



Uttlesford District Council

Chief Executive: Dawn French

Voluntary Support Grant Committee

Date: Wednesday, 7th February, 2018

Time: 4.00 pm

Venue: Committee Room - Council Offices, London Road, Saffron Walden,
Essex CB11 4ER

Chairman: Councillor H Rolfe

Members: Councillors S Howell and V Ranger

Other Attendees: Councillor E Hicks

AGENDA PART 1

Open to Public and Press

1 Apologies for absence and Declarations of Interest

To receive apologies for absence and declarations of interest.

2 Minutes of the Previous Meeting 5 - 14

To consider the minutes of the previous meeting held on 21 November 2016.

3 Applications for Voluntary Sector Grants 15 - 18

To consider the applications for Voluntary Sector Grants (VSG).

3a. Citizens Advice Bureau - East Hertfordshire 19 - 38

To consider the VSG application of the Citizens Advice Bureau – East Hertfordshire.

3b. St Clare's Hospice 39 - 46

To consider the VSG application of St Clare's Hospice.

3c. Hearing Help - Essex	47 - 54
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3g. Voluntary Sector Training	109 - 120
To consider the VSG application of Voluntary Sector Training.	
3h. Support 4 Sight	121 - 132
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3i. Home-Start Uttlesford	133 - 148
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3j. Volunteer Uttlesford	149 - 166
To consider the VSG application of Volunteer Uttlesford.	
3k. Council for Voluntary Services Uttlesford	167 - 176
To consider the VSG application of the Council for Voluntary Services - Uttlesford.	

MEETINGS AND THE PUBLIC

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The agenda is split into two parts. Most of the business is dealt with in Part I which is open to the public. Part II includes items which may be discussed in the absence of the press or public, as they deal with information which is personal or sensitive for some other reason. You will be asked to leave the meeting before Part II items are discussed.

Agenda and Minutes are available in alternative formats and/or languages. For more information please call 01799 510510.

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VOLUNTARY SECTOR GRANT PRESENTATION EVENING held at LONDON ROAD SAFFRON WALDEN at 5pm on 21 November 2016

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

Member in attendance: Councillor E Hicks

Officers in attendance: S Hayden (Community Development Officer) and K Vinton (Democratic and Electoral Services Officer).

VG1

CITIZENS ADVICE BUREAU EAST HERTS – LAURA HYDE, CEO

East Herts Citizens Advice Bureau (CAB) provided impartial, confidential and non-judgmental advice to everyone who accessed their service. The most common issue 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 CAB office in Bishop's Stortford because of the proximity of Stansted Airport and the good transport links.

The following questions were asked;

- How much funding did the service receive from East Herts District Council?
£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?
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?
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?
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 12months to understand the true picture. Core projects also impacts the stats.

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

VG2

ST CLARE HOSPICE – CHERLY ARMITAGE, DIRECTOR OF INCOME GENERATION AND CHRIS WHITE, CLINICAL NURSE SPECIALIST

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 there is no specialist McMillian or Marie Curie care in the district.

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

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

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

The following questions were asked;

- Why has St Clare Hospice applied to UDC for funding?
23% of patients come from Uttlesford and wanted to give the council the opportunity to know what the service provides and to support it.
- Does the service receive funding from other local authorities?
The service could confirm funding from East Herts and Harlow provide funding, and will investigate further which other local authorities make contributions.
- What is the service's relationship with EACH (East Anglian Children's Hospice)?
St Clare Hospice does not look after anyone under the age of 18yrs, however, 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?
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?
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.

VG3

HEARING HELP ESSEX – JANICE BARNETT, CHAIR OF TRUSTEES

The service started in Chelmsford 30 years ago under the 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 look 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 once a month, all are well attended.

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

The following questions were asked;

- Does the service receive funding from any other local authority?
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?
An unqualified lip reading teacher offers classes to some of the members in Uttlesford.
- Is the service free of charge?
Yes
- How do promote the service?
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.?
People had the option of the drop facility during the Hearing Help sessions, rather than attending appointments at the hospital.

The service will only work with the NHS issued hearing aids.

- Where are the Hearing Help sessions held in Saffron Walden?
Saffron Walden Day Centre once per month.

VG4

ACTION FOR FAMILY CARERS – HEATHER HUNT AND JULIA GRAY

The presentation started with a short activity.

The service offered the following services to Young Carers, Young Adult Carers and Adult Carers. Carers, who can be any age, provide unpaid care by looking after an ill, older or disabled family member, friend or partner. The aim is to build upon the service 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.

The following questions were asked;

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

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

The service was made aware of the Young People Bereavement service St Clare Hospice was developing.

- How does the service identify young carers?
A number came through transition from the young carers support development - the young carers group in Stansted, some came through the schools program, others self-referred. The service planned to link up with the work Fairycroft house have done with young carers. The service attended the Multi Agency Centre and Think Family Platform in Uttlesford.
- How does the service relate to adult care services?
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.

VG5

UTTLESFORD COMMUNITY TRAVEL – STEVE BIDDLECOMBE (VICE CHAIR) & MALCOLM BARRELL, GENERAL MANAGER

Uttlesford Community Travel (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.

The following questions were asked;

- How many vehicles does the service have?
7 vehicles located across the district.
- Do members travel in private cars to their hospital visits?

Yes, if members can access a conventional vehicle.

- What are the criteria to become a member?
Over 60years, have a disability or 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?
Annual Member fee £10 for individuals - £20 for groups, individual would then pay £3 for first 2miles and 80p for every mile thereafter, the group charge would depend on the miles and time the vehicle is 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?
There is a 7year vehicle change cycle due to an excess of 100, 000 miles on each vehicle.
- Does UTC receive funding from other organisations?
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?
Fares are subsidised, office and maintenance costs and staff salaries, with the equivalent of £99k worth of volunteers hours in a year.
- How secure is the funding from Essex county Council and West Essex CCG for 2017-18 and 2018-19?
ECC funding runs until March 2017, with negotiations for 2017-18. The service had been invited to contribute to the new bus consultation. UTC had a year's contract West Essex CCG, with the hope it will role on.

VG6

CITIZENS ADVICE BUEARU UTTLESFORD – KATE ROBSON, CEO AND MALCOLM JESSOP, TRESURER

Uttlesford Citizens Advice Bureau (CAB) saw 1,082 clients in the last quarter and has been recruiting more volunteers, current number run at 78 and have recently introduced a reception to handle the volume of telephone enquiries. The current funding allows cores service delivery advising on homes, benefits, relationships, freeing up staff time to find more funding from other organisations i.e. Essex Community Foundation and The Big Lottery in order to run projects that would benefit the community.

More recently worked with other voluntary sector agencies and Uttlesford District Council (UDC) on projects to access emergency homelessness provision. UDC funded additional debt work.

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

- Does the Citizens Advice Bureau need to complete a sustainability and transformation plan? How does the service do its fundraising?
The service is not seen by the vast majority of the public as a charity and perceived 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 in order to locate a patron for the service. The view of the Treasurer 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?
£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 annually, approximately half will make a contribution.

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

- Did the service see clients from outside of Uttlesford?
South Cambridgeshire District Council funds home visits, clients from Braintree attend. Long term the strategy is to expand in the south of the district resulting less people would visit the Bishop's Stortford office.

VG7

VOLUNTARY SECTOR TRAINING – LINDA RILEY

Voluntary Sector Training (VTS) is an independent charity and had been in existence since 1999, it existed 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.

The following questions were asked;

- What is the qualification for the training bursary for a training place?
To be an Uttlesford based organisation providing services to Uttlesford based residents.
- Do organisations receive the training free of charge?
£25 charge
- What sort of training does VST offer?
Governance, accredited Trustee Training, Volunteer Management, first aide, 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 identify as a need.
People could attend open courses or bespoke course could be arranged for organisations.
- VST was asked to clarify the course fee.
On average a course cost £140-160per person, the funding from UDC would fund £115 with the attendee paying £25.
- Does VST receive funding from other organisations?
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. VST would only use funding received from UDC for training within the district.
- How did VST arrive at the figure of 65 bursaries?
Considered historical data.

VG8

DUNMOW MALTINGS PRESERVATION TRUST– DAVID WOLFE, CHAIR, MARK JONES, VICE CHAIR AND MIKE DINES

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.

The following questions were asked;

- What percentage of the £5,000 applied for would be the total income for the Maltings in 2017-18?
The total income is currently £16,000 making the UDC contribution a quarter of the income for 2017-18.
The current arrangement with The Museum allowed them to benefit from a peppercorn rent and paid half of the running cost for the building, equating to £4,000 Museum charge.
- Why has the application increased from £3,000 to £5,000?
To ensure increased costs were covered.
- What would happen to the service if it did not receive the full allocation of £5,000?
The service would manage with a grant of £4,000.
- How much has the room hire bookings increase by in the last 2-3years?
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 Malting receive from Gt Dunmow Town Council?
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 small budget of £900 pa for advertising, this included the Maltings own website, local parish magazines and Visit Essex, the biggest cost is Celebrate in Essex at a cost of £600.

VG9

UTTLESFORD BUFFY BUS ASSOCIATION, JAN MENELL, ROSIE JUHL AND BEVERLEY YOUNG

Buffy Bus established 22years ago – **Babies Under Fives Family Year**. Buffy Bus travelled to 15 locations across the district each week and offered 1-1 ½hrs sessions at each locations and 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. Buff Bus prides itself on its inclusive service and its mobility allowed the service to reach out to vulnerable and isolated families. Recently a local Mencap association had experienced the facilities Buffy Bus provided. One third of services users were grandparents and had maintained links with Spurgeon's Children Centre, Homestart and health visitors. In order to identify its impact the service had tracked a number of metrics i.e. increased confidence, improved parental skills and decreased feelings of isolation.

A service user shared their experience of engaging with The Buffy Bus.

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

The following questions were asked;

- Is it the same bus the service started with 22years ago?
The original bus had been replaced in 2004.
- How many parishes does the bus visit?
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 finance support from the 15 parishes it visited?
No
- Is the service free?
Yes, but it did ask for a voluntary contribution.
- Did the service receive funding from other agencies?
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?

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

- How many children/families can attend the bus at any one time?
Capacity would be 20 children with parents.
- Why has Buffy Bus made an application for funding this year?
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?
The service would continue to pursue other funding opportunities notified by Council for Voluntary Services.

