partnership Scheme (Employers will be invited to be part of a scheme to support carers in the workplace, by raising awareness, subsidising support and promotion through their marketing literature).
- Family Carer Healthcare Network (Formulate a strong, clear and communicative network of support, referral and information provision for family carers, whilst developing best practice and shared learning amongst the Third Sector, Public Health and associated Health Professionals).
- Project start: **May 2017**
- Project end: **Ongoing**

**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](mailto:richard.baldwin@westsuffolk.gov.uk)

1. Name of your organisation(s): FamilyCarersNet
2. Organisation address details

Address Ln1	Ask House		
Address Ln2	Northgate Avenue		
Address Ln3			
City/Town	Bury St Edmunds	Postcode	IP32 6BB
Main phone	01284 717875	E-mail	<a href="mailto:simon@familycarersnet.co.uk">simon@familycarersnet.co.uk</a>
Website	<a href="http://www.familycarersnet.co.uk">www.familycarersnet.co.uk</a>		

Main Contact Person		Second Contact Person	
Title	Mr	Title	Mrs
Forename	Simon	Forename	Sue
Surname	Brown	Surname	Jay
Role	Chief Executive	Role	Managing Director
Daytime Tel No.	01284 717875	Daytime Tel No.	01284 750096
Mobile No.	██████████	Mobile No.	██████████
Email	<a href="mailto:simon@familycarersnet.co.uk">simon@familycarersnet.co.uk</a>	Email	<a href="mailto:sue.jay@mtcic.org.uk">sue.jay@mtcic.org.uk</a>
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 Borough Council

\*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		Company number: 10139289
Community Interest Company		
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	4	Service users	
Full Time staff / workers	6	Volunteers and helpers (non-management)	32
Part Time staff / workers	5		

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 purpose of FamilyCarersNet is to provide flexible support for a carer's mental, emotional and physical health and wellbeing, at time, date and level of engagement they choose. This is delivered with the objective of improving their quality of life, reducing impact on the NHS and associated healthcare services, creating an active community for a stronger support network so individual family carers can be more self-managing and determinant of their lives. The ultimate objective is to improve health inequality in the lives of family carers.

This new initiative 'FamilyCarersNet Health Toolbox' has been set-up by Simon Brown and Sue Jay MBE in response to evidencing the needs of family carers through partnership delivery of health focussed services across West Suffolk since 2012.

These include: organising and delivering respite and relaxation activities for carers they want to do, at a time and date that suited them; i.e., flexible for their needs. E.g., boat trips, archery, afternoon tea, massage and therapies, tourist attractions or big event family fun days and more. There has also been the provision of support for their mental and emotional health and wellbeing through open and private discussions with life coaches, counsellors and family carer advisors.

Through this engagement there was a consistent message coming from carers, that they needed greater levels of support that is flexible around their lifestyles, as it was not available. This is because they have a routine for their caring role, including the younger carers who are at school, carers in employment and older carers who found that having a routine made it easier for them to manage the daily stresses and demands.

Our aim is to create a broad and strong network of support to support family carers within their family, friends, local community, through charities, third sector organisations, businesses, schools, public authorities, NHS, health professionals and the general public who care and want to help. It is not currently there and what there is, is disjointed and not sufficient for what carers need/want.

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
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.

FamilyCarersNet has been actively supporting family carers since March 2016, whereby it moved on from its initial pilot period and research/evidence gathering exercise, into delivery of services. To date, this has been done light-touch across Suffolk to launch and begin delivering services at a manageable level.

