

Grant Working Party



St Edmundsbury
BOROUGH COUNCIL

Title of Report:	Community Chest 2018/2019 Monitoring and Evaluation	
Report No:	GWP/SE/18/001	
Report to and date:	Grant Working Party	3 September 2018
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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 2018/2019.	
Recommendation:	It is <u>RECOMMENDED</u> that: (1) the content of Sections 1 and 2 of Report No: GWP/SE/18/001 be noted	
Key Decision: <i>(Check the appropriate box and delete all those that do not apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
Consultation:	• Not applicable	
Alternative option:	• Not applicable	
Implications:		
<i>Are there any financial implications? If yes, please give details</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<i>Are there any staffing implications? 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/17/002	
Documents attached:		None	

1. Community Chest 2018/2019

1.1 On 6 November 2017, the Grant Working Party recommended approval of grants totalling £274,971 from the 2018/2019 Community Chest. A wide range of voluntary, community and social enterprise organisations were supported.

1.1.1 Funds were paid in April 2018 with projects now getting under way. This report updates the Grant Working Party on the first quarter monitoring of these projects from April 2018 to June 2018.

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:

Organisation	Project	2018/19	2019/20
Suffolk Accident Rescue Service (SARS)	Specialist medical equipment (second year of two year allocation)	£2,000.00	
Theatre Royal (Bury St Edmunds)	Arts Wellbeing (second year of two year allocation)	£5,000.00	
Our Special Friends	Administration support for companion animal support services	£6,000.00	£6,000.00
Sporting 87	Bursary support for Football Development Officer	£6,000.00	
Anglia Care Trust	Alcohol Recovery Project	£5,000.00	
Mentis Tree CIC	Acorn Counselling Service free sessions	£9,000.00	
Suffolk West CAB	Free information, advice and advocacy - operational costs	£182,000.00	£182,000.00
Relate	Bursary support for counselling and therapy services	£5,000.00	£5,000.00
Suffolk Family Carers	Carer support and training programmes	£10,000.00	
St Nicholas Hospice Care	Open House outreach support and introduction to hospice services - Bury St Edmunds	£6,532.00	£6,533.00
St Nicholas Hospice Care	Open House outreach support and introduction to hospice services - Haverhill	£8,909.00	£8,909.00
HomeStart Mid and West Suffolk	Home visits, groups and resources to support parents - Haverhill	£10,000.00	£10,000.00
REACH	Resource centre, food bank and outreach - Haverhill	£10,000.00	£10,000.00
Suffolk Cinema Network	Equipment and publicity	£3,500.00	£3,500.00
Haverhill Community Trust	Activities for young people	£6,030.00	

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 or locality.

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

1.2 **Suffolk Accident Rescue Service (SARS)**
Specialist medical equipment
£2,000.00 (second year of two year funding agreement)

1.2.1 Suffolk Accident Rescue Service (SARS) was allocated funding towards specialist equipment and training for solo and team responders operating in St Edmundsbury. For the benefit of 300 people.

1.2.2 92 call outs were responded to between April-July 2018. In 23% of these, a SARS responder was the first medical assistance on scene.

1.2.3 A new responder was set up in St Edmundsbury in June 2018 and has already responded to a number of call outs. He is a critical care paramedic with years of experience in the prehospital environment.

1.2.4 Year one funding (2017-18) exceeded target with 328 call outs.

1.2.5 On course to exceed year two target.

1.3 **Theatre Royal (Bury St Edmunds)**
Arts Wellbeing
£5,000 (second year of two year funding agreement)

1.3.1 Theatre Royal (Bury St Edmunds) was allocated funding towards delivery of the Associated Artists programme working with charities. To work with 90 local people with additional needs.

1.3.2 The theatre, in partnership with the Befriending Hub, created a play which was performed to an audience of 62.

1.3.3 30 members of the Bury Drop In held a performance created over several weeks to an audience of 105. An exhibition of artwork and photography by the Drop In members was also staged.

1.3.4 A workshop was held with 12 service users of Focus 12 in June.

1.3.5 Act Your Age workshops are being held for a group of 24 people aged 60-80.

1.3.6 Year One funding (2017-18) exceeded target with 174 vulnerable people and professionals directly engaged with and involved and audiences of several hundred, a significant proportion of which were from vulnerable groups.