Meeting finished 20.30

Agenda Item 3

7 February 2018

Time	Organisation	Attendee
4.00 – 4.20 pm	Citizens Advice East Herts	Laura Hyde
4.20 – 4.40 pm	St Clare's Hospice	Cheryl Armitage
4.40 – 5.00 pm	Hearing Help Essex	Sophie Biebuyck
5.00 – 5.10 pm	Comfort break	
5.10 – 5.30 pm	Action for Family Carers	Ruth Morton Julia Gray
5.30 – 5.50 pm	Uttlesford Community Travel	Malcolm Barrell Ian Shaw
5.50 – 6.10 pm	Uttlesford Citizen Advice Bureau	Kate Robson
6.10 – 6.20 pm	Comfort break	
6.20 – 6.40 pm	Voluntary Sector Training	Tristan Easey Maddy Pitcher
6.40 – 7.00 pm	Support 4 Sight	Gary Hyams Paul Atkins
7.00 – 7.20 pm	Home-Start Uttlesford	Sophie Marriott
7.20 – 7.40 pm	Volunteer Uttlesford	Robin Lee Lizzie Petrie
7.40 – 8.00 pm	Council for Voluntary Services Uttlesford	Clive Emmitt Jacqui Davies

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VOLUNTARY SECTOR APPROVED GRANT ALLOCATION 2017/18 AND 2018/19

Organisation	Amount Funded 2016/17	Requested 2017/18	Requested 2018/19	Members Agreed Funding 2017/18	Members Agreed Funding 2018/19
REVENUE BUDGET					
Council for Voluntary Service, Uttlesford	£32,000	£36,000	£38,000	£34,000	£34,000
Uttlesford Community Travel	£38,000	£42,000	£43,000	£42,000	£42,000
Uttlesford Citizen Advice Bureau *	Core generalist & debt advice services	Core generalist & debt advice services			
	£117,487	£144,908	£154,150	£145,000	£145,000
	Money Dr project	Frontline			
	£5,000	£5,000	£5,000	£5,000	£5,000
	Money Advice Project				
	£5,000				
	Debt Advice				
	£25,000				
Volunteer Uttlesford	£14,000	£24,530	£43,145	£16,000	£16,000
Support 4 Sight	£11,000	£20,300	£20,500	£12,000	£12,000
Citizens' Advice East Herts	£11,440	£11,554	£11,670	£11,500	£11,500
Home-Start Uttlesford	£5,000	£5,000	£5,000	£8,250	£8,250
Voluntary Sector Training	£6,000	£6,900	£7,475	£6,000	£6,000
Provision for Families	£12,000	£14,493	£14,945	£14,500	£14,500
Hearing Help Essex	0	£2,000	£2,030	£2,000	£2,000
St Clare Hospice	0	£20,000	£20,000	£3,750	£3,750
Uttlesford Buffy Bus Association **	0	£15,000	£15,450	0	0
Dunmow Malting Preservation Trust ***	£4,000	£5,000	£5,000	£4,000	£4,000
Total Spend	£285,927	£352,685	£385,365	£304,000	£304,000
Total Budget – Voluntary Sector Grants	£286,570	£286,570		£286,570	£286,570
+ / - difference	£643	-£66,115		-£17,430	-£17,430
Contingency Budget	£8,700			£57,000	£57,000
CAPITAL BUDGET					
Uttlesford Community Travel ****	£13,000	£15,000	£15,000	£15,000	£15,000

* Uttlesford CAB - 2016/17 allocation includes one-off payment for debt advice

** No funding offered at this time. Consideration will be given in the future for capital expenditure (replacement of bus).

*** 2017/18 and 2018/19 funding for Dunmow Maltings Preservation Trust to be set up as standalone grant

**** Uttlesford Community Travel allocated £15,000 capital budget specifically for vehicle replacement.

over/under allocation to be supported by Contingency Budget

(GGC002/4601) VSG

Contingency Budget (GGC014/4601)

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:

- 1) Develop the service to best meet the needs of present and emerging clients**
- 2) Maintain the quality of our advice**
- 3) Make it easier to get advice**

1) Develop the service to best meet the needs of present and emerging clients				
Project	Activity to make this happen	Annual Target	Quarterly target	Quarterly performance
Increase number of calls answered on Adviceline whilst maintaining quality	Work with Adviceline phone group	Increase average call answer rate from 39% to 45%	Improvement from 39%	
	Recruit new advisers –see 2			
Conduct annual advice needs analysis to ensure we meet the needs of the community	Advice needs analysis	Completed by October	Completed Q2	
Seek out and respond to client, staff and partner feedback	<ul style="list-style-type: none"> • Client survey • people survey • Partner survey 	Completed by October	Completed Q2	
Embed Stand up for Equality	Set up trustee working group to oversee equality work	2 meetings pa	Meeting in Q2 Meeting in Q4	
	Work with Citizens Advice Equality Team to build up our knowledge	Relationship with Equality Team	Q2 establish relationship Q4 Equality Team giving support	

2) Maintain the quality of our advice				
Project	Activity	Annual Target	Quarterly Target	Quarterly Performance
Use supervisors effectively	A lead supervisors for the major advice topics debt, housing, benefit, employment	Supervisors all have lead areas	Completed Q4	
Recruit and train new advisers for face to face and phone	Recruit and train new advisers	10 new advisers on advice rota	Q1 – 3 Q2 – 2 Q3 – 2 Q4 - 3	
Develop existing advisers	Training and Development activities	At least 12 existing advisers taking part	Q1 – 3 Q2 – 3 Q3 – 3 Q4 - 3	
Maximise outcomes from Citizens Advice Quality Assurance quarterly reports support advisers	Action areas for improvement from QAA feedback tool	Information informs appraisals	Discussions at monthly Supervisor meetings	

3) Make it easier to get advice				
Project	Activity to make this happen	Annual Target	Quarterly Target	Quarterly Performance
Review face to face operating model	Analyse opening hours for drop in and appointments and make adjustments based on need	Recent temporary reduction in Bishop's Stortford drop in. Revert back to full opening hours. Evaluate best use of resources to client demand	Q2: revert back to full opening for Bishop's Stortford Q4: Evaluation completed and opening hours adjusted as necessary	
Increase calls answered on Adviceline whilst maintaining quality – see 1				
Pilot Skype for BSL and general clients	Set up Skype for BSL at Ware and Stortford	Skype being used for advice	Q1: Skype set up at Ware Q2: Skype set up at Stortford once new broadband line installed	
	Pilot Skype advice for general clients	Skype being used for advice for 5 clients	Q3 start using Skype for advice Q4: 5 clients advised by Skype	
Promote advice channels including face to face, phone and online	Communications and marketing plan and team of volunteers	Ways to access advice promoted in community	Q1: communications and marketing plan Q2: Communications team Q3: Promotional activity starts Q4: promotional activity ends	

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Laura Hyde

Date 18/5/17

Position in organisation Chief Executive

Signed _____

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- 1) Develop the service to best meet the needs of present and emerging clients**
- 2) Maintain the quality of our advice**
- 3) Make it easier to get advice**

1) Develop the service to best meet the needs of present and emerging clients					
Project	Activity to make this happen	Annual Target	Quarterly target	Quarterly 1 performance	(B)RAG
Increase number of calls answered on Adviceline whilst maintaining quality	Work with Adviceline phone group	Increase average call answer rate from 39% to 45%	Improvement from 39%	April 39% May 39%	
	Recruit new advisers –see 2				
Conduct annual advice needs analysis to ensure we meet the needs of the community	Advice needs analysis	Completed by October	Completed Q2	Completed Q2	
Seek out and respond to client, staff and partner feedback	<ul style="list-style-type: none"> • Client survey • people survey • Partner survey 	Completed by October	Completed Q2	Completed Q2	
Embed Stand up for Equality	Set up trustee working group to oversee equality work	2 meetings pa	Meeting in Q2 Meeting in Q4	First working group meeting June 17	
	Work with Citizens Advice Equality Team to build up our knowledge	Relationship with Equality Team	Q2 establish relationship Q4 Equality Team giving support	Q2 establish relationship Q4 Equality Team giving support	

2) Maintain the quality of our advice					
Project	Activity	Annual Target	Quarterly Target	Quarterly Performance	(B)RAG
Use supervisors effectively	A lead supervisors for the major advice topics debt, housing, benefit, employment	Supervisors all have lead areas	Completed Q4	Completed Q4	
Recruit and train new advisers for face to face and phone	Recruit and train new advisers	10 new advisers on advice rota	Q1 – 3 Q2 – 2 Q3 – 2 Q4 - 3	Q1- 6 total; 3 new trainees, 2 ongoing, 1 signed off as an adviser	
Develop existing advisers	Training and Development activities	At least 12 existing advisers taking part	Q1 – 3 Q2 – 3 Q3 – 3 Q4 - 3	Q1 – 25 attended face to face external training sessions plus in-house training & e-learning.	
Maximise outcomes from Citizens Advice Quality Assurance quarterly reports support advisers	Action areas for improvement from QAA feedback tool	Information informs appraisals	Discussions at monthly Supervisor meetings	Q1 – Green status in Quality of Advice process	

3) Make it easier to get advice					
Project	Activity to make this happen	Annual Target	Quarterly Target	Quarterly Performance	(B)RAG
Review face to face operating model	Analyse opening hours for drop in and appointments and make adjustments based on need	Recent temporary reduction in Bishop's Stortford drop in. Revert back to full opening hours. Evaluate best use of resources to client demand	Q2: revert back to full opening for Bishop's Stortford Q4: Evaluation completed and opening hours adjusted as necessary	Completed Q2	
Increase calls answered on Adviceline whilst maintaining quality – see 1					
Pilot Skype for BSL and general clients	Set up Skype for BSL at Ware and Stortford	Skype being used for advice	Q1: Skype set up at Ware Q2: Skype set up at Stortford once new broadband line installed	Q1; Skype set up at Ware. Infrastructure in place at Bishop's Stortford	
	Pilot Skype advice for general clients	Skype being used for advice for 5 clients	Q3 start using Skype for advice Q4: 5 clients advised by Skype	Completed Q2 and Q3	
Promote advice channels including face to face, phone and online	Communications and marketing plan and team of volunteers	Ways to access advice promoted in community	Q1: communications and marketing plan Q2: Communications team Q3: Promotional activity starts Q4: promotional activity ends	Q1: Communications and marketing place approved. Marketing activity focussed on Buntingford, Communication team met twice	

(B)RAG = Blue not started, Red behind, Amber on target, Green achieved

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Monitoring Form – Voluntary Organisation Support Grant

Citizens Advice East Herts Quarter 2 2017 – 18



Key Statistics

East Hertfordshire (member)

2017-18 Q2

July
August
September

citizens
advice

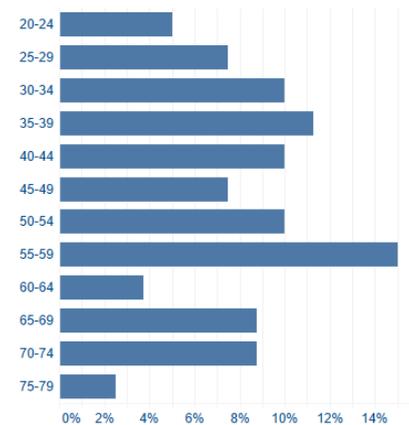
Summary

Clients	82
Quick client contacts	
Issues	177
Activities	161
Cases	78
Outcomes	
Income gain	£5,312

