

**VOLUNTARY SUPPORT GRANT COMMITTEE held at COUNCIL OFFICES
LONDON ROAD SAFFRON WALDEN at 5pm on 21 November 2016**

Present: Councillor H Rolfe (Chairman)
Councillor L Wells and Councillor S Howell

Also present: Councillor E Hicks

Officers in attendance: S Hayden (Community Development Officer) and
K Vinton (Partnerships Officer).

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CONSIDERATION OF APPLICATION FOR GRANTS

CITIZENS ADVICE BUREAU EAST HERTS

Laura Hyde, CEO gave a presentation on the role of East Herts Citizens Advice Bureau (CAB).

- The CAB provided impartial, confidential and non-judgmental advice to everyone who accessed their service.
- The most common issues were benefits and tax credits, housing and employment.
- In 2015-2016 the service helped 290 who lived in Uttlesford, most travelled in from Stansted South, Takeley & the Canfields, Hatfield Broadoak and the Hallingburys, this was 5% of their total clients for the year.
- There are 74 volunteers of which 15% are from the Uttlesford area.
- It is believed Uttlesford clients chose to visit the Bishop's Stortford CAB office due to its proximity to Stansted Airport and the good transport links it provided.

Members asked the following questions:

How much funding did the service receive from East Herts District Council?

A: £149,000 for 2016/17, 2017/18 has not been agreed.

If the service were not to receive the full funding applied for, how would that affect the service?

A: The service would consider the shortfall and make a decision on the extra opening day at Bishop's Stortford Office or the supervisor position; the service would not be able to see as many people, this would include Uttlesford clients and more sign posting would be necessary.

How did the service draw demarcation lines between East Herts and Uttlesford CAB?

A: Clients do not recognise the district boundaries and chose to use the Bishop's Stortford Office as it is nearer and the transport links are better than those to Saffron Walden or Gt Dunmow.

What were the client numbers for the last twelve months?

A: The Bishop's Stortford office supported colleagues in Hertford for 9 months while they worked out of temporary accommodation. This had skewed the figures for the last year and will take another 12 months to understand the true picture. Core projects also impacts the stats.

How many days per week does the office in Bishop's Stortford open?

A: Four days.

ST CLARE HOSPICE

Cheryl Armitage, Director of Income Generation and Chris White, Clinical Nurse Specialist gave a presentation on services St Clare Hospice provided.

St Clare Hospice provides specialist care for people living with a terminal or life-limiting illness, with the aim to provide the right care at the right time for every family that needs it.

Although not the closest hospice geographically, St Clare Hospice is the local hospice for Uttlesford and all specialist palliative care is directed to them as no specialist McMillian or Marie Curie care is available in the district.

350 people in Uttlesford had benefited from the specialist service this was approx. 23% of their total patients.

From January 2017, the specialist clinical nurses will be available from the district nurses office Radwinter Road 1 day per week, this would help build a better relationship with the district nurses.

This is the 1st application for funding made to Uttlesford District Council (UDC)

Members asked the following questions:

Why has St Clare Hospice applied to UDC for funding?

A: 23% of patients came from Uttlesford the service wanted to give UDC an awareness of what the service provides and consider supporting it.

Does the service receive funding from other local authorities?

A: The service confirmed it received funding from East Herts and Harlow local authorities, and would investigate further which other local authorities made contributions.

What is the service's relationship with EACH (East Anglian Children's Hospice)?

A: St Clare Hospice does not look after anyone under the age of 18yrs, however, it does support the children of service users.

If the service were not to receive the funding or only part funding applied for, how would this affect the service?

A: The service would continue to fundraise, but recognised the security and benefits of receiving two year funding from UDC.

How does the service manage the £567k shortfall in funding?

A: This is raised by grant giving trusts, local companies fundraising on behalf of St Clare Hospice and individual sponsors, the St Clare community team concentrate on fundraising and will be looking to longer term funding i.e. The Big Lottery.

HEARING HELP ESSEX

Janice Barnet, Chair of Trustees gave a presentation on the role and history of Hearing Help Essex.

The service started in Chelmsford 30 years ago under its previous name CamTAD – Campaign for Acquired Deafness.

The service offers practical help and advice to hearing aid wearers, people who are losing their hearing, people born with normal communication who use language and follow speech.