1.3.7 On course to exceed Year Two targets.

1.4 **Our Special Friends**
Administration support for companion animal support services
£6,000

1.4.1 Our Special Friends (OSF) was allocated funding towards administration to enable delivery of companion animal support services and animal-assisted activity. This role will help Our Special Friends deliver outputs including 2 or 3 new enquiries/cases every day. 200 – 300 cases annually.

1.4.2 Administrative support was secured in 2017 to help deliver the following outputs and outcomes.

1.4.3 41 new cases were commenced between April and June 2018. There are 137 ongoing cases and 31 active cases requiring action.

1.4.4 Referrals were received from Suffolk County Council ACS, St Nicholas Hospice, Gatehouse Dementia Hub, Occupational Therapists, Sue Ryder Dementia Together and RSPCA.

1.4.5 Case study example - The lady in question had been admitted into West Suffolk Hospital and due to complications, her hospital stay was unexpectedly extended. With no relatives close by, she was unable make arrangements for the care of her 3 dogs. On discharge from hospital it became evident that the lady was unable to cope with continuing to care for her dogs. She also had an aquarium in her home which she was unable to tend to on coming out of hospital. The garden had also become completely untended.

OSF arranged temporary boarding for the animals whilst finding foster homes for the Poodles and the Bassett Hound. With the prolonged stay in hospital, and subsequent hospital admissions, OSF arranged for visits to be made in the home to assist with Dog Walking.

Veterinary assistance with itching for the Bassett Hound and grooming for the poodles was arranged by OSF. Contribution towards to cost of an aquarium pump for the fish and assistance with garden clearance and ongoing maintenance by referring to Catch22.

A rota of Volunteers was arranged by OSF for regular walking of the dogs and maintenance of the aquarium whilst the lady was at home. A team of support was organised so that a care plan was in place should she have to be admitted into hospital at short notice.

The owner did not have to give up her animals. OSF helped her come to terms with the loss of her Bassett Hound and continued to provide her with a network of support for over a year whilst she was in and out of hospital.

1.4.6 On course to exceed targets.

1.5 **Sporting 87**
Bursary support for Football Development Officer
£6,000

1.5.1 Sporting 87 was allocated funding towards bursary support for a Football Development Officer. To work with typically 200 people directly in the course of a typical week. This would be via school lessons, lunch clubs, after school activities, evening activities.

1.5.2 Between April and June 2018, the Football Development office engaged with the following on a weekly basis:

- School pupils – 160
- Walking football (Unisex) – 30 people total over 3 sessions
- Ladies football – 25 people, one session
- Men's Futsal – 80 people one evening per week

And also a Football World Cup tournament, a one-off event – 300 plus people attended.

1.5.3 The FDO (a young person of 18 years old) meets on a weekly basis with their mentor/supervisor to discuss the past weeks activities. This is an opportunity for feedback, both negative and positive. From this feedback, plans are drawn up for the coming week, with an emphasis on the FDO being proactive in the planning and leadership with in the sessions.

1.5.4 A key part of the FDO's development is learning to build relationship and leadership skills with participants and parents. An example of a successful relationship was the FDO being able to approach a parent and tell them that their child's subscriptions are in areas. Due to a previously healthy relationship that had been developed, the parent responded well, and the situation was sorted without a problem.

1.5.5 On course to exceed targets.

1.6 **Anglia Care Trust**
Alcohol Recovery Project
£5,000

1.6.1 Anglia Care Trust was allocated funding towards delivery of the Alcohol Recovery Project. ACT will work with 40 people across Suffolk each year, 7 of which will come from the St Edmundsbury Borough area.

1.6.2 5 referrals were received.

1.6.3 The following interventions were undertaken during the quarter:

- Face to face contact 14
- Phone support 18
- Addiction support 7
- Offending 2
- Accommodation 5
- Benefits/welfare 4
- Health 3
- General wellbeing 5

- 1.6.4 To promote the service relevant agencies in health, housing, addiction support have been contacted. There have been a further 2 referrals in the St Edmundsbury area received at the start of Q2.
- 1.6.5 Case study example - A referral was received which stated D was sober until the start of this year, but suffered a relapse and was now drinking daily. D had a number of health issues and suffered with depression and was reluctant to take his medication for this and had suicidal thoughts and had a stroke 9 months ago. D had also incurred large rent arrears.

