

Community Chest Application Summary 2019/2020

Forest Heath & St Edmundsbury councils

West Suffolk
working together

Local Authority	SEBC
Organisation	The Voluntary Network – Connect and Support
Amount Requested	£14,340 (2019-2020) £14,340 (2020-2021)
Total Project Cost	£28,680 (£14,340 per annum)
Match Funding	In kind – 13,000 hrs volunteering (50 volunteers @ 5hrs per week)
Partnerships	OT/Physio teams at West Suffolk and Newmarket Hospitals.

Overview

The Voluntary Network operates Community Transport and a Befriending Service. Provides support across Forest Heath and St Edmundsbury. All services are aimed at supporting the most vulnerable members of the community. Predominantly serve older people, helping them to maintain their highly valued independent living. Services promote interaction, attending Day Centres, Social Clubs or being visited by a Befriender. Also promote and enable access to preventative services, attending medical appointments and support services.

Community Chest funding would support a new service. The Connect and Support Service is new project working in partnership initially with West Suffolk Physio and OT, to potentially be extended to include other healthcare services such as GP surgeries. The Voluntary Network’s experience and links with health teams have identified a need for extended support beyond crisis points. Funding would be to recruit, train and manage a team of volunteers who would provide practical on the ground support for two key areas, continuing gentle exercises and those living with dementia.

Outputs

- Recruit initial 50 volunteers within 6 months, increasing by 20% in each of the following 6 month intervals
- volunteer support to assist people with continuing gentle physical activity after the initial six week programme (separate project) is finished, able to manage 500 referrals
- volunteers to be able to provide specialised support for those living with dementia, able to manage 500 referrals

Outcomes

- Reduce the number of repeat referrals to OT/physio
- Improve the physical wellbeing of those referred
- Improve the emotional wellbeing of those referred
- Improve the skillsets of the volunteer team.

Finances

Income for last financial year - £690,333

Expenditure for last financial year - £629,976

Reserves

£0.00

Request breakdown

Staff and Volunteers (co-ordinator, national insurance, pension, expenses, volunteer expenses, DBS checks) - £10,280

Overheads (rent, insurance, telephone, IT support) - £2,060

Equipment and Resources (ID, training resources, stationery, database) - £1,700

Other (Postage) - £300

Previous Community Chest funding

FHDC Community Chest £55,262 for Community Transport

SEBC Community Chest £20,660 for Befriending Scheme

SEBC Community Chest £9,744 for Community Transport

Officer comments

Supported by 1 families and communities officer



St Edmundsbury
BOROUGH COUNCIL

Forest Heath & St Edmundsbury councils
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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 01284 757077. 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:
families.communities@westsuffolk.gov.uk.

Please Note: This form is for applications to the Forest Heath District Council Community Chest grants scheme. If you wish to apply to St Edmundsbury Borough Council the St Edmundsbury form can be found on the Community Grants page above. If you wish to apply to both councils, you will need to complete a separate form for each, clearly stating how your activity will benefit the area.

Privacy Notice

West Suffolk councils is a Data Controller and can be contacted at: West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU. Tel: 01284 763233. The Data Protection Officer is Leah Mickleborough and can be contacted at the same address.

We are collecting your personal information in relation to an application for a grant supplied by West Suffolk councils. The councils administer these grants as a legitimate interest in strengthening, empowering and building resilient communities.

Your data will not be shared with third parties unless to contact other parties (specifically specialist advisors/experts and community referees) who will help the processing of this application or used for Council publicity purposes (i.e. media outlets) in relation to a successful grant, or where we are required or permitted to share data under other legislation (for example the detection and prevention of fraud).

Your data will be kept for six (6) years in line with our retention policy.

You have the right to access your data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances. Automated decision making and processing is not used during this application. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format please contact the Data Protection Officer.

Any complaints regarding your data should be addresses to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner’s Office at: Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113.

