

Community Chest Application Summary 2019/2020

Forest Heath & St Edmundsbury councils

West Suffolk
working together

Local Authority	SEBC
Organisation	The Voluntary Network – Community Transport
Amount Requested	£14,337 (2019-2020) £15,800 (2020-2021)
Total Project Cost	£30,137
Match Funding	Income from a variety of other sources.
Partnerships	Work with and transport a number of local groups – 74 groups are currently registered.

Overview

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

Community Transport services provide affordable and accessible transport services across St Edmundsbury. Two core services are Haverhill and Bury St Edmunds Dial a Ride and the Community Car Service.

Outputs

- 14,500 passenger journeys on Dial a Ride
- 2,400 passenger journeys by the community car service

Outcomes

- Increased access for those who find it difficult to use public transport to their local community – No. of passenger journeys.
- Improved wellbeing, physical and mental health – No. of passenger journeys for medical appointments and annual survey.
- Increasing Social Connections – No. of passenger journeys linked to social clubs, visiting family and attending Day Centres.
- Increasing direct community engagement – No. of volunteers involved.

Finances

Income for last financial year - £690,333

Expenditure for last financial year - £629,976

Reserves

£0.00

Request breakdown

A Contribution to cover a variety of running costs

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

Community Chest 2019/2020

Initial Clarification Questions

Local Authority	SEBC
Organisation	The Voluntary Network – Community Transport
Date contacted	10.10.18
Spoke with	Caroline Robinson

Queries:

- Clarify amount requested – expenditure shows a shortfall which is less than requested amount.
- Clarify total cost of project – Expenditure breakdown is more than total cost of project.
- Clarify income and expenditure sheet.

Clarify amount requested	Incorrect details were entered onto the application form the correct amount being requested is £14337 (2019/20) and £15800 (2020/21)
Clarify total cost of project	As this funding is for contributions towards the core running costs the total project costs has been show as the total requested costs. A full break down of project costs can be found on the attached income/expenditure sheet. Total cost of project £30,137
Clarify income and expenditure sheet.	Expenditure sheets shows the full project costs.



St Edmundsbury
BOROUGH COUNCIL

Forest Heath & St Edmundsbury councils
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St Edmundsbury BC 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: [How we use your information](#) or email: data.protection@westsuffolk.gov.uk

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? 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.

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

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).

Community Transport services.

We provide affordable and accessible transport services across St Edmundsbury. Two core services are Haverhill Dial a Ride, Bury St Edmunds Dial a Ride and Community Car Service.

Haverhill Dial a Ride service operates 2 wheelchair accessible minibuses, enabling passengers to access local services. All passengers are members, those "who find it difficult to use public transport", as such 95% are over 65 years old and 74% have limited mobility. We anticipate providing over 7000 passenger journeys during this financial year.

Bury St Edmunds Dial a Ride service operates 2 wheelchair accessible minibuses, enabling passengers to access local services. All passengers are members, those "who find it difficult to use public transport", as such 91% are over 65 years old, in fact 30% are over 80 years old. 73% have mobility issues. We anticipate over 7500 passenger journeys during this financial year.

Both services enable our passengers to access Shops, medical appointments, medical support services, volunteering opportunities, social groups, attend Day Centres and visit relatives. Helping them to maintain their highly value independence, living more positive, healthier and active lives.

We also provide the Community Car Service, a team of volunteers using their own vehicles to provide journeys that fall beyond the remit of the Dial a Ride service, ie. A little further afield and time specific. We find the vast majority of Community Car journeys are to attend hospital appointments, a vital link to those who may otherwise struggle to attend.

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

As people age they can find themselves increasingly isolated, families are further afield, social circles can decrease, health and confidence can dwindle – drifting away from their community, they can feel left behind. Community Transport is a vital lifeline to the outside world, our passengers are able to maintain and improve links to social groups, support services and simply friends and family. Able to maintain their place in their community, to continue to volunteer, to engage and contribute. All contributes towards improved physical and mental wellbeing.

Element 2: Recognising Individuals

We provide support for predominantly older people, with a wide range of needs. It is important that any perceived barriers to them fully engaging are removed, perceived by them or others. Access to the local community enables them to retain their individuality, to feel valued, to contribute and benefit.

Element 3: Understanding Relationships

We foster much valued social connections. Friendship groups form between our passengers, ladies that lunch, a friend who picks up some shopping when they are unwell, support and understanding when facing a change of circumstances or grief. Many passengers are facing challenging situations, carers or being cared for, onset of dementia, separation from family – each is quite stressful but passengers often have a shared experience. It's not uncommon for one passenger to introduce and

accompany another to the Day Centre for the first time or to join a social club.

Element 4: Encouraging Agency

By ensuring passengers can live independently and access all local services we are enabling them to take responsibility for themselves. To have a healthier, more active and more positive a future

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.

We expect to carry out over 14500 passengers journeys on our Dial a Ride services in St Edmundsbury, and over 2400 passenger journeys by our community car service. All journeys are recorded on our Catss database enabling us to record patronage.