Issues

	Issues	Clients
Benefits & tax credits	43	24
Consumer goods & services	6	5
Debt	36	13
Discrimination	4	3
Education	1	1
Employment	8	6
Financial services & capability	4	4
Health & community care	2	2
Housing	20	10
Immigration & asylum	6	2
Legal	11	11
Other	9	5
Relationships & family	18	13
Tax	2	2
Travel & transport	3	3
Utilities & communications	4	2
Grand Total	177	

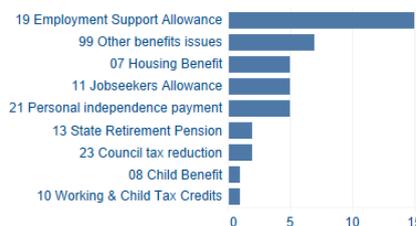
Age



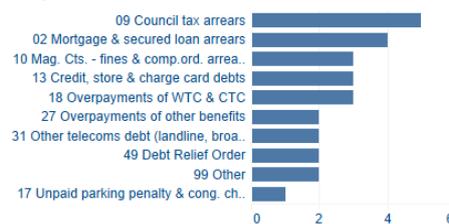
Channel



Top benefit issues



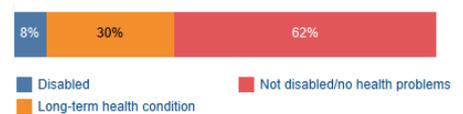
Top debt issues



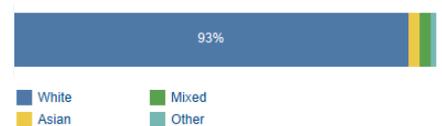
Gender



Disability / Long-term health



Ethnicity



(B)RAG = Blue not started, Red behind, Amber on target, Green achieved

1) Develop the service to best meet the needs of present and emerging clients					
Project	Activity to make this happen	Annual Target	Quarterly target	Quarterly 2 performance	(B)RAG
Increase number of calls answered on Adviceline whilst maintaining quality	Work with Adviceline phone group	Increase average call answer rate from 39% to 45%	Improvement from 39%	Average 30%	Red
	Recruit new advisers –see 2				
Conduct annual advice needs analysis to ensure we meet the needs of the community	Advice needs analysis	Completed by October	Completed Q2	Completed	Green
Seek out and respond to client, staff and partner feedback	<ul style="list-style-type: none"> Client survey people survey Partner survey 	Completed by October	Completed Q2	<ul style="list-style-type: none"> People survey completed – being analysed by Citizens Advice Partner survey completed Client survey – on going by Citizens Advice. In addition will start continuous client feedback cards 	Amber
Embed Stand up for Equality	Set up trustee working group to oversee equality work	2 meetings pa	Meeting in Q2 Meeting in Q4	Q2 Meeting took place	Amber
	Work with Citizens Advice Equality Team to build up our knowledge	Relationship with Equality Team	Q2 establish relationship Q4 Equality Team giving support	Q2 Met with Citizens Advice Equality Team. Receiving additional guidance in October. Q4 Equality Team giving support	

2) Maintain the quality of our advice					
Project	Activity	Annual Target	Quarterly Target	Quarterly 2 Performance	(B)RAG
Use supervisors effectively	A lead supervisors for the major advice topics debt, housing, benefit, employment	Supervisors all have lead areas	Completed Q4	Completed Q4	
Recruit and train new advisers for face to face and phone	Recruit and train new advisers	10 new advisers on advice rota	Q1 – 3 Q2 – 2 Q3 – 2 Q4 - 3	Q2 – 7 in total – 1 new trainee, 4 ongoing, 2 signed off as advisers	
Develop existing advisers	Training and Development activities	At least 12 existing advisers taking part	Q1 – 3 Q2 – 3 Q3 – 3 Q4 - 3	Q2 – 15 advisers have been on training and development activities. Altogether 29 training sessions.	
Maximise outcomes from Citizens Advice Quality Assurance quarterly reports support advisers	Action areas for improvement from QAA feedback tool	Information informs appraisals	Discussions at monthly Supervisor meetings	Q2 – Yellow status in Quality of Advice process	

3) Make it easier to get advice					
Project	Activity to make this happen	Annual Target	Quarterly Target	Quarterly 2 Performance	(B)RAG
Review face to face operating model	Analyse opening hours for drop in and appointments and make adjustments based on need	Recent temporary reduction in Bishop's Stortford drop in. Revert back to full opening hours. Evaluate best use of resources to client demand	Q2: revert back to full opening for Bishop's Stortford Q4: Evaluation completed and opening hours adjusted as necessary	Q2 – open fully across all sites. We have been informed that we need to leave our premises in Ware in April 2018 and opening hours will be reviewed as part of this process	
Increase calls answered on Adviceline whilst maintaining quality – see 1					
Pilot Skype for BSL and general clients	Set up Skype for BSL at Ware and Stortford	Skype being used for advice	Q1: Skype set up at Ware Q2: Skype set up at Stortford once new broadband line installed	Q2 Skype set up at Ware and Stortford. Need to practice use	
	Pilot Skype advice for general clients	Skype being used for advice for 5 clients	Q3 start using Skype for advice Q4: 5 clients advised by Skype	Completed Q2 and Q3	
Promote advice channels including face to face, phone and online	Communications and marketing plan and team of volunteers	Ways to access advice promoted in community	Q1: communications and marketing plan Q2: Communications team Q3: Promotional activity starts Q4: promotional activity ends	Q2. Small communications team in place	

Monitoring Form – Voluntary Organisation Support Grant

Citizens Advice East Herts Quarter 3 2017 – 18



Key Statistics October November December

Summary

Clients	81
Quick client contacts	
Issues	161
Activities	133
Cases	65
Outcomes	
Income gain	£5,702
Re-imbursments, services, loans	£100

East Hertfordshire (member)

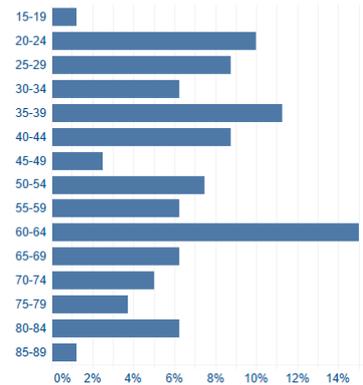
2017-18 Q3



Issues

	Issues	Clients
Benefits & tax credits	41	19
Consumer goods & services	5	5
Debt	21	13
Discrimination	1	1
Education	2	1
Employment	11	6
Financial services & capability	8	8
Health & community care	16	3
Housing	23	13
Legal	3	2
Other	1	1
Relationships & family	20	13
Tax	2	1
Travel & transport	6	4
Utilities & communications	1	1
Grand Total	161	

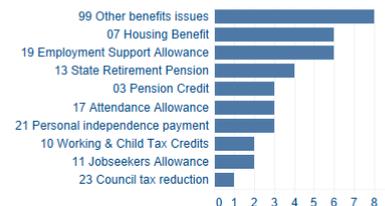
Age



Channel



Top benefit issues



Gender



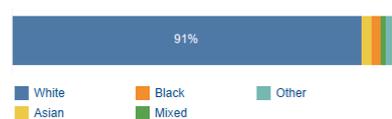
Top debt issues



Disability / Long-term health



Ethnicity



(B)RAG = Blue not started, Red behind, Amber on target, Green achieved

1) Develop the service to best meet the needs of present and emerging clients					
Project	Activity to make this happen	Annual Target	Quarterly target	Quarterly 3 performance	(B)RAG
Increase number of calls answered on Adviceline whilst maintaining quality	Work with Adviceline phone group	Increase average call answer rate from 39% to 45%	Improvement from 39%	December figures not yet available. Average in October and December 42.5	Green
	Recruit new advisers –see 2				
Conduct annual advice needs analysis to ensure we meet the needs of the community	Advice needs analysis	Completed by October	Completed Q2	Completed	Green
Seek out and respond to client, staff and partner feedback	<ul style="list-style-type: none"> Client survey people survey Partner survey 	Completed by October	Completed Q2	<ul style="list-style-type: none"> People survey completed Partner survey completed Client survey – on going by Citizens Advice. In addition started waiting room feedback cards 	Green
Embed Stand up for Equality	Set up trustee working group to oversee equality work	2 meetings pa	Meeting in Q2 Meeting in Q4	Q3 second meeting took place & action plan in place	Green
	Work with Citizens Advice Equality Team to build up our knowledge	Relationship with Equality Team	Q2 establish relationship Q4 Equality Team giving support	Q2 Met with Citizens Advice Equality Team. Received additional guidance in Q3 Q4 Equality Team giving support	Amber

2) Maintain the quality of our advice					
Project	Activity	Annual Target	Quarterly Target	Quarterly 3 Performance	(B)RAG
Use supervisors effectively	A lead supervisors for the major advice topics debt, housing, benefit, employment	Supervisors all have lead areas	Completed Q4	Completed Q4	
Recruit and train new advisers for face to face and phone	Recruit and train new advisers	10 new advisers on advice rota	Q1 – 3 Q2 – 2 Q3 – 2 Q4 - 3	Q3 – 3 in total. 1 new and 2 ongoing	
Develop existing advisers	Training and Development activities	At least 12 existing advisers taking part	Q1 – 3 Q2 – 3 Q3 – 3 Q4 - 3	Q3 - 4	
Maximise outcomes from Citizens Advice Quality Assurance quarterly reports support advisers	Action areas for improvement from QAA feedback tool	Information informs appraisals	Discussions at monthly Supervisor meetings	Q3 – Yellow status in Quality of Advice process Discussed at quarterly Supervisor meetings	

3) Make it easier to get advice					
Project	Activity to make this happen	Annual Target	Quarterly Target	Quarterly 3 Performance	(B)RAG
Review face to face operating model	Analyse opening hours for drop in and appointments and make adjustments based on need	Recent temporary reduction in Bishop's Stortford drop in. Revert back to full opening hours. Evaluate best use of resources to client demand	Q2: revert back to full opening for Bishop's Stortford Q4: Evaluation completed and opening hours adjusted as necessary	Q2 – open fully across all sites. We have been informed that we need to leave our premises in Ware in April 2018 and opening hours will be reviewed as part of this process	
Increase calls answered on Adviceline whilst maintaining quality – see 1					
Pilot Skype for BSL and general clients	Set up Skype for BSL at Ware and Stortford	Skype being used for advice	Q1: Skype set up at Ware Q2: Skype set up at Stortford once new broadband line installed	Q3 Skype set up and been used for internal meetings. Need to establish procedure for advice giving	
	Pilot Skype advice for general clients	Skype being used for advice for 5 clients	Q3 start using Skype for advice Q4: 5 clients advised by Skype	Q3 Skype set up and been used for internal meetings. Need to establish procedure for advice giving to deliver in Q4	
Promote advice channels including face to face, phone and online	Communications and marketing plan and team of volunteers	Ways to access advice promoted in community	Q1: communications and marketing plan Q2: Communications team Q3: Promotional activity starts Q4: promotional activity ends	Q3 promotional activity taken place including poster campaign and social media. Also targeted specific areas where demand is lower than expected	