For further information on our Data Protection Policies please go to our website:

1. Contact Details

Organisation/lead partner name	The Voluntary Network
Organisation address	The Old Courts 147 All Saints Road Newmarket
Postcode	CB8 8HH

Organisation main email	caroline@thevoluntarynetwork.org
Organisation main tel.	01638 608022
Organisation website	www.thevoluntarynetwork.org
Organisation Twitter	
Organisation Facebook	

Contact Person 1 (main contact)		Contact person 2	
Name	Caroline Robinson	Name	Warwick Hirst
Position in organisation	Manager	Position in organisation	Chairman
Daytime tel.no	01638 608022	Daytime tel.no	07739013785
Mobile	07899916224	Mobile	
email	Caroline@thevoluntarynetwork.org	email	Hirstjwh45@aol.com
Address if different to organisation’s		Address if different to organisation’s	

Postcode		Postcode	
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2. About your organisation

2.1. Which local authority area(s) does your organisation currently work in?

Forest Heath and St Edmundsbury

2.2. What type of organisation are you? (please check the relevant box)

Registered charity	<input checked="" type="checkbox"/>	Charity number: 1082478
Applying for charitable status	<input type="checkbox"/>	
Company limited by guarantee	<input checked="" type="checkbox"/>	Company number: 3954998
Community Interest Company	<input type="checkbox"/>	
Part of a larger regional or national charity (Please state which one)	<input type="checkbox"/>	
Constituted Community Group	<input type="checkbox"/>	
Social Enterprise	<input type="checkbox"/>	What type?:
Other (Please specify)	<input type="checkbox"/>	

2.3. How many people are currently involved in your organisation?

Trustees	4	Management Board	5
Management team	3	Service users	2000
Full Time paid staff / workers	2	Volunteers and helpers (non-management)	221
Part Time paid staff / workers	29		

2.4. When did your organisation start?

2000

Year

2.5. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives, what activities it carries out and who primarily benefits.

<p>The Voluntary Network operates Community Transport and a Befriending Service. We provide support across Forest Heath and St Edmundsbury. All our services are aimed at supporting the most vulnerable members of our community. We predominantly serve older people, helping them to maintain their highly valued independent living. Our services promote interaction, attending Day Centres, Social Clubs or being visited by a Befriender. We also promote and enable access to preventative services, attending medical appointments and support</p>

services. All the above contribute towards more positive physical and mental wellbeing, reducing the risk of high cost crisis care.

Maximum 300 words

- 2.6. What was your organisation's total income for last financial year? (your branch if part of a larger organisation)
- 2.7. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation)
- 2.8. Does your organisation have more than six months running costs? (your branch if part of a larger organisation) Yes
- 2.9. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation)

3. About Your Project

- 3.1. 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. Please include outputs (what you will deliver).

Connect and Support Service

A new project working in partnership initially with West Suffolk Physio and OT, to potentially be extended to include other healthcare services such as GP surgeries.

Our experience providing Community Transport, Befriending Service and links to the health teams have established a need for extended support beyond crisis points.

We propose to recruit, train and manage a team of volunteers who would provide practical on the ground support for two key areas:

- (a) Support to continue with low level exercises, as per referral from Physio Team
- (b) Respite for those with Dementia

a- Physio teams assist those returning to their homes, a 6 week programme of instruction and support to carry out low level exercises. Exercises are vital to ensure that stay active and healthy. It is expected that patients should then continue the exercises on their own but in reality many struggle to do so on their own, whilst they are physically able they simply lose motivation without support/encouragement. As a result there are high numbers of patients who are represented to the Physio team as their mobility decreases and return to a crisis point. A cycle of crisis is created. Volunteers will not provide physical intervention, just verbal prompts and encouragement. Physio team report its

clear patients are valuing their visit for social interaction and therefore engage with exercises, some continuity is needed.

- b- Befriending/Activity support for those with Dementia. There is little support for those with more advanced Dementia. Our core Befriending service only supports those with "early signs". This project would recruit and train volunteers to be able to provide this specialised support, understanding that the volunteer relationship is quite different, understanding the often complex and unique needs. Whilst those with advanced dementia will struggle to initiate a new relationship and may not be able to remember a previous visit, each visit will improve their sense of emotional wellbeing. Volunteers will be encouraged to initiate activities, such as simply playing dominoes. This intervention also hugely benefits their carers, providing valued respite, a little breadth to their days.

Maximum 300 words

- 3.2. How does your project contribute towards the council's Families and Communities Strategy and Families and Communities Approach? Please refer to guidance and reference both in your answer.