Having successfully delivered these services, the project now requires funding to cover delivery of services throughout West Suffolk. Funding shall include creation of the ‘FamilyCarersNet Health Toolbox’, which packages the services into a digital-technology platform, as well as offline and entity that people can access for short, medium and long-term support. These include:

- **Respite and Relaxation Activities** (planning, organising, co-ordinating, promoting and delivering activities for family carers).
- **Life Coaching & Counselling** (provision of individual, group sessions and open discussions for family carers and extended family members where necessary, to support their mental and emotional health and wellbeing).
- **Volunteer Champion Training & Development** (provide opportunities for family carers, people not in employment, education or training and anyone who is generally interested, to be a volunteer champion whereby they will develop specific skills to benefit them and the project).
- **Employer Partnership Scheme** (Employers will be invited to be part of a scheme to support carers in the workplace, by raising awareness, subsidising support and promotion through their marketing literature).
- **Family Carer Healthcare Network** (Formulate a strong, clear and communicative network of support, referral and information provision for family carers, whilst developing best practice and shared learning amongst the Third Sector, Public Health and associated Health Professionals).
- **Publicity and Marketing** (promoting FamilyCarersNet, it’s partners, support opportunities and how to become part of it as a service user, partner or volunteer)
- **Project Management and Administration** (resource required to manage and delivery the FamilyCarersNet Health Toolbox in West Suffolk).

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.

FamilyCarersNet has been borne out of working with and delivering support for family carers throughout Suffolk since 2011. During such time, we have engaged in conversations and delivered projects (including Respite and Relaxation Activities, Life Coaching and Counselling, Lifeskills Development, Employer & Employee HR Advice, Winter Warmth) with family carers (young carers, parent carers, employed carers and older carers), NHS WSCCG and NHS IESCCG, Suffolk County Council, health and wellbeing professionals, colleges and schools, employers including RC Treatt, Purina Nestle, Adnams and Ipswich Building Society, third sector organisations, community groups, charities and volunteers.

It is from all of this experience, information gathering, research, understanding of life as a family carer and the desire, commitment, willingness and opportunity for providing the support for family carers they want, that 'FamilyCarersNet Health Toolbox' has been created.

In addition to this, an independent piece of research by Suffolk County Council identified there being 77,745 (10.7% of Suffolk's population) known unpaid family carers living in Suffolk. It is forecasted that this figure exceeds 100,000 when it includes 'unknown' unpaid family carers.

Using this data for St Edmundsbury, there are approximately 12,000 known unpaid family carers and a further 3,000 unknown unpaid family carers, totalling a forecast of approximately 15,000 unpaid family carers in St Edmundsbury.

Research via the SROI Network and NHS England has identified that a carer visits a GP on average 5.5 times per year for specific caring related health matters. A GP visit costs the NHS £45 per occasion, without inclusion of prescribed medication or further forms of health support. Delivery of Respite and Relaxation Activities has proven to reduce a family carer's visit to a GP by a minimum of one occasion per year.

This evidence was obtained through direct research with family carers before, during and after delivery of the activities. This particular project received £18,000 of funding (from IESCCG and WSCCG) and evidenced a total saving on GP visits of £29,925 (reduction of one per year for 665 people supported). Through further research of additional costs attributed to family carers health and use of services, such as A&E visits and prescribed medication (Source: Department of Health), this project alone attributed an approximate saving of £156,000; equating to £8.50 for every £1 spent.

Delivery of this support in St Edmundsbury could save the local NHS and public healthcare services approximately £675,000 per annum on GP visits alone, plus further costs for prescribed medication and additional health requirements. More importantly, it helps improve the quality of life, health and wellbeing of family carers.

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

Core to this project is the focus of enabling local people to support one another and creating a strong localised community engagement through the Online Community, Engagement Events, Volunteer Training & Development, Employer Partnership Scheme, Respite and Relaxation Activities.

Through this we will create a Family Carer Healthcare Network, enabling and facilitating people to support others, which they will do as part of the 'FamilyCarersNet Health Toolbox'. To create the strength, breadth and depth of support, it will be done so at a time and in a flexible manner that suits local people; whether in person or online.

There will be a focus on building relationships between people and organisations to create a strong community and network of support, thus enabling family carers to: feel safer with their support environment; able to communicate with people they may not initially know; extend their contacts beyond their immediate family; develop confidence and ability for self-management and control of their lives.

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.