Launch a dedicated children's support and bereavement service:

Quarter One Targets

- Recruitment of Children and Young Person's Therapist

Quarter Two Targets

- Establishment of service

Quarter Three Targets

- Assist the counsellor to deliver education to all clinical staff

Quarter Four Targets

- Assist the counsellor with developing plan for year 2

Yearly Target

- Fully established the service

Develop our day therapy services to meet the ever changing needs of our local community:

Quarter One Target:

- Strategic Service Development Meeting held

Quarter Two Target

- Working with the teams to clarify plans for changes in the service

Quarter Three Target:

- Implement changes that have been agreed by the board

Quarter Four Target

- Continue to implement changes and evaluate changes as they are introduced

Yearly Target

- Overall increase in day therapy services available and day therapy services used

Implement a new electronic patient records system to ensure seamless patient care in the Hospice and community:

Quarter One Target:

- System One in place and staff supported to use the system

Quarter Two Target

- Audit of data collected will be carried out

Quarter Three Target

- Quality and audit team will use the data collected from the system to illustrate the impact of our services

Quarter Four Target

- Prepare an evaluation of the first year use of the system

Yearly Target

- Patient outcome data shows increased impact on the lives of those who we care for

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April – June

Launch a dedicated children's support and bereavement service:

Quarter One Target

- Recruitment of Children and Young Person's Therapist

Catherine Kiff was appointed on a part-time basis on the 24th May 2017 and will become full-time on the 18th July 2017.

Catherine has undertaken a full induction and commenced work with children on the 14th June 2017.

Develop our day therapy services to meet the ever changing needs of our local community:

Quarter One Target:

- Strategic Service Development Meeting held

The Strategic Service Development Meeting was held on the 30th May and was very productive. Feedback on ideas for development was sent to the Director of Patient Care on the 14th June.

The meeting was attended by the manager, a nurse, a physiotherapist, an occupational therapist and the administrator to get a representative view from the whole team. The next meeting will be held on the 1st August.

Implement a new electronic patient records system to ensure seamless patient care in the Hospice and community:

Quarter One Target:

- System One in place and staff supported to use the system

The system is fully up and running. All clinical staff are using electronic patient records successfully. This has provided great benefit for multi disciplinary working across all services including GPs and District Nurses. They can now see what we are doing and vice versa.

The system helps everyone to work effectively for the benefit of patients.

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July – September

Launch a dedicated children’s support and bereavement service:

Quarter Two Target

- Establishment of service

The team are writing to people whom have been bereaved with invitations/application forms for the children bereavement service. Patients and their families/ (friends children) are also identified by clinical staff for pre-bereavement counselling if needed.

Children and children’s families are now being actively seen by the service.

Develop our day therapy services to meet the ever changing needs of our local community:

Quarter Two Target

- Working with the teams to clarify plans for changes in the service

There was a meeting in August attended by the team (all team members present including 2 nurses, 3 Occupational Therapists, 1 Physiotherapist, 1 Administrator, 1 Therapy Assistant and 1 Manager) and made some plans for how the team are going to develop day therapy. These plans are shortly going to be agreed by the Directors team at the Hospice and are due to be implemented sometime in November.

Implement a new electronic patient records system to ensure seamless patient care in the Hospice and community:

Quarter Two Target

- Audit of data collected will be carried out

The Hospice Head of Audit and Quality has implemented a series of audits to monitor the use of SystemOne by the hospice teams. In addition we are now gathering data from these records that will show the impact our services are having for those we are caring for.

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October – December

Launch a dedicated children's support and bereavement service:

Quarter Three Target: Assist the counsellor to deliver education to all clinical staff.

The counsellor was supported by the hospice's Patient and Family Support Team to provide a training session to promote this service and illustrate how to help children through bereavement to 20 internal clinical and domestic staff.

The counsellor has also arranged therapeutic group sessions at the hospice for 12 children (aged 7 - 15) and their parents for January 2018 and March 2018. Children attending are

This service currently benefits 5 children from the Uttlesford area.

The counsellor has also met with staff at Layston School and Elsenham primary schools to share information to help them with the behaviour management of bereaved children.

Of the 38 referrals since April 2017, 32 children have used this service.

Develop our Day Therapy services to meet the ever changing needs of our local community:

Quarter Three Target: Implement changes that have been agreed by the board

Changes were agreed by the board in October 2017 and presented to all staff on the 8th November. *Our new Day Therapy services will begin on 8th January 2018.*

New services include:

- Café Clare drop-in group (every Friday 9:30am-12pm)
- Physiotherapy exercise group (every Monday 10am-11:30am)
- Creative drop-in (every other Monday 1:30-3:30pm)
- 'Click a Friend' computer group (every other Friday 1:30-3:30pm)
- Heart Failure Clinic (joint with Essex Partnership University Foundation Trust (EPUT) – local NHS services)

These new services will offer people in Uttlesford a wider variety of services to access, on a less formal basis so they are able to access things as and when they feel they need it.

Continuing services will include:

- Day Therapy
- Breathlessness Group
- Creativity Group
- Neurological Group
- The heart failure clinic will be run jointly with the heart failure nurse specialists from EPUT who cover across West Essex, including from the Uttlesford area.
- The neurological group is run jointly with the neurological nurse specialists from EPUT, who cover across West Essex including Uttlesford.

As this service has only just been launched, we do not yet have user statistics.

[P.T.O]

Implement a new electronic patient records system to ensure seamless patient care in the Hospice and community:

Quarter Three Target: The Quality and Audit team will use the data collected from SystemOne to illustrate the impact of our services.

The Team has now begun to collate and analyse quantitative and qualitative data for monitoring and reporting purposes to ensure the hospice is meeting key performance indicators and targets as set by our contract from NHS, funders and regulators such as the Care Quality Commission, and for service review and development. We have begun to collect ethnicity and diversity data to ensure that we are reaching people and providing services appropriate and relevant to the diversity of residents in our service areas.

SystemOne enables us to pull data to illustrate our impact and progress in quarterly Board Reports, press and marketing materials, service contracts, our annual Accounts (November), Impact Report (every July/August) and Quality Accounts (every September/October).

It took five minutes to retrieve and analyse the following data from SystemOne - prior to which we would have to manually collate and manipulate a number of different excel spreadsheets and individual service users from the number of services they use to avoid duplication..

Between 1 April 2017 – 10 January 2018 St Clare Hospice benefited 228 Uttlesford residents. Of those, 49% were male and 51% female, 70% of whom self-identify as White British. Their ages range from: 8% 30 – 49, 29% 50-69, 28% 60-79 and 34% aged 80+.



Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:-

Recruit and train at least two additional volunteers

Please demonstrate how you are achieving:-

Raise user numbers by 10%

Please demonstrate how you are achieving:-

Develop assistive equipment remote delivery and return.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name _____

Date _____

Position in organisation _____

Signed _____

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

- Recruit and train at least two additional volunteers

We have made contact with Council for Voluntary Service Uttlesford and Support 4 Sight who are able to help us advertise for new volunteers. Our existing volunteers have also been spreading the word, and we already have one new volunteer signed up for training with Hearing Help Essex.

I am confident that within the next quarter this objective will be achieved.

Please demonstrate how you are achieving:-

- Raise user numbers by 10%

We held a meeting with local volunteers and developed ideas around publicity and promotion. We now have a strategy, and hope to develop more eye-catching posters and link with local health providers and public services (Libraries etc) who can help us advertise the service.

Number of service users are looking healthy for the first quarter, but I do not have the final numbers back from all our volunteer team yet.

Please demonstrate how you are achieving:-

- Develop assistive equipment remote delivery and return.

One of our local volunteers has agreed to host a drop in equipment service one morning a month which will run from the Support 4 Sight office.

We now need to order the appropriate equipment, and set this up with the aim of a October roll out. This will enable local residents to borrow and try out assistive technology, with expert advice from one of our trained volunteers.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by: Hearing Help Essex

Name Sophie Biebuyck

Date 03 July 2017

Position in organisation: Manager of Hearing Help Essex

Signed Sophie Biebuyck

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

- Recruit and train at least two additional volunteers

Objective achieved and exceeded. We have now recruited 3 new volunteers in the Uttlesford district. 2 females and 1 male who will help deliver our Hearing Aid Support Service

Please demonstrate how you are achieving:-

- Raise user numbers by 10%

After finalising our strategy to promote the service we have developed and begun to display eye-catching posters and link with local health providers and public services (Libraries etc) who can help us advertise the service.

We have also established contacts within the local press and the local tourist information centre.

Numbers are steadily increasing and we are confident that we will achieve this figure by the end of the reporting year.

Please demonstrate how you are achieving:-

- Develop assistive equipment remote delivery and return.

We have started a monthly session at the Support 4 Sight office in George Street, Saffron Walden.

We have ordered the appropriate equipment, and the mini resource centre will be available from the end of October. This will enable local residents to borrow and try out assistive technology, with expert advice from one of our trained volunteers.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by: Hearing Help Essex

Name Sophie Biebuyck

Date 10 October 2017

Position in organisation: Manager of Hearing Help Essex

Signed Sophie Biebuyck

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

- Recruit and train at least two additional volunteers

Objective achieved and exceeded. We have now recruited 3 new volunteers in the Uttlesford district. 2 females and 1 male who will help deliver our Hearing Aid Support Service. They are receiving top-up training at the end of January.

Please demonstrate how you are achieving:-

- Raise user numbers by 10%

After finalising our strategy to promote the service we have developed and begun to display eye-catching posters and link with local health providers and public services (Libraries etc) who can help us advertise the service. This has helped launch the newly located service in Saffron Walden, but we expect it to take a few more months for numbers to build up there.

Another press release is being circulated in Uttlesford in mid-January and we hope this will help increase numbers.

Numbers are steadily increasing and we are confident that we can achieve this figure by the end of the reporting year. We have helped 321 people in the Uttlesford District this reporting year, compared to 295 at the same point last year – this represents a 9% increase to date.

Please demonstrate how you are achieving:-

- Develop assistive equipment remote delivery and return.

We have started a monthly session at the Support 4 Sight office in George Street, Saffron Walden. This has been slow to take off for various reason (our December session was cancelled due to bad weather)

We have now purchased the appropriate equipment, and whilst the mini resource centre has been in place since the end of November at our Saffron Walden venue, due to the December session being cancelled and bad weather, this will not 'go live' till the end of January as the volunteers need to be trained in how to use the new equipment.