The local Saffron Walden CamTAD (now known as Hearing Help) approached the Chelmsford office 3 years ago for additional administrative support; Chelmsford Hearing Help now looked after the Saffron Walden membership, volunteers and area of work.

Uttlesford currently had four Hearing Help sessions run in Saffron Walden, Stansted, Thaxted and Gt Dunmow, all run monthly and are well attended.

This is the 1st application for funding made to Uttlesford District Council

Members asked the following questions:

Does the service receive funding from any other local authority?

A: West Essex CCG fund hearing aid support and Chelmsford City Council support the service with a grant of £4,500.

Does the service provide lip reading courses?

A: An unqualified lip reading teacher offers classes to some of the members in Uttlesford.

Is the service free of charge?

A: Yes

How do Hearing Help promote the service?

A: Audiology depts. within the local hospitals inform patients attending their appointments, also through deaf awareness training and word of mouth.

Why would clients use the service for re-tubing or cleaning rather than return to the Hospital Audiology dept.?

A: People had the option of the drop-in facility during the Hearing Help sessions, rather than attending pre-arranged appointments at the hospital.

The Hearing Help only work with the NHS issued hearing aids.

Where are the Hearing Help sessions held in Saffron Walden?

A: Saffron Walden Day Centre once per month.

ACTION FOR FAMILY CARERS

Heather Hunt and Julia Gray started the presentation with a short activity.

Action for Family Carers offered support to Young Carers, Young Adult Carers and Adult Carers. Carers, who can be any age and provided unpaid care by looking after an ill, older or disabled family member, friend or partner. The service aimed to develop the support being offered to Young Adult Carers 16-24 year olds in the Uttlesford District, to help them have the same life opportunities as their peers.

Members asked the following questions:

Asked for confirmation the funding application was for Young Adult Carers 16-24 year olds.

A: The grant will fund a part-time (18hrs) Young Adult Carer Project Worker to support Young Adult Carers in the Uttlesford area.

Members made Action for Family Carers aware of the Young People Bereavement service St Clare Hospice was developing.

How does the service identify young carers?

A: A number came through transition from the young carers support development - the young carers group in Stansted, others came through the schools program and number self-referred. The service planned to link up with the work Faircroft house have done with young carers and the service attended the Multi Agency Centre and Think Family Platform in Uttlesford.

How does the service relate to adult care services?

A: The Young Carers Support Development Program is funded by Essex Youth Service, County Council, the Young Carers in Secondary School and the Young Adult Carers is funded by the Support Carers in Essex Partnership, the MacMillan Project is matched funded with MacMillan and Support Carers in Essex Partnership, and the Family Cares and Adults Carers support is funded by Support Carers in Essex Partnership and The Big Lottery.

The service is a network partner of the Carers Trust.

UTTLESFORD COMMUNITY TRAVEL

Steve Biddlecombe, Vice Chair and Malcolm Barrell, General Manager gave a presentation on Uttlesford Community Travel (UCT)

UCT delivered three services, Book-a-Ride, Group Hire and a Hospital Care Service. UCT had 751 members, with 88 groups registered, providing transport options for older members of the community across rural parts of the district.

Members asked the following questions:

How many vehicles does the service have?

A: 7 vehicles located across the district.

Do members travel in private cars to their hospital visits?

A: Yes, if members can access a conventional vehicle.

What are the criteria to become a member?

A: Over 60years, have a disability or are rural isolation.

2011 census identified 14,500 people over 60years or registered disabled, 7% of which are registered with the service.

Does the service charge members?

A: Annual Member fee £10 for individuals - £20 for groups.

Individuals pay £3 for first 2miles and 80p for every mile thereafter.

The group charge depended on the miles and time the vehicle was hired for.

The Hospital Car Service is paid at 45p per mile. There is no free service.

The fees are calculated using the current fuel cost per mile.

How long did UTC run their vehicles for?

A: There is a 7year vehicle change cycle due to an excess of100, 000 miles on each vehicle.

Does UTC receive funding from other organisations?

A: Yes, The Big Lottery, West Essex CCG, Essex County Council and local garages support the service by maintaining the vehicles at weekends or evenings.

How is the funding and fares used by UTC?

A: Fares are subsidised, office and maintenance costs and staff salaries, with the equivalent of £99k worth of volunteers hours annually supporting the service.

How secure is the funding from Essex county Council and West Essex CCG for 2017-18 and 2018-19?