Working with other organisations to co-deliver services for and promote this project is a central component and is extremely effective in creating community cohesion and strength in support. Some examples of these include, but not exhaustive to:

- WSCCG
- West Suffolk Hospital
- GP Surgeries
- St Edmundsbury BC Families and Communities Team
- Suffolk Family Carers
- BSEVC
- Haverhill Arts Centre
- REACH Community Projects (Haverhill)
- Abbeycroft Leisure Centre
- West Suffolk College
- RC Treatt
- Purina Nestle

It is our plan to have many 3<sup>rd</sup> party organisations involved in this project throughout St Edmundsbury and West Suffolk to create a breadth and depth of support.

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?

**1. Membership**  
There will be two types of membership available for people, whether a carers or otherwise. The first of these is free, whereby people will be able to access support and very much be part of FamilyCarersNet.

The second is a paid membership of £10pcm, which will allow people to access additional levels of support and information of the FamilyCarersNet Health Toolbox, whether at no further cost or subsidised; these services can still be accessed under the free membership, but there will be a full cost incurred.

The aim of from the paid membership is that the collective of members enables considerable overall costs to be reduced and thus redistributed at a lower individual cost to members. The cost of any additional services shall also be financially supported/subsidised through income generated via Corporate Social Responsibility and Contracted Services.

**2. Corporate Social Responsibility**  
Employers will provide an income stream for FamilyCarersNet through ‘Sponsor A Carer’ (£250/£500/£1000 per annum), advertising across the digital community (£50pcm upwards) and fundraising/donation.

**3. Contracted Services**  
FamilyCarersNet will provide contracted services for organisations wishing to engage with, research and or commission support for family carers.

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? If your project is health related how does it improve health outcomes for residents within community networks and beyond?

Through the 'FamilyCarersNet Health Toolbox' project and at the end of the funded 2 year period, we expect to achieve the following outcomes:

- Evidenced reduction of GP visits by family carers
- Year-on-year increase of family carers confirming self-management of their health and evidencing direct health impact, driving to a prevention way of life
- 50 Employers signed up to the Partnership Scheme
- Engaged with over 500 family carers through respite and relaxation activities
- 2700 family carers joined as members
- Monthly Life Coaching/Counselling groups, with evidenced improvements on the lives of a family carer, their family and friends
- 15,000 unique users of the digital community
- 100 people registering as a volunteer champion
- Achieving a minimum 80% positive stakeholder rating
- Minimum of 25 partner organisations
- Stories by family carers communicating the positive impact on their lives; written, spoken and visually and used throughout the whole stakeholder network to build wider community strength
- Reduced use of public health services and external agencies
- FamilyCarersNet to be known by health professionals across St Edmundsbury for referral
- Annual Family Carer Day to be held and a recognised public accessible event

Through setting these objectives, the project shall drive towards delivering outcomes within the 'Community Chest' criteria and the 'West Suffolk Families and Communities Strategy' by being a connector that produces "fences at the top of cliffs" to reduce use of "ambulances at the bottom".

21. What is the total cost of the project?

£85,000

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.

<b>Item or activity</b>	<b>Cost (£)</b>
Respite and Relaxation Activities	16,000
Life Coaching and Counselling	17,000
Engagement Events	10,000
Volunteer Champion Training & Development	6,000
Employer Partnership Scheme	6,000
Family Carer healthcare network	8,000
Publicity and Marketing	12,000
Project Management and Administration	10,000
<b>Total cost of items listed above:</b>	<b>£85,000</b>

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

£57,000

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

<b>Source</b>	<b>Amount (£)</b>
Suffolk County Council	7,000
Time in-kind	7,000
<b>Total fundraising:</b>	<b>£14,000</b>

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

<b>Funder</b>	<b>Amount (£)</b>	<b>Timescale for decision</b>
New Anglia LEP	£14,000	December 2016
<b>Total:</b>	£14,000	

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?

<b>Funder</b>	<b>Amount (£)</b>	<b>Reason for funding</b>
St Edmundsbury Borough Council (funded MTCIC)	£9,000	Counselling for people on low-income.
<b>Total:</b>	£9,000	