This mini-resource centre will enable local residents to borrow and try out the assistive technology in Saffron Walden, which has been available at our Chelmsford site for many years, with expert advice from one of our trained volunteers.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by: Hearing Help Essex

Name Sophie Biebuyck

Date 03/01/2018

Position in organisation: Manager of Hearing Help Essex

Signed Sophie Biebuyck



Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council’s Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 **April – June 2017**
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:-

Meet every identified Young Adult Carer to work with them to create an action plan which enables them to access the same life opportunities as those without a caring role. This will involve collaboration with the Action for Family Carers School Liaison Service.

All of the 21 identified Young Adult Carers in Uttlesford have worked with the Young Adult Carer Transition Worker to develop personalised action plans to enable them to access the same life opportunities as their peers. Examples of action plans developed include those gaining employment, accessing further/higher education and seeking support with their mental health. The Young Adult Carer Transition worker has worked with Young adult Carers who have gained lower qualifications than their peers to recognise the skills gained through caring and use in writing job applications. They have offer support and advice in writing supporting statements and gaining financial support to enable Young Adult Carers to access further and higher education. They have recognised the Young Adult Carers health needs which have taken second place to those of the cared for and supported and encouraged them to attend medical appointment improving their overall health.

The Young Adult Carer Transition Worker has worked closely with the school Link worker to ensure all Young Carers approaching transition are identified and receive support.

Please demonstrate how you are achieving:-

Offer information and advice to Local Authorities, Health, Statutory and Voluntary organisations to support best practice and improve delivery, identification and support for young adult carers.

The Young Adult Carer Transition Worker uses the hub in Great Dunmow and an office within the council building as satellite facilities for their work in Uttlesford. The hub in particular has allowed the Young Adult Carer Transition Worker to advise other youth

supporting organisations on the identification and support of Young Adult Carers. The Young Adult Carer Transition Worker also attends Think families in Uttlesford and multi-agency meetings representing Action for Family Carers speaking about the difference support can make to a Young Adult Carer. The Young Adult Carer has attended appointment between Young Adult Carers and Statutory agencies to promote best practise and improve the delivery of services provided to Young Adult Carers. In this quarter The Young Adult Carer Transition Worker has attended community event for Carers week and Mental Health Awareness week.

The Young Adult Carer Transition Worker also holds drop-in at Harlow and Cambridge colleges which are attended by Young Adult Carers from Uttlesford.

Please demonstrate how you are achieving:-

Maintain existing Young Adult Carer support groups and other services and promote them in the Uttlesford community.

Throughout this quarter the Young Adult Carers Transition Worker has continued to offer 1:1 support to Young Adult Carers in places of education and the community. They have offered opportunities for Young Adult Carers to meet in groups either in Uttlesford or with other Young Adult Carers across the West of Essex and at county wide events.

The Young Adult Carer Transition Worker is visible in the community, has satellite offices in the district and attend multi-agency meetings in Uttlesford. They have supported on Young Adult Carer from Uttlesford to attend Action for Family Carers Young Adult Carers forum to ensure the voice of Young Adult Carers from Uttlesford is represented.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Heather Hunt _____

Date: 8th July 2017 _____

Position in organisation: Young and Young Adult Carer Service Manager _____

Signed: Heather Hunt _____

Target

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1	2	1	2	6
1:1s	48	48	48	48	192
Newly identified Young Adult Carers	3	3	3	3	12
County Wide events		1		1	2
Multi-Agency Meetings - promoting Young Adult Carers in the community	2	2	2	2	8
Promotional meetings	2	2	2	2	8
Further education drop ins	2	0	2	2	6

Actual

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1				1
1:1s	51				51
Newly identified Young Adult Carers	1				1
County Wide events					0
Multi-Agency Meetings - promoting Young Adult Carers in the community	3				3
Promotional meetings	2				2
Further education drop ins	3				3

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Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Meet every identified Young Adult Carer to work with them to create an action plan which enables them to access the same life opportunities as those without a caring role. This will involve collaboration with the Action for Family Carers School Liaison Service.

All of the 23 identified Young Adult Carers (YAC) in Uttlesford have worked with the YAC Transition Worker to co-produce action plans which enable them to access the same life opportunities as their peers. Examples of an action plans which has been co-produced is a YACs include those gaining employment, accessing further/higher education and seeking support with their mental health. The YAC Transition worker works with YAC to identify the ways in which caring has impacted most on their lives and supports them to overcome the barriers caring has created. For example a YAC who has achieved lower academic grade may feel they cannot attend university, however they will have gained many life-skills which universities value. Their YAC transition worker will help them identify these skills and support them in writing their UCAS statements. The YAC transition worker has also been supported several YACs in Uttlesford who have struggled with their mental health as a result of caring. The YAC transition worker has supported them in attending appointments and referring in to specialist support services.

The YAC Transition Worker has worked closely with the Young Carer School Link worker to ensure all Young Carers approaching transition are identified and receive support and all Young Carers moving into a place of Further Education were identified in the summer break.

In addition to this the Young Adult Carer Transition Worker has taken 7 Young Adult Carers on a weeklong sail training trip through Adventures offshore which supporting team building and self-esteem, whilst providing a meaningful break from their caring roles.

Please demonstrate how you are achieving:-

Offer information and advice to Local Authorities, Health, Statutory and Voluntary organisations to support best practice and improve delivery, identification and support for young adult carers.

The YAC Transition Worker continues to use the hub in Great Dunmow and an office within the council building as satellite facilities for their work in Uttlesford. The hub in particular has allowed the Young Adult Carer Transition Worker to advise other youth supporting organisations on the identification and support of YAC. The YAC Transition Worker also attends Think families in Uttlesford and multi-agency meetings representing Action for Family Carers speaking about the difference support can make to a YAC. The YAC transition worker has supported YACs to attend appointments with Statutory agencies and continues to promote best practise and improve the delivery of services provided to Young Adult Carers. In this quarter The YAC Transition worker has attended events in Harlow and Cambridge to support YACs from Uttlesford who live in Uttlesford but receive FE or HE out of district/county

Please demonstrate how you are achieving:-

Maintain existing Young Adult Carer support groups and other services and promote them in the Uttlesford community.

Throughout this quarter the YAC Transition Worker has continued to offer 1:1 support to YAC in places of education and the community. They have offered opportunities for YACs to meet in groups either in Uttlesford or with other Young Adult Carers across the West of Essex and at county wide events. An example of this is the YAC Celebration event hosted in Chelmsford and attended by YACS from across the county. The event highlighted the successes over the past 12 months for all YACs supported by AfFC.

The YAC Transition Worker is visible in the community, has satellite offices in the district and attend multi-agency meetings in Uttlesford. They have supported one YAC from Uttlesford to attend Action for Family Carers Young Adult Carers forum to ensure the voice of YAC from Uttlesford is represented.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Heather Hunt _____

Date: 9th September 2017 _____

Position in organisation: Young and Young Adult Carer Service Manager _____

Signed: Heather Hunt _____

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Target

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1	2	1	2	6
1:1s	48	48	48	48	192
Newly identified Young Adult Carers	3	3	3	3	12
County Wide events		1		1	2
Multi-Agency Meetings - promoting Young Adult Carers in the community	2	2	2	2	8
Promotional meetings	2	2	2	2	8
Further education drop ins	2	0	2	2	6

Actual

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1	2			3
1:1s	51	56			107
Newly identified Young Adult Carers	1	2			3
County Wide events		2			2
Multi-Agency Meetings - promoting Young Adult Carers in the community	3	3			6
Promotional meetings	2	2			4
Further education drop ins	3	1			4

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Monitoring Form – Voluntary Organisation Support Grant

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Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Meet every identified Young Adult Carer to work with them to create an action plan which enables them to access the same life opportunities as those without a caring role. This will involve collaboration with the Action for Family Carers School Liaison Service.

Every Identified Young Adult Carer (Yac) in Uttlesford has been worked with to establish a jointly produced action plan, which would enable them to experience the same opportunities that non caring young people between 16-24. These have included employment and training placements, support to access high and further education and referrals to mental health and mentoring organisations and bereavement counselling. The transition worker has developed 1-1 relationships with the Yacs to establish impact of their caring role in the Yacs daily living. These have been highlighted as being less achievable academics results and restrictions on their social outlets. The worker has helped with UCAS personal statements for their University applications.

The transition worker has liaised with the AFFC schools link worker to identify young carers approaching 16 to build a connection before they are moved onto the older group. This is done between 3-6 months preceding 16.

6 Yacs will be attending a residential trip to St Marks College, Saffron Walden, on 2nd of February for 2 nights.

Please demonstrate how you are achieving:-

Offer information and advice to Local Authorities, Health, Statutory and Voluntary organisations to support best practice and improve delivery, identification and support for young adult carers.

The Yacs worker attends appointments the Yacs may have with other voluntary and

statutory organisations including mental health assessments and housing concerns, in addition to obtaining benefits advice through the Yac worker, jobcentre, benefits agencies and debt management schemes.

The Yac worker attends regular Think Family meetings that set up to co-ordinate family partnership bodies, where best practice is discussed as well as the meetings being network development opportunities.

The hub office in Great Dunmow is used to enable the Yacs to meet each other and as an information point for mental health concerns.

There are regular update meetings in Uttlesford with multi agency meetings where new schemes or updates are shared. These meetings are also attending in Harlow and Epping as they have relevance to Uttlesford Yacs.

Please demonstrate how you are achieving:-

Maintain existing Young Adult Carer support groups and other services and promote them in the Uttlesford community.

During this quarter the Yac transition worker has been available for regular 1-1 support for all Yacs in Uttlesford. In extreme circumstances these have been done on a daily basis for a Yac who has lost a parent, as well as offering opportunities for the Yacs to engage with other Yacs across Essex in the form of trips and outings that are run by AFFC during the course of the year. They have access to a private Facebook page that is monitored by the Uttlesford Yac worker and 3 colleagues. This is used to share information and updates of interest to the Yacs.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Heather Beach _____

Date: 24th January 2018 _____

Position in organisation: Head of Carer Services _____

Signed:  _____

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Target

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1	2	1	2	6
1:1s	48	48	48	48	192
Newly identified Young Adult Carers	3	3	3	3	12
County Wide events		1		1	2
Multi-Agency Meetings - promoting Young Adult Carers in the community	2	2	2	2	8
Promotional meetings	2	2	2	2	8
Further education drop ins	2	0	2	2	6

Actual

	Apr - June	July - Sept	Oct - Dec	Jan - March	Total
Group sessions	1	2	2		5
1:1s	51	56	53		160
Newly identified Young Adult Carers	1	2	2		5
County Wide events		2	1		3
Multi-Agency Meetings - promoting Young Adult Carers in the community	3	3	5		11
Promotional meetings	2	2	2		6
Further education drop ins	3	1	5		9

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Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

We plan to actively carry out further staff training, increase and train volunteer numbers to help meet the demand being placed on all our services.

During Q1 UCT has increased its Volunteer Drivers located in Saffron Walden by two to help with the increased demands. Q1 Hospital Car Service has increased 31% journeys for 2016/17 recorded as 860, 2017/18 1,187 with a further 41 wheelchair movements to Hospital.