A: ECC funding runs until March 2017, with negotiations for 2017-18 ongoing.

The service had been invited to contribute to the new bus consultation.

UTC had a year's contract West Essex CCG, with the hope the contract will be rolled on.

CITIZENS ADVICE BUEARU UTTLESFORD

Kate Robson, CEO and Malcom Jessop, Treasurer gave an update on the activities of Uttlesford Citizens Advice Bureau (CAB).

The service engaged with 1,082 clients in the last quarter.

It had been recruiting for more volunteers current numbers are 78 and had recently introduced a receptionist to handle the volume of telephone enquiries. The current funding allowed cores service delivery on advice on homes, benefits, relationships, this freed up staff time to find more funding from other organisations i.e. Essex Community Foundation and The Big Lottery. Recently the service had worked with other voluntary sector agencies and Uttlesford District Council (UDC) on projects to access emergency homelessness provision, UDC had also funded additional debt work support.

The core application bid for 2017-18 would be £7,500 less than last year would operate at the same level.

Members asked the following questions:

Does the Citizens Advice Bureau need to complete a sustainability and transformation plan? How does the service organise its fundraising?

A: The vast majority of the public did not recognise the CAB as a charity and perceived it as a statutory organisation and funded centrally.

In terms of fund raising the service did not pull at heart strings like other charities would. A new trustee with fundraising expertise had been brought on to the board their first task would be to locate a patron for the service.

It would be hard to replenish funding from local government with charitable donations and introducing sponsorship would impact on the service's independence.

How much does the service receive from South Cambridgeshire District Council?

A: £6,500, with an additional £300 for the home visits service.

How many of the Parish Councils support the service?

All Parish Councils would be written to on a annual basis, approximately half would make a contribution.

The CAB would provide a list of the Parish Councils who made donations to the service.

Did the service see clients from outside of Uttlesford?

A: South Cambridgeshire District Council funds home visits and clients from Braintree attend. Long term the strategy is to expand in the south of the district, the result less people would need to visit the Bishop's Stortford office.

VOLUNTARY SECTOR TRAINING – LINDA RILEY

Linda Riley gave a presentation on the role of Voluntary Sector Training (VTS).

VST is an independent charity and had been in existence since 1999, it aimed to support the training and development need of voluntary and community organisations of all sizes – for paid staff and volunteers (including management committee members/trustees) and people associated with voluntary

organisations, with the aim to support the development of strong, effective and diverse voluntary and community sector in Uttlesford the rest of Essex and beyond.

VTS brought in expert trainers who delivered training sessions for locally identified need. In the last twelve months VST arranged 190 workshops at 47 different venues attended by 1,200 people across Essex from 211 different organisations.

Stats from the VST annual survey highlights 55% of respondents said they would not had the training if VST had not be in existence. With the grant funding from UDC last year VST had supported 60 people from Uttlesford into training about 6% of the total across Essex.

Members asked the following questions:

What is the qualification for the training bursary for a training place?

A: To be an Uttlesford based organisation who provided services to Uttlesford based residents.

Do organisations receive the training free of charge?

A: £25 charge

What sort of training does VST offer?

A: Governance, accredited Trustee Training, Volunteer Management, first aid, personal develop i.e. Time Management and Assertiveness, How to win contracts, How to become more sustainable – anything the voluntary organisation, its staff or trustee identified as a need.

People could attend open courses or bespoke courses could be arranged for organisations.

VST was asked to clarify the course fee.

A: On average a course cost £140-£160per person, the funding from UDC would fund £115 of the course fee, with the attendee paying £25.

Did VST receive funding from other organisations?

A: VST received course fees from the open program, funding through the Essex Community Foundation and ringed fenced funding from Thurrock Unitary for delivery in their area only. VST would only use funding received from UDC for training within the district.

How did VST arrive at the figure of 65 bursaries?

A: Considered historical data.

DUNMOW MALTINGS PRESERVATION TRUST

David Wolfe, Chair and Mark Jones, Vice Chair, with Mike Dines gave a presentation on the role and history of The Dunmow Maltings.

The Dunmow Maltings were restored in 2004 with support from Heritage Lottery and UDC funding. The building is acknowledged nationally and internationally as a grade 2 listed building and as an asset of community value by UDC.