D was contacted to arrange an initial meeting. At the meeting D said there had been a recent incident with the police due to behaviour while intoxicated. D spoke about his mental health concerns and it was agreed an appointment with the GP would be arranged to re-assess medication. D mentioned rent arrears of around £1,500. An Experian credit report was completed and a meeting arranged with the benefits office.

D was supported to attend the GP appointment and medications were reviewed. Following a house move a meeting was held to discuss issues about drinking with new housemate there was a discussion about how to avoid this and techniques to reduce the amount consumed. On the next visit D had stopped drinking with the housemate and felt so much better for it. D is keeping busy and looking at doing some courses through Jobs +.

- 1.6.6 Will meet annual target in Q2. On course to exceed targets.

1.7 **Mentis Tree CIC**
Acorn Counselling Service free sessions
£9,000

- 1.7.1 Mentis Tree CIC was allocated funding towards Acorn Counselling Service free sessions. To allow 500 sessions to be given to clients free of charge. This would allow around 35 people minimum to access the service that would not have been able to due to being in hardship for up to 15 sessions.

- 1.7.2 8 new clients referred in the period. The majority of the ongoing clients did not begin therapy until mid to end of May with a total number of appointments to date at 49.

- 1.7.3 Numbers are short this quarter but Mentis Tree have already received a much higher proportion of referrals with appointments offered for the 2nd quarter. No current cause for concern.

1.8 **Suffolk West CAB**
Free information, advice and advocacy – operational costs
£182,000

- 1.8.1 The Citizens Advice Bureau (CAB) was allocated funding towards provision of 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.

- 1.8.2 Estimated outputs p.a. –
- 6200 individual clients helped
 - £1,250,000 financial gain for clients
 - £3m debt dealt with
 - 120 volunteers
 - 8-10 work experience students
- 1.8.3 Between April and June 2018 CAB Suffolk West delivered services to the below numbers

New clients/enquiries up 5% year on year:	Q1 2017-18	1,790
	Q1 2018-19	1,882

Client issues up 26% year on year:	Q1 2017-18	3,454
	Q1 2018-19	4,701

St Edmundsbury: Unique clients up 3% year on year:	Q1 2017-18	975
	Q1 2018-19	1,008

- 1.8.4 Advice areas of increase are (in order of level of increase):
Universal credit, consumer rights, health and community care, utilities, discrimination

- 1.8.5 Case study example 1 - Welfare Benefits client: Client is self-employed, working only a few hours a day due to his medical condition which includes both mental health and physical health issues. He has had PIP awarded in the past, for which he had to go to the upper tribunal about 18 months previously. He was originally awarded zero points for daily living activities and 4 points for mobility, which meant no PIP award.

Following a successful appeal heard on 3rd April he was awarded Enhance rate for both daily living and mobility. He has a back payment of £6,879.06 and ongoing weekly payments of an additional £145.35 running from 9th April 2018 to 11 May 2022. Although this is a pleasing result it constitutes a matter for social policy as it appears that the initial result of the first application was so very far wrong.

- 1.8.6 Case study example 2 - Money advice client: Client works full time, earning just over £1000 per month, and until this situation began, he had no debts. A while ago he took out a loan of £300 to go away for the weekend, and unable to make the repayments he took out another loan – which continued until he had taken out the fifth loan and now owed nearly £1000 which he cannot pay. He was unable to get a loan from his bank, so turned to a company called Neo Finance who asked for: £25 to start the application, £75 for security charges, £100 for some additional charge, £300 to pay a solicitor to deliver the money to him, and £200 because he had no guarantor.

He was told at each stage that the amount they would lend him would cover all of these charges as well, but if he did not pay the charges, his application would fail. He finally came to us because they asked him for more money since

his credit rating was not very good, and he did not have the money. By this time he had paid them £700 in i-tunes cards (as Neo Finance requested he scratched the back of the cards and gave them the codes) and received nothing from them.

At this point, we began to deal with his existing debts, but it is unlikely he will get his money back from this scam so we gave him details of Action Fraud and details on how to avoid falling victim to another scam.

1.8.7 On course to exceed targets.

1.9 **Relate**
Bursary support for counselling and therapy services
£5,000

1.9.1 Relate was allocated funding towards bursary support for counselling and therapy services. Relate would expect to offer counselling to 450 adults/young people per year of which they estimate at least 75-85 would need to pay a reduced fee. Any dependent children (minimum of 50-60) will also benefit from the service.