Training following staff appraisals Q1 has been booked and will be carried out in Q3, October 12th Presentation Skills (Co-ordinator TJ) October 12th Data Webinar (4 members of Staff and team driver) 31st October Promoting your organisation on Facebook (Co-ordinator CP) 9th November (Co-ordinator CP)

Please demonstrate how you are achieving:-

Our aim is to transmit work instructions directly to UCT drivers through portable devices located in the vehicles which will be linked to the new booking system located in the office.

Q1. UCT is actively involved in development with Flexiroute, using the driver app with a controlled and monitored link which mirror images the live booking system before roll out to all minibus drivers. Development is ongoing with feedback from UCT users.

Please demonstrate how you are achieving:-

We are also looking to update the website so the community is able to join online, and to allow all our members to make further bookings online through the website.

Work during Q1 on the new plates has now been completed which will be inserted into the new UCT website going live late Q2 the links have been tested with two staff members being able to look at bookings being requested and secure confirmation replies back to the members.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Malcolm Barrell

Date: 3rd August 2017

Position in organisation: General Manager

Signed: **Malcolm Barrell**

Key Performance Indicators 2017/18

KPIs		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	%chg
Members															
BAR	16/17	682	712	739	741	751	758	731	763	751	767	762	770	no total	-
	17/18	759	776	778										no total	-
Group	16/17	89	89	86	82	82	82	82	81	80	82	80	80	no total	-
	17/18	81	81	82										no total	-
BAR Data															
Jouneys (Pass'gers)	16/17	884	800	899	793	860	822	824	767	799	776	821	769	2,583	
	17/18	710	809	802										2,321	-10%
(inc Medic Pass'gers)	16/17	41	38	43	32	63	54	53	39	15	39	29	25	122	
	16/17	20	20	9										49	-60%
Jouneys (Trips)	16/17	476	436	454	399	479	481	442	405	397	416	424	423	1,366	
	17/18	383	411	381										1,175	-14%
Av.Passgrs/Journey	16/17	1.9	1.8	2.0	2.0	1.8	1.7	1.9	1.9	2.0	1.9	1.9	1.8	1.9	
	17/18	1.9	2.0	2.1										2.0	4%
Trips refused	16/17	0	6	9	10	4	4	12	11	4	1	4	6	15	
	17/18	3	6	8										17	13%
Trips cancelled	16/17	89	7	51	132	77	86	129	186	123	151	120	140	147	
	17/18	135	107	140										382	160%
Paid miles trav'd	16/17	3,380	3,040	3,959	3,369	3,650	3,744	3,655	3,579	2,698	3,295	3,626	3,630	10,378	
	17/18	2,759	3,198	3,391										9,348	-10%
Group Data															
Jouneys (Pass'gers)	16/17	1,346	1,580	2,253	1,160	495	1,224	1,390	1,640	1,175	948	1,300	2,029	5,179	
	17/18	918	1,519	1,981										4,418	-15%
Jouneys (Trips)	16/17	135	155	198	116	58	141	153	178	129	98	135	209	488	
	17/18	109	157	187										453	-7%
Trips refused	16/17	0	0	0	0	0	0	0	0	0	0	0	0	0	
	17/18	0	0	0										0	0%
Trips cancelled	16/17	123	51	28	92	73	152	93	111	69	55	81	105	202	
	17/18	106	112	111										329	63%
Miles travelled	16/17	1,800	2,701	3,447	2,369	1,282	2,247	2,266	2,588	1,633	1,509	2,147	3,621	7,948	
	17/18	1,587	2,671	3,258										7,516	-5%
Total Data															
Total Bus miles	16/17	8,502	8,722	10,887	9,151	8,408	9,760	9,594	9,326	6,801	7,806	9,111	10,669	28,111	
	17/18	6,859	9,133	9,829										25,821	-8%
Dead miles no admin?	16/17	3,322	2,982	3,482	3,413	3,476	3,769	3,672	3,159	2,470	3,001	3,339	3,419	9,785	
	17/18	2,514	3,264	3,179										8,957	-8%
Dead Mls % total	16/17	39%	34%	32%	37%	41%	39%	38%	34%	36%	38%	37%	32%	35%	
	17/18	37%	36%	32%										35%	0%
% Dd Mls attracting	16/17	100%	100%	100%	99%	95%	99%	100%	98%	100%	100%	100%	100%	100%	
B SOG payment	17/18	100%	100%	99%										100%	0%
Hours' Analysis															
Paid Drivers' Hours	16/17	687	801	906	817	882	855	879	850	817	843	726	842	2,394	
	17/18	607	728	702										2,037	-15%
Unpaid Driv' Hours	16/17	167	94	208	220	164	211	127	150	98	49	78	67	470	
	17/18	45	72	131										248	-47%
% Bus Voltrs' Hours	16/17	20%	10%	19%	21%	16%	20%	13%	15%	11%	6%	10%	7%	16%	
	17/18	7%	9%	16%										11%	-34%
Hospital Car Hours	16/17	395	467	449	524	502	525	485	546	495	506	547	563	1,310	
	17/18	627	583	643										1,852	41%
Office Voltrs' Hours	16/17	47	43	51	36	22	50	11	47	27	49	109	148	141	
	17/18	145	118	181										444	215%
Value to UCT of	16/17	£1,886	£1,215	£2,284	£2,251	£1,632	£2,295	£1,205	£1,738	£1,097	£875	£1,687	£1,939	£5,384	
Driv/Office Voltr Hrs	17/18	£1,728	£1,704	£2,801										£6,233	16%
Hospital Car data															
Jouneys (Pass'gers)	16/17	255	317	288	331	330	358	330	301	265	333	357	420	860	
	17/18	293	372	462										1,127	31%
Jouneys (Trips)	16/17	213	247	226	263	260	277	263	257	207	259	291	346	686	
	17/18	255	314	381										950	38%
Trips refused	16/17	1	0	0	0	0	0	0	0	0	0	0	0	1	
	17/18	0	0	0										0	-100%
Trips cancelled	16/17	28	2	4	65	45	57	28	55	37	33	40	54	34	
	17/18	56	62	36										154	353%
Total passengers															
	16/17	2,485	2,697	3,440	2,284	1,685	2,404	2,544	2,708	2,239	2,057	2,478	3,218	8,622	
	17/18	1,921	2,700	3,245										7,866	-9%
Bus Running Costs															
Litres	16/17	1,845	1,851	2,247	1,839	1,706	2,003	2,042	2,058	1,553	1,736	1,887	2,262	5,943	
	17/18	1,483	1,825	1,935										5,243	-12%
Cost / Litre	16/17	£1.05	£1.07	£1.10	£1.12	£1.10	£1.12	£1.15	£1.16	£1.17	£1.21	£1.21	£1.20	£1.08	
	17/18	1.19	1.17	£1.16										£1.17	9%
Fuel cost	16/17	£1,946	£1,981	£2,464	£2,053	£1,880	£2,242	£2,340	£2,394	£1,811	£2,099	£2,281	£2,712	£6,390	
	17/18	£1,764	£2,138	£2,253										£6,155	-4%
£s Fuel per mile	16/17	£0.23	£0.23	£0.23	£0.22	£0.22	£0.23	£0.24	£0.26	£0.27	£0.27	£0.25	£0.25	£0.23	
	17/18	£0.26	£0.23	£0.23										£0.24	5%

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Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

We plan to actively carry out further staff training, increase and train volunteer numbers to help meet the demand being placed on all our services.

Q2 -No external training during this period has taken place, with Q3 having a huge amount of training being undertaken as reported in previous report.

UCT has been approached by two people looking to help support the service, one as a Hospital Car Driver and the other a Bus Driver. Their applications are now being processed.

One part- time Bus Driver will retire in December and in Q2 a volunteer Bus Driver retired at the end of September.

Currently we are activity looking to increase Driver numbers throughout Uttlesford.

Please demonstrate how you are achieving:-

Our aim is to transmit work instructions directly to UCT drivers through portable devices located in the vehicles which will be linked to the new booking system located in the office.

Development is still ongoing, first tests highlight difficulties which further development required

- Flexiroute evidence attached

Please demonstrate how you are achieving:-

We are also looking to update the website so the community is able to join online, and to allow all our members to make further bookings online through the website.

Testing complete progress to be made with the links to the website.