Element 1: A Safe Place

The service provides support for those who are living independently but managing challenging circumstances such as health/mobility and dementia. By supporting them to manage these challenges we can help them to be more positive and to live safely in their own homes.

Element 2: Recognising Individuals

Living with physical health and/or Dementia can lead to isolation. As they become more isolated and less independent their feeling of self worth will be eroded. By acknowledging and supporting the issues that they face so we can enable them to find a way forward, to still be able to find a role in their families and communities.

Element 3: Understanding Relationships

We will be establishing relationships with and on behalf of our volunteer team. The connections established will provide support to those who are struggling, also to carers. Particularly important to support carers, providing respite enables them to better able to manage their own family relationships.

Element 4: Encouraging Agency – Our team of volunteers are essential. They will be developing and sharing their skills and experience to help others. Encouraging them to take actions, such as engaging in low level exercises, that will help them to take better care of themselves.

Maximum 300 words

- 3.3. How many people will benefit from your project (on a weekly, monthly or annual basis) and how? Please include outcomes (how your project will benefit the people who are involved in it) and how you will collect evidence of this.

All referrals will initially come from OT and Physio teams based at both Newmarket and West Suffolk Hospital. They have over 2500 referrals per annum, of which 20% would potentially seek referral, some for shorter periods of time, others longer term. Potential for us to manage up to 500 referrals.

We will recruit a team of volunteers, would anticipate recruiting 50 within the first 6 months, increasing by 20% each of the following six month intervals. Volunteers will be able to opt for one of both of the two key aims, recognising that each requires specific training.

- (a) The Physio team will offer training support for our volunteers, able to attend their group physio sessions to understand more about the planned low level exercises. The physio team will prescribe specific exercise sheets for each patient as part of the referral process. All patients will be assessed firstly by the OT/Physio team, ensuring patients are able to
- (b) Our Co-ordinator will be trained to provide full Dementia training, which will be provided to all volunteers providing respite. Ensuring they can fully understand the complex and potentially changing needs of the patient.

We will agree outcome measures with the OT and Physio team, assessing sense of wellbeing as part of the referral process. The assessment process will be repeated at the end of the period of support by ourselves or annually for longer term referrals.

All volunteers and patients will be registered on our Charity Log database, enabling us to readily record and monitor all information.

Our project will

- Reduce number of repeat referrals to OT/Physio team
- Improve the physical wellbeing of those referred
- Improve the emotional wellbeing of those referred
- Improve skillsets of our volunteer team

Maximum 300 words

- 3.4. Are you working with any other organisations/groups on this project? Yes

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

We would work in partnership with the OT/Physio teams at both Newmarket and West Suffolk Hospitals

Maximum 150 words

3.5. What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user /community consultation and research you have carried out.

We became aware of the need through our experience of providing Community Transport and Befriending Service, our understanding extended through working with various professional partners.

a) Suffolk Knowledge states that Suffolk has an ageing population, 22.4% are over 65 years old, compared with 17.9% in England and Wales. NHS reports that 3 million falls annually among older people at a cost of 2.3 Billion pounds a year. The Chartered Institute of Physiotherapy believes that 200,000 of those could be prevented through physio led prevention services, saving £275 million a year. By preventing falls and improving mobility patients are better able to maintain independent living. Prevention is key to reducing costs and impact on costly crisis intervention.

b) Our Befriending services regularly have to decline to assist those with advanced dementia, the scheme currently simply does not have the capacity or trained volunteers. Alzheimers society state that 1 in 14 people will suffer from Dementia, with the likelihood increasing as people age. Alzheimers Society published "Dementia 2013: Hidden Voice of Loneliness" : More than a third (39%) of people with dementia responding to the survey said they felt lonely. A third (33%) of people with dementia said they lost friends following a diagnosis. In 2012, 40% of people with dementia said they lost friends. While this is a reduction, there has been an increase in people not telling their friends about their diagnosis. Age UK state that "loneliness is the equivalent of smoking 15 cigarettes per day", contributing

Alzheimers Society, Dementia 2012: Hidden Voices of Loneliness recommends that every person with dementia should have peer support, often a network of families and friends..essential to ensuring a good quality of life...they can feel discomfort when communicating with people, contributing to a smaller network.