1.9.2 Number of St Edmundsbury residents supported by bursary directly:

- 17 Adults
- 22 Children (supported directly or indirectly)

Number of subsidised relationship counselling sessions attended: 60

1.9.3 Outcomes measurement will start to be captured in a meaningful way as this year's client progress with their sessions.

1.9.4 Numbers for adults slightly low this quarter but it is the first quarter of funding for this year's service. Number of children set to exceed target. No current cause for concern.

1.10 **Suffolk Family Carers**
Carer support and training programmes
£10,000

1.10.1 Suffolk Family Carers was allocated funding towards carer support and training programmes. To provide:

- Two full (2 day) – Youth Mental Health First Aid programmes for parent carers
- Three Autism carers programmes
- 1 Who's In Charge Programme.

This would provide a minimum of 64 and up to 84 family carers with access to these programmes.

1.10.2 Since receiving the funding SFC have been able to ensure that they have up to date training for all facilitators for all programmes, source appropriate

venues for all training and schedule sessions according to Family Carers needs and availability.

1.10.3 Programmes are now being booked for the following dates:

Youth Mental Health First Aid

- October 30th and 31st 2018
- November 19th and 20th 2018

Programmes for carers with children with ASD –

- Two one-day programmes are being booked. Both of these will run between 9.30 am and 2.30 pm, one during the last week of September and the second during the first half of October.
- Will also be running a three week programme in January, this covers the same material as the one day programme but is run over three 2 hour sessions.

Who's In Charge? –

- This programme will commence in January 2019 for 8 weeks.

1.10.4 On course to meet targets.

1.11 **St Nicholas Hospice Care**

Open House Outreach support and introduction to hospice services

£6,532 Bury St Edmunds
£8,909 Haverhill

1.11.1 St Nicholas Hospice Care was allocated funding towards delivery of the Open House outreach support and introduction to hospice services project in Bury St Edmunds and Haverhill. To deliver:

- Bury St Edmunds – Weekly session on Fridays from 10 – 12 noon at main hospice site. 20 – 38 attendees every week.
- Haverhill - To hold a session every Tuesday from 10 – 12 noon at the St Nicholas Hospice Care Haverhill Hub. 10 – 15 attendees every week.

1.11.2 Funding was also allocated to deliver Open House in Barrow but the hospice felt, on investigation, that numbers would be insufficient and that funding application was withdrawn and not paid.

1.11.3 Between April and June 2018 attendances were as follows:

Bury St Edmunds	April	70
	May	72
	June	99
Haverhill	April	26
	May	52
	June	31

Benefit assessed by attendees where 1=not at all beneficial and 10=extremely beneficial:

Bury St Edmunds Average 60% scored 10
Average 13% scored 9

Haverhill Average 54% scored 10
Average 9% scored 9

1.11.4 On course to exceed targets.

1.12 **Homestart Mid and West Suffolk**
Home visits, groups and resources to support parents – Haverhill
£10,000

1.12.1 HomeStart Mid and West Suffolk was allocated funding towards delivery of home visits, groups and resources to support parents in Haverhill. To deliver:

- 15-20 families attending group sessions each week
- Support 10 families with home visiting service
- 6 parent and baby at Treasure Basket courses – 3 times per year
- 6 parents and on average 2 children at Story Sack – 3 times per year
- 13 parents attend Journey to Nursery

1.12.2 Home Visiting - Supported 4 families in the Haverhill area with bespoke 1:1 support from a Home-Start volunteer and/or a Family Co-ordinator. Parents are receiving emotional support from volunteers and staff to help them manage their mental and physical wellbeing and support to access services in the community

1.12.3 Weekly parent and child group - 28 families currently registered at weekly 'Fab Family Fun Group', with an average attendance of 8 adults and 11 children over the past 10 weeks. The group provides a weekly session where confidential emotional support is offered to families alongside stimulating activities designed to help develop children's learning.

1.12.4 'Journey to Nursery/School' workshops held at Westfield Academy in Haverhill with 13 families attending. The Journey to School sessions run over three weeks and support children and parents as they move into educational settings.