Outcomes

- Increased access for those who find it difficult to use public transport to their local community – No. of Passenger Journeys
- Improved wellbeing, physical and mental health – No. of passengers journeys for medical appointments and annual surveys
- Increasing Social Connections – no. of passenger journeys linked to social clubs, visiting family and attending Day Centres
- Increasing direct community engagement – no. of volunteers involved

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 work with and provide transport to a number of local groups, in particular our Group Hire activity, 74 groups are currently registered. For example. U3A, Stepping Stones, RNA, Signpost Sessions, Lunch Ladies, various Schools, Stroke Association, Twin Towns, Haverhill Owls, Girl Guides, Forget Me Not, ECHG, BAPS, Gateway, Hanover Afternoon Group and History Societys.

We also carry passengers to local centres, for example: Burton Centre, Haverhill Arts Centre, Gatehouse, Apex, Leisure Centre, Bridge Project, Leading Lives, Icanho, Drs, Cleves Place, Disability Centre, Horringer Community Centre, Davers Court, Headway, Haverhill and Bury St Edmunds Leisure Centres and various Gp surgeries.

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 have been operating Community Transport since 2000, we have seen demand grow over the years. "Suffolk Knowledge" tells us that Suffolk has a higher than average population of those over 65 years old. 22.4% are over 65 years old in Suffolk, opposed to 17.9% in England and Wales. We are told by 2039 1 in 3 in Suffolk will be over 65 years old, compared to 1 in 4 across England and Wales.

Suffolk is therefore a largely rural county with a disproportionately older population.

Community Transport is a lifeline to our older and more vulnerable members of our community in order that they can access services. Aside from the benefits to our passengers, our passengers engagement in turn benefits our community. Healthier neighbours, increase numbers and viability of social groups, spending in our local shops, volunteering and taking the lead.

Age UK state that "loneliness is the equivalent to smoking 15 cigarettes a day", demonstrating how damaging isolation can be to someone's wellbeing. Community Transport enables people to reach out to others, to make connections and to build vital support networks around them.

ECT report "Community Transport Matters" tells us that 50% of over 75 year olds live alone. Further, population estimates suggest that this problem will continue to grow. Estimates predict that between 2008 and 2031 the number of people aged 65-74 living alone will increase by 44 percent and the number of people aged over 75 living alone will increase by 38 percent. They explain that in the area of Ealing access to Community Transport services reduces isolation by 15-20%, its clear that in a rural area this would be a significantly higher percentage.

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?

Both Haverhill Dial a Ride and Bury Dial a Ride were established by their communities, as separate entities, to provide a solution to an emerging need for affordable and accessible transport. They were largely staffed by volunteers and developed really well as the years progressed, fulfilling a vital role. The Voluntary Network took on the management of Haverhill Community Transport in 2013 and Bury St Edmunds since 2016.

The services are so well established now, with demand so strong we have had to move towards paid drivers in order to ensure that we can provide a guaranteed service that extends across the full working week and whole of the day. By doing so we have greatly increased our passengers travel opportunities and ensured that we offer full and extended training to our smaller team of staff. Our passengers regularly tell us in passenger surveys that our services are a "lifeline". We are acutely aware that we must ensure that these services continue and are able to develop further to reflect the increases forecast in older people. Regular surveys enable passengers an opportunity to raise concerns and ideas.

We still have a team of volunteers who help us in St Edmundsbury. Group Hire drivers, Community Car Drivers and Passenger Assistants. A team of over 26 volunteers provide a second vital link to the community. A group of people from all walks of life giving their time to us.

All our drivers provide a valuable conduit to our passengers on a daily basis. Reporting any issues and new unmet demand.

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 will continue to seek grant funding but also our continued efforts to increase our own financial sustainability. We will continue to consider new ventures, commercial endeavours that help to support this vital service.

Maximum 150 words

5. Funding request and budget

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

2019/2020	2020/2021
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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)

£36292

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>
<p>Staff and volunteers (including roles, hourly rates, NI/tax contributions and expenses where applicable)</p> <p>Please see separate budget</p>	
<p>Overheads (including items such as venue/office costs, utilities, back office services, insurance)</p> <p>Please see separate budget</p>	
Equipment and resources	

Please see separate budget	
Other Please see separate budget	
Total	£

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) Please see separate budget	
Total	£

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
Please see separate budget	£ £ £	

St Edmundsbury

Income	19-20	20-21
Suffolk CC	24000	22000
Cambs CC	5000	5000
South Cambs DC	4000	4000
Haverhill Town Council	3000	3000
Contracts	48000	48000
Fares	19673	20000
membership	2440	2600
BSOG Grant	3000	3100
Group hire	18000	19000
Potential Contract Income	5000	5000
	132113	131700

TBC
TBC
TBC

Expenditure	19-20	20-21
Salaries	99000	99000
NI	4000	4000
Pension	1800	1800
Training Costs	800	800
Safeguarding	250	250
Rent/Property	3000	3000
Telephone/Mobile	850	950
IT Costs	3500	3500
Stationery	1200	1000
Insurance	4000	4100
Maintenance	12000	12500
Fuel	13000	13500
Marketing	650	650
Prof Fees	1500	1500
Sundries/Clean/Equip	900	950
TOTALS	146450	147500

Funding Requested -14337 -15800

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) 13717 Volunteer Hours @£8.50	£116,594.50
Equipment and resources (please itemise)	
Other	
Total	£116594.50

*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 **2020/21**

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

Thank you for completing Part A of the form. Please continue to part B.