- Flexiroute test evidence attached

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by: MALCOLM BARRELL

Name: Malcolm Barrell

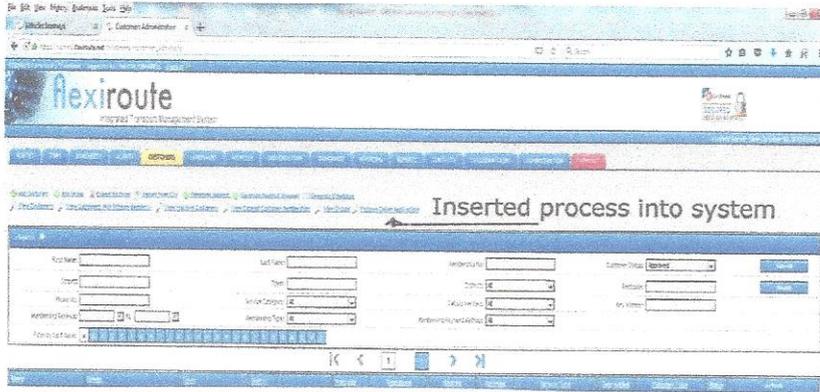
Date: 10th September 2017

Position in organisation: General Manager

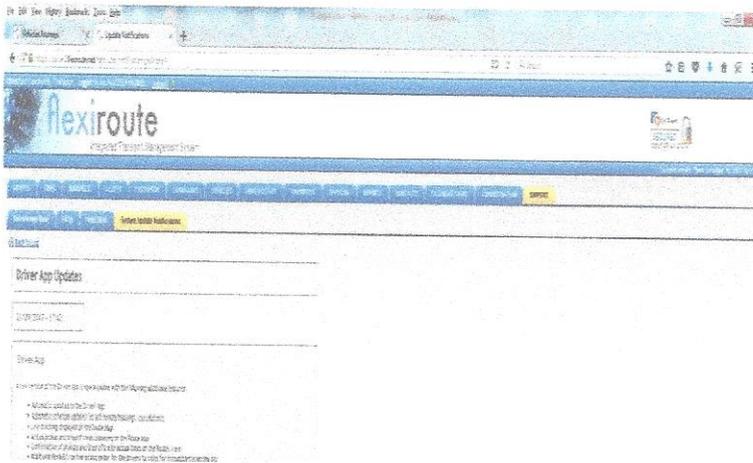
Signed: *Malcolm Barrell*

Evidence taken from screen shoots of progress

Online booking system progress



Drivers app progress



Key Performance Indicators 2017/18

KPIs		Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD	%chg
Members															
BAR	16/17	682	712	739	741	751	758	731	763	751	767	762	770	no total	-
	17/18	759	776	778	779	756	766							no total	-
Group	16/17	89	89	86	82	82	82	82	81	80	82	80	80	no total	-
	17/18	81	81	82	80	79	80							no total	-
BAR Data															
Jouneys (Pass'gers)	16/17	884	800	899	793	860	822	824	767	799	776	821	769	5,058	
	17/18	710	809	802	750	767	744							4,582	-9%
(inc Medic Pass'gers)	16/17	41	38	43	32	63	54	53	39	15	39	29	25	271	
	17/18	20	20	9	7	29	16							101	-63%
Jouneys (Trips)	16/17	476	436	454	399	479	481	442	405	397	416	424	423	2,725	
	17/18	383	411	381	368	383	383							2,309	-15%
Av.Passgrs/Journey	16/17	1.9	1.8	2.0	2.0	1.8	1.7	1.9	1.9	2.0	1.9	1.9	1.8	1.9	
	17/18	1.9	2.0	2.1	2.0	2.0	1.9							2.0	7%
Trips refused	16/17	0	6	9	10	4	4	12	11	4	1	4	6	33	
	17/18	3	6	8	4	5	6							32	-3%
Trips cancelled	16/17	89	7	51	132	77	86	129	186	123	151	120	140	442	
	17/18	135	107	140	118	145	158							803	82%
Paid miles trav'd	16/17	3,380	3,040	3,959	3,369	3,650	3,744	3,655	3,579	2,698	3,295	3,626	3,630	21,140	
	17/18	2,759	3,198	3,391	2,662	3,300	2,783							18,093	-14%
Group Data															
Jouneys (Pass'gers)	16/17	1,346	1,580	2,253	1,160	495	1,224	1,390	1,640	1,175	948	1300	2029	8058	
	17/18	918	1,519	1,981	1,189	453	1,309							7369	-9%
Jouneys (Trips)	16/17	135	155	198	116	58	141	153	178	129	98	135	209	803	
	17/18	109	157	187	119	63	134							769	-4%
Trips refused	16/17	0	0	0	0	0	0	0	0	0	0	0	0	0	
	17/18	0	0	0	0	0	0							0	0%
Trips cancelled	16/17	123	51	28	92	73	152	93	111	69	55	81	105	519	
	17/18	106	112	111	107	127	126							689	33%
Miles travelled	16/17	1,800	2,701	3,447	2,369	1,282	2,247	2,266	2,588	1,633	1,509	2,147	3,621	13,846	
	17/18	1,587	2,671	3,258	2,899	958	2,556							13,930	1%
Total Data															
Total Bus miles	16/17	8,502	8,722	10,887	9,151	8,408	9,760	9,594	9,326	6,801	7,806	9,111	10,669	55,430	
	17/18	6,859	9,133	9,829	7,999	7,192	8,337							49,348	-11%
Dead miles	16/17	3,322	2,982	3,482	3,413	3,476	3,769	3,672	3,159	2,470	3,001	3,339	3,419	20,444	
no admin?	17/18	2,514	3,264	3,179	2,437	2,933	2,997							17,324	-15%
Dead Mls % total	16/17	39%	34%	32%	37%	41%	39%	38%	34%	36%	38%	37%	32%	37%	
	17/18	37%	36%	32%	30%	41%	36%							35%	-5%
% Dd Mls attracting	16/17	100%	100%	100%	99%	95%	99%	100%	98%	100%	100%	100%	100%	99%	
B SOG payment	17/18	100%	100%	99%	100%	100%	100%							100%	1%
Hours' Analysis															
Paid Drivers' Hours	16/17	687	801	906	817	882	855	879	850	817	843	726	842	4,948	
	17/18	607	728	702	648	805	879							1,683	-66%
Unpaid Driv' Hours	16/17	167	94	208	220	164	211	127	150	98	49	78	67	1,065	
	17/18	45	72	131	92	57	116							512	-52%
% Bus Voltrs' Hours	16/17	20%	10%	19%	21%	16%	20%	13%	15%	11%	6%	10%	7%	18%	
	17/18	7%	9%	16%	12%	7%	12%							23%	32%
Hospital Car Hours	16/17	395	467	449	524	502	525	485	546	495	506	547	563	2862	
	17/18	627	583	643	574	559	570							0	-100%
Office Voltrs' Hours	16/17	47	43	51	36	22	50	11	47	27	49	109	148	249	
	17/18	145	118	181	60	87	102							0	-100%
Value to UCT of	16/17	£1,886	£1,215	£2,284	£2,251	£1,632	£2,295	£1,205	£1,738	£1,097	£875	£1,687	£1,939	11,562	
Driv/Office Voltr Hrs	17/18	£1,728	£1,704	£2,801	£1,346	£1,294	£1,953							10,825	-6%
Hospital Car data															
Jouneys (Pass'gers)	16/17	255	317	288	331	330	358	330	301	265	333	357	420	1,879	
	17/18	293	372	462	383	394	430							2,334	24%
Jouneys (Trips)	16/17	213	247	226	263	260	277	263	257	207	259	291	346	1,486	
	17/18	255	314	381	303	326	354							1,933	30%
Trips refused	16/17	1	0	0	0	0	0	0	0	0	0	0	0	1	
	17/18	0	0	0	0	0	0							0	-100%
Trips cancelled	16/17	28	2	4	65	45	57	28	55	37	33	40	54	201	
	17/18	56	62	36	16	26	33							229	14%
Total passengers															
	16/17	2,485	2,697	3,440	2,284	1,685	2,404	2,544	2,708	2,239	2,057	2,478	3,218	14,995	
	17/18	1,921	2,700	3,245	2,322	1,614	2,483							14,285	-5%
Bus Running Costs															
Litres	16/17	1,845	1,851	2,247	1,839	1,706	2,003	2,042	2,058	1,553	1,736	1,887	2,262	11,492	
	17/18	1,483	1,825	1,935	1,730	1,523	1,797							10,294	-10%
Cost / Litre	16/17	£1.05	£1.07	£1.10	£1.12	£1.10	£1.12	£1.15	£1.16	£1.17	£1.21	£1.21	£1.20	£1.09	
	17/18	£1.19	£1.17	£1.16	£1.15	£1.16	£1.18							£1.17	7%
Fuel cost	16/17	£1,946	£1,981	£2,464	£2,053	£1,880	£2,242	£2,340	£2,394	£1,811	£2,099	£2,281	£2,712	£12,565	
	17/18	1,764	2,138	2,253	1,988	1,769	2,127							£12,038	-4%
£s Fuel per mile	15/16	£0.23	£0.23	£0.23	£0.22	£0.22	£0.23	£0.24	£0.26	£0.27	£0.27	£0.25	£0.25	£0.23	
	16/17	£0.26	£0.23	£0.23	£0.25	£0.25	£0.26							£0.24	8%

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017 – Submitted.
- Q2 July – September 2017 – Submitted.
- Q3 October – December 2017 – Submitted.
- Q4 January – March 2018

Please demonstrate how you are achieving:-

We plan to actively carry out further staff training, increase and train volunteer numbers to help meet the demand being placed on all our services.

Staff training undertaking Q3: Presentation Skills, Webinar Data Protection and Taking and Presentation of Minutes.
Data Protection (GDPR) (General Manager/Company Secretary).

Q3 Recruited Three Hospital Car Volunteer Drivers.

Interest made to UCT by three bus drivers.

Please note Driver/Office Volunteer hours costing on KPI's only includes Bus and Office Volunteers value, excludes Hospital car hours recorded as 5,227 hrs 19% increase on 2016/17.

Currently during Q4 UCT still activity looking to increase Driver and Office Volunteers numbers throughout Uttlesford.

Please demonstrate how you are achieving:-

Our aim is to transmit work instructions directly to UCT drivers through portable devices located in the vehicles which will be linked to the new booking system located in the office.

Q3. Development and testing of portable devices completed with training and roll out due Q4 being fully operationally Q1 April 2018/19.

In addition UCT's telephone system has been scheduled for update Q4 to accommodate the latest communication technology.

Please demonstrate how you are achieving:-

We are also looking to update the website so the community is able to join online, and to allow all our members to make further bookings online through the website.

Q3. Development and testing completed as evidenced in Q2 report.

Q4. Website to be re-developed to include online booking facilities in readiness for Q1 year 2 (2018/19) go live.

In addition, can you please supply us, by the end of December with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Please see attached Key Performance Indicators (April~December 2017).

Completed by: MALCOLM BARRELL

Name: Malcolm Barrell.

Date: 10th January 2018.

Position in organisation: General Manager

Signed: **Malcolm Barrell**



Monitoring Form – Voluntary Organisation Support Grant

Uttlesford Citizens Advice

Q1 April – June 2017

Please demonstrate how you are achieving:-

Promote and grow the use of Takeley video service. We will work with Uttlesford Food Bank to jointly promote services out of the Station House in Takeley.

Takeley Parish Council informed us in May that they were going to leave Station House and were in the process of over-seeing the renovation of the new 'Old School House' premises. We agreed with the parish that we would remove the video conference facility and wait for a dedicated room for video conferencing / advice leaflets and posters to be available at the new site.

After taking out equipment in May, we decided to cascade the machine into our office equipment in Saffron Walden and purchase a new Dell touch screen PC specifically for Takeley. One of our volunteers is in the process of configuring the machine as a kiosk – this will enable clients to have public access to Frontline, Gov.uk, Uttlesford District Council website, Citizens Advice website and will serve as a video conference host.

We are currently trying to negotiate a small monthly fee to access 'gotomeeting.com'. This will allow users to access a personal url site with a single click on an icon to join the conference – this overcomes a number of user issues we identified using Skype.

We have recently heard from the new clerk, Julia Peachy, that due to funding issues the move to 'Old Station House' has been delayed and therefore they have extended their tenancy on Station House for one year. We are now in discussions to put the new PC into Station Road from September.

Please demonstrate how you are achieving:-

Train debt caseworkers to ask new debt clients a set of routine questions, which aim to identify gender violence and abuse (a scheme called ASK). In pilot studies 27% of clients had a life time experience of gender violence and abuse. The aim of the scheme is to ensure that clients get earlier access to appropriate support and advice and to ensure that we provide the most effective debt advice based on their responses.

In December 2016, 6 paid staff and 5 money advice volunteers undertook a day of ASK training. Training was funded by Comic Relief and was delivered by Dr Lucy Allwright from Action Against Violence and Abuse. The aim of training was to ensure that staff and advisers are giving clients the opportunity to disclosure gender violence and abuse, including financial abuse.

Training focused on;

- What GVA is;
- How to ask clients if they have experienced GVA;
- Assessing danger;
- Safeguarding implications;
- Impact on advice about - safety options, accommodation, finance, immigration, children and family, health and wellbeing, support needs & organisation details.

Staff and volunteers are asked to deliver a set question in their first meeting with a new debt client – **‘To make sure we give you the right support and information we ask clients this question.....Have you been hurt or frightened by your partner, a family member or someone you know – it could be happening now or some time ago?’**

We asked for feedback from our staff and volunteers on using the question in May – this resulted in 3 concerns being raised;

- A number of volunteers found it impossible to see clients individually – with clients choosing to bring along friends, family or partners to debt advice sessions.
- Clients receiving one to one debt support have already be triaged as being very vulnerable – often due to mental health issues. There were real concerns that directly discussing GVA at first meetings with a caseworker/money adviser could divert a client from focusing on dealing with their immediate debt problems. Experience of two clients becoming upset about historical abuse was given as examples where important debt work was delayed.
- Staff and volunteers stated that GVA issues were often raised in the course of discussions without using the set ASK question.

Discussing feedback with national Citizens Advice, we were informed that there is growing evidence that ASK is best used with clients at the initial point of contacting the service – rather than at a tailored advice appointment. We were also informed that the ASK question can be amended to exclude reference to the past.

Moving forward;

- We agreed with paid debt caseworkers and money advice volunteers that we should amend the question to ensure it focuses on the present **‘To make sure we give you the right support and information in helping you deal with your debt we ask clients this question.....are you being hurt or are you frightened by your partner, a family member or someone you know’**
- We emphasised that although we would like to ensure we ask the question of all new debt clients – it is a matter where the volunteer and staff has discretion.
- We agreed to review our experiences in 6 months’ time.

Please demonstrate how you are achieving:-

The charity is keen to work with the district council over the next 12 months to assess medium and long term need within the district for our services – basing this assessment on projected population growth, particularly in the south of the district, and the increasing demand for services in Stansted.

We have asked Dawn French and Fiona Gardiner to join us at our bi-annual strategy meeting on 18th September – we hope to discuss the Council’s longer term views on the need for advice and delivery and accessibility of advice services in the district.

Completed by:

Name: Kate Robson

Date: 11th July, 2017

Position in organisation: CEO

Signed:

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UTTLESFORD DISTRICT COUNCIL – SCORECARD REPORT

Uttlesford Citizens Advice Bureau YEAR: 2017/18 Q1

EFFECTIVENESS

Number of individuals receiving service or engaged with

923 unique clients were helped in Q1. Client and third party contacts were as follows:

	Client	Third Party
Face to Face	448	9
Phone call	945	514
Letter	1,799	457
Email	262	331
Total	3,454	1,311

"Letters" includes letters written and documents received and reviewed as part of the advice and casework process.

Number of volunteers utilised. Number of volunteer opportunities open

We currently have a total of 78 volunteers working for the charity, of which 8 are Trustees. We are in the process of training 9 gateway assessors.

Number of advice sessions broken down by service related i.e. money advice, distribution of food vouchers.

Part 1	Issues	% Issues	Count	issues per
Benefits & tax credits	619	45%	277	2.2
Consumer goods & services	33	2%	28	1.2
Debt	166	12%	76	2.2
Education	11	1%	10	1.1
Employment	91	7%	67	1.4
Financial services & capability	10	1%	10	1.0
Health & community care	25	2%	20	1.3
Housing	144	10%	95	1.5
Immigration & asylum	14	1%	10	1.4
Legal	47	3%	37	1.3
Other	39	3%	33	1.2
Relationships & family	120	9%	78	1.5
Tax	10	1%	9	1.1
Travel & transport	11	1%	10	1.1
Utilities & communications	17	1%	14	1.2
Discrimination	10	1%	7	1.4
Grand Total	1,372	99%	598	2.3

- Statistics are for core advice and do not include specialist debt or benefit advice

- **Debt and Money Advice**

In December we reviewed our process for managing clients coming in for debt advice as we were concerned that pressure on resources may be affecting our ability to identify the most vulnerable clients.

However, over the course of the quarter it has been noticeable that our revised approach has had a negative effect on morale and outcomes for the team and staff. The very vulnerable are a difficult cohort, with chaotic lifestyles and circumstances – drugs/ alcohol / mental health. As a result outcomes are slow, no shows are high and the period required for intervention is long, (one of our caseworkers has been supporting the same over a period of 3 years).

It has therefore been agreed that we will introduce contract letters for all debt clients which state that if we cannot progress a client's journey because they are unable to attend meetings or manage the steps in the debt process, help will be withdrawn for a period or alternative routes to help would be advised. The situation will be reviewed if clients are able to show that they have taken steps to overcome barriers to advice.

81 new enquiries related to debt were opened in the period. A total of 9 clients were referred to the Citizens Advice phone based service.

Our debt team worked with clients to achieve the following outcomes during quarter 1.

Advice Area	Outcome	Clients
Debt	Bankruptcy	1
	Budgeting change	1
	Debt write off - other	4
	Debts repaid	2
	DRO - debt relief order	2
	Enforcement action avoided/suspended	1
	Financial gain (please specify)	1
	Financial situation stabilised / debts under	1
	Full and final settlement	2
	Improved health / capacity to manage	2
	IVA - Individual Voluntary Agreement	1
	Not recorded/not applicable	2
	Total	20

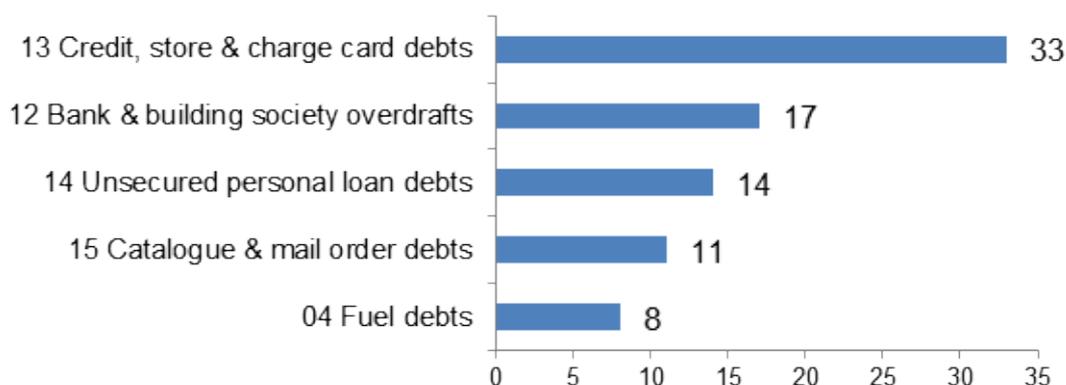
New debts registered on system during the period

Debt Type	Total Debt Amount (£)	Unique Clients	Average Debt (£)
Benefit overpayment	£1,083.59	1	£1,083.59
Business debt	£2,000.00	1	£2,000.00
Catalogue/ Mail order	£5,264.44	2	£2,632.22
Credit card	£6,105.03	2	£3,052.52
Electricity	£315.00	1	£315.00
Gas	£106.90	1	£106.90
Other	£2,544.92	2	£1,272.46
Overdraft	£1,151.00	2	£575.50
Rent arrears	£459.00	2	£229.50
Unsecured loan	£4,453.28	3	£1,484.43
Column Total	£23,483.16	9	£2,609.24

- **Money Doctor Project**

The money doctor project works with clients and empowers them to take control of their finances and aims to prevent them from getting into serious debt. Our team of trained money doctors help clients save money on bills, budget for big expenses, open bank accounts, manage and compare credit cards, switch utility suppliers and access emergency support.

Top 5 Money Doctor Advice Categories



- **Profile of Debt and Money Clients supported in Q1**

Age Profile	Clients	%
0 – 16	0	0%
17 – 24	3	3%
25 – 34	9	10%
35 – 49	32	34%
50 – 64	36	38%
65 – 74	9	10%
75 – 84	5	5%
85 +	0	0%
Not recorded		
Total	94	100%

Type of Disability	Clients	%
Cognitive Impairment	0	0%
Deaf	0	0%
Hearing Impairment	0	0%
Learning Difficulty	1	2%
Mental Health	16	37%
Physical Impairment (non-sensory)	7	16%
Visual Impairment	1	2%
Long-Term Health Condition	14	33%
Multiple Impairments	1	2%
Other Disability or Type Not Given	3	7%
Not recorded/not applicable	53	
Total	96	100%

- **Disability Home Visit Team**

Our home visit disability project has been running for 16 years. A team of volunteers visit clients in their homes, who, because of limited mobility, pain, confusion or care responsibilities would otherwise not be able to access our service. The volunteers help clients to complete complex disability benefit application forms and provide support and advice on a range of other areas including social transport, care options, fall prevention, access to priority registers, help with fuel bills and legal issues. The team is co-ordinated by a disability benefits specialist who monitors the progress of clients' applications and who can assist with appeals if there are concerns about the fairness of a decision.

Uttlesford District Council core funding does not cover this project and historically we have secure grants from other providers, including Essex Community Foundation, Essex County Council and private sponsors. However funding has become progressively more challenging to secure and for this current year we have only secured £7,000 of the £15,000 needed to run the project. Trustees have agreed to utilise reserves to maintain the project this year, however it is now a priority to secure funding for 18/19 and onwards.

A total of 210 clients were helped by the disability benefits team in Q1.

Top 5 categories of advice

- Personal Independence Payment (54.6%)
- Attendance Allowance (37.6%)
- Other benefit issues (3.3%)
- Disability Living Allowance (3.2%)
- Other health and community care issues (1.4%)

Profile of Clients supported by the disability benefits team in Q1

Age Profile	Clients	%
0 – 16	0	0%
17 – 24	2	1%
25 – 34	10	5%
35 – 49	32	16%
50 – 64	52	25%
65 – 74	32	16%
75 – 84	31	15%
85 +	47	23%
Not recorded		
Total	206	100%

Type of Disability	Clients	%
Cognitive Impairment	1	1%
Deaf	1	1%
Hearing Impairment	2	1%
Learning Difficulty	1	1%
Mental Health	53	29%
Physical Impairment (non-sensory)	54	29%
Visual Impairment	4	2%
Long-Term Health Condition	51	28%
Multiple Impairments	13	7%
Other Disability or Type Not Given	4	2%
Not recorded/not applicable	26	
Total	210	100%

Number of legitimate requests not met due to capacity issues

Staffing issues

Paid staff are under immense pressure to manage the continual increase in complexity and severity of clients' needs and the demands of quality of advice audits within the limited number of paid hours that is sustainable. We have recently lost a number of very experienced volunteer advisers due to family or caring circumstances and illnesses; this is an exceptional situation, which has been extremely challenging to manage.

Great Dunmow

Staffing continues to present a particular challenge in Great Dunmow. We have brought forward a planned adviser training course and taken the unprecedented step to advertise for a paid adviser role. We are particularly keen to attract volunteers from Great Dunmow; we are using local social media groups and have requested help from town and parish councils, website administrators and magazine editors across the district to help us recruit.

Although it is a significant financial commitment we believe it is vital to maintain a presence in the town due to the vulnerability of many of the clients seen at the Dunmow office.

Outreach

Due