Maximum 200 words

- 3.6. How has the project been developed out of the community's desire to improve the lives of local people? What role have users and/or the community had in developing this project?

We have a long standing history of providing support services to older people, Community Transport and Befriending Service. We develop long term relationships with our users, witnessing potential step downs as they face the ageing process. We are aware that they often struggle after a health crisis, not only to regain their health but most importantly their confidence and sense of self. Each crisis point leads to costly intervention, an initial improvement as a result of full support, as crisis support withdraws they find themselves struggling on their own, leading to a step down and another crisis.

We work alongside a wide range of professional partners in the healthcare services. Meetings with OT and Physio team enabled us to identify two key areas that volunteer teams could help to deliver practical on the ground solutions.

By working in partnership, Ot/Physio team can assist with the appropriate Referral process, qualified and informed assessment of an individuals needs.

The Voluntary Network has a proven track record of recruiting, training and managing volunteer teams. Of matching volunteers appropriately. Linking patients in need, under resourced preventative services with a highly valued volunteer team.

It is clear that the issues are highlighted, whilst key to older people, are not exclusive to those over 65 years old. We would therefore offer the service to all over 18 years old.

Maximum 200 words

4. Timescales and sustainability

4.1. When will your project start and end? (the period for which you are asking the Council for funding)

Start date

01/04/2019

End date

31/03/21

4.2. If this is an ongoing project, how will it be funded and supported after the end of the grant period?

We would continue to seek grant funding, ensuring that we involve all future potential funders. We will ensure that the project is robustly monitored, ensure we can evidence the value of the service, potential savings we can generate to health and statutory services.

Maximum 150 words

5. Funding request and budget

5.1. Which years are you applying for funding for? Please delete as applicable

NB. We would hope this project to cover all of West Suffolk, as such we will submit a bid to both Forest Heath and St Edmundsbury. Budget/hours are split across the two areas. If only successful for one district we would certainly look to establish the service in that area. West Suffolk Hospital does of course refer across both Districts.

2019/2020	2020/2021
14340	14340

5.2. What is the total cost of the project? (project costs only, not for your whole organisation and not just the funding you are requesting)

£28680

5.3. Please provide a full breakdown of the total cost of this project, including VAT if applicable. Please only include direct expenditure for this project.

<u>Item</u>	<u>Amount</u>
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Staff and volunteers (including roles, hourly rates, NI/tax contributions and expenses where applicable)	
Co-ordinator 14 hours per week £10 per hour	£7270
Ni and Pension	£760
Co-ordinator expenses	£800
Volunteer Expenses	£1000
DBS Checks	£450
Overheads (including items such as venue/office costs, utilities, back office services, insurance)	
Rent/Property	£1100
Insurance	£200
Telephone/IT Support	£760
Equipment and resources	
ID badges for volunteers	£150
Training Resources	£750
Stationery	£600
Charity Log Database	£200
Other	
Postage	£300
Total	£14340

5.4. Please provide a full breakdown of all other funding you have secured for this project.

<u>Item</u>	<u>Amount</u>
Funding already secured (please detail funders, amounts and funding periods individually)	

Total	£
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5.5. What other funders have you applied to for this project but have not yet had a decision from?

Funder	Amount requested	Decision timescale
	£	
	£	
	£	

5.6. Please provide a full breakdown of all in-kind support* you have secured for this project.

Item	Amount
Volunteer contributions (including estimated hours given and roles) 50 Volunteers, 5 hours per week @ £8.50	£110,500
Equipment and resources (please itemise)	
Other	
Total	£9100.00

*In-kind support is assistance and items you would normally expect to pay for, but which you are getting for free, such as volunteer hours or a free venue. You might find it useful to give volunteer hours a value, such as the minimum wage, or higher if you have volunteers with particular expertise it would be expensive to pay for.

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

2019/2020	<input type="text" value="£14340"/>	2020/21	<input type="text" value="£14340"/>
	<input type="text"/>		<input type="text"/>

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

Funding Source	Amount (£)	Reason for funding
Community Chest FH	55262	Community Transport
Community Chest STE	20660	Befriending
Community Chest STE	9744	Community Transport