The restored 16th century Maltings is operated for the benefit and use of Great Dunmow and the wider Uttlesford community. 350 room hire bookings for business and private bookings, civil ceremonies per year, with an estimated footfall of 5,000 people.

Other revenue came from the ground floor lease for Great Dunmow Town Museum, the Friends of Maltings and funds from UDC, all vital to maintain the viability of the building.

Funds for capital projects had been applied for from Gt Dunmow town Council and Stansted Airport Community Trust, resulted in a project to update the website and refurbishment of the walled garden.

Over the past decade the Maltings showed a net loss in 5 of the 10 years, 3 of which would be years the Maltings received no funding from UDC.

New Trustees would be joining the board at the next AGM and would bring new dynamics to the futures of the Maltings, continuity of funding would be essential.

Members asked the following questions:

What percentage of the £5,000 applied for would be the total income for the Maltings in 2017-18?

A: The total income is currently £16,000 making the UDC contribution a quarter of the income for 2017-18.

The current arrangement allowed The Museum to benefit from a peppercorn rent and they paid half of the running cost for the building, equating to £4,000 Museum charge.

Why had the application for funding increased from £3,000 to £5,000?

A: To ensure increased costs were covered.

What would happen to the Maltings if it did not receive the full allocation of £5,000?

A: The service would manage with a grant of £4,000.

How much had the room hire bookings increase by in the last 2-3years?

A: From 1,500-2,000 to 4,000-5,000. More recently the Alzheimer's Society had cancelled a regular booking. The Maltings no longer offer to hire the building for receptions following a civil wedding.

How much funding did The Maltings receive from Gt Dunmow Town Council?

A: Gt Dunmow Town Council had not given any formal grant funding, but had funded a number of capital projects and did support the Dunmow Museum.

Where did the the Maltings advertise their facility?

A: There was small budget of £900 pa for advertising, this included the Maltings own website, local parish magazines and Visit Essex, the biggest cost was to advertise in the Celebrate in Essex publication at a cost of £600.

UTTLESFORD BUFFY BUS ASSOCIATION

Jan Menell, Rosie Juhl and Beverly Young gave a presentation on the role of the Buffy Bus Association

Established 22years ago BUFFY Bus stood for – **Babies Under Fives Family Year.**

Buffy Bus travelled to 15 locations across the district each week and offered 1-1 ½hrs sessions at each location, it also operated during schools holidays. The activities are linked to the early year's foundation stage profile and encouraged children to play and learn alongside parents and carers. Activities included painting, sand, dressing up and cooking.

Buffy Bus prides itself on its inclusive service and its mobility allowed the service to reach vulnerable and isolated families.

Agencies benefitted from the service i.e. a local Mencap association.

One third of services users were grandparents and it maintained links with Spurgeon's Children Centre, Homestart and health visitors in order to capture all families.

To identify its impact the service had tracked a number of metrics i.e. increased confidence, improved parental skills and decreased feelings of isolation.

As part of the presentation, a service user shared their experience of engaging with The Buffy Bus Association.

This is the 1st application for funding made to Uttlesford District Council

Members asked the following questions:

Was it the same bus the service started with 22years ago?

A: The original bus had been replaced in 2004.

How many parishes did the bus visit?

A: 15 locations, 3 per day visited once a week, seeing an average of 100 children each week. 220 families are registered, some attend regularly some attend now and again. Registration details are taken from families who attend the service.

Did Buffy Bus receive financial support from the 15 parishes it visited?

A: No

Is the service free?

A: Yes, but it did ask for a voluntary contribution.

Did the service receive funding from other agencies?

A: The Big Lottery covered a third of the funding until September 2018. Children in Need funded work with Carver Barracks. Essex Community Foundation funded one support worker, some parish council funds and fundraising.

How did Buffy Bus differ from other village playgroups?

A: Mobility and being able to engage with hard to reach families.

How many children/families can attend the bus at any one time?

A: Capacity would be 20 children with parents.

Why has Buffy Bus made an application for funding this year?

A: Five years Lottery Funding concluded in 2018, Buffy Bus needed to look to alternative funds to come sustainable. Nominated for an Essex County Council Families Included Prize and explored working with other organisations to use Buffy Bus as a hub.

What will the service do if not successful in receiving a UDC funded grant?

A: The service would continue to pursue other funding opportunities notified by Council for Voluntary Services.

The meeting ended at 8.30pm.