1.12.5 On course to meet and in some areas exceed targets.

1.13 **REACH**
Resource centre, food bank and outreach – Haverhill
£10,000

1.13.1 REACH was allocated funding towards delivery of resource centre, food bank and outreach support in Haverhill. To benefit:

- REACH Resource Centre – 2115 visits
- Haverhill Foodbank – support 1273 individuals
- REACH Into the Community – support 130 people

1.13.2 Resource Centre – Have seen 437 people at the Resource Centre, of which 56 were new cases. The main reasons for people visiting have been: Foodbank – 32.95%; Benefit Enquiries – 10.98%; Debt – 2.29%; Form Completion – 8.7%; Client Aid – 6.18%.

1.13.3 Reach Money Advice – Opened 14 new cases with an additional 18 cases ongoing. Helped 2 clients arrange payment plans, 1 client arrange a Debt Relief Order, and 1 client apply for a bankruptcy order.

1.13.4 Foodbank – Given out 189 boxes which have fed 350 people (194 adults, 34 young adults (17-24 years) and 122 children). Received donations of 2384.5 kg in food and given out 4295.4 kg in food.
Three main reasons for giving out food boxes have been cited as: benefit related issues 31.7%; Debt 27% and Low Income 18%.

1.13.5 Acts 435 – Given out 30 payments totalling £2480, these payments are used for items like beds, mattresses, school uniform and white goods.

1.13.6 Reach into the Community – Currently have 53 clients and have made 61 home visits during this period. 25 of these visits have been in Haverhill, 2 in rural Essex, 1 in rural Suffolk, and 33 in South Cambridgeshire. The main reasons for carrying out the visits were: 26 to help with benefit related issues; 22 to help with debt issues; 2 to give food boxes and 11 for other support.

1.13.7 Starter Packs – During this period we have given 4 clients 82 starter pack items. This includes, pans, cooking utensils, towels, bedding etc.

1.13.8 On course to meet and in some areas exceed targets.

1.14 **Suffolk Cinema Network**
Equipment and publicity
£3,500

1.14.1 Suffolk Cinema Network (SCN) was allocated funding towards equipment and publicity for Suffolk Cinema Network. Aim of 5 new groups in St Edmundsbury with 25 new volunteers and between 150-500 attendees each month

- 1.14.2 On 29th May SCN presented to the St Edmundsbury Parish Forum at Bury Town Football Club. One of SCN's members showed some trailers and demonstrated quality and ease of use. A lot of questions were received after the talk and some interested parties made themselves known.
- 1.14.3 Have had one new member join from the St Eds district – Gt. Whelnetham Community Centre/Cinema - and interest from one other, Stoke By Clare, who are intending to join us in the autumn. SCN have also spoken to Bury Football Club about doing an outdoor cinema screening in the grounds, during the Bury Festival in May 2019
- 1.14.4 On course to meet and possibly exceed targets.

1.15 **Haverhill Community Trust**
Activities for young people
£6,030

- 1.15.1 Haverhill Community Trust (HCT) were allocated funding towards provision of a safe environment for young, vulnerable people, who may have additional needs and other wellbeing issues; giving them an opportunity to try out, new activities and, hopefully, develop them into lifelong hobbies, interests and skills. To deliver:
- One course will run for 10 sessions over 10 weeks targeting 12 young people to attend. 3 courses in total over 12 months. Aim to engage 36 young people.
 - Parents and carers will be invited to some sessions. Aim for 18 parents/carers to engage at some point with the programme. Total 54 people engaging
- 1.15.2 The first course began on Tuesday 12th July 2018. The project has primarily targeted at 13-16-year olds who had a range of wellbeing issues - these including: high anxiety, low mood, low self-confidence, low self-esteem and who struggled to form and maintain friendships.
- 1.15.3 HCT were able to enrol more than double the targeted amount of young people 25 participants. Of the 25 young people, 8 young people have worked with HCT previously, 4 are males, 3 are young carers, 2 attend special schools, 2 are school refusers, 2 are looked after children, 1 is home schooled, 1 has English as their second language and 1 assists us as a mentor.
- 1.15.4 As provision has only started within the past month, 4 out of 10 sessions have run - 2 of those being during the school term and 2 during the summer holiday period.
- 1.15.5 On course to exceed targets.

2. **Procedure for Community Chest 2019/2020**

- 2.1 The application window for Community Chest applications for funding for the 2019/2020 financial year is now open. The scheme closes for applications on Friday 28 September 2018.
- 2.2 The process for decision-making remains the same for 2019/2020 applications. Application summaries will be distributed for consideration in advance of funding decisions being made at the Grant Working Party meeting on Monday 5 November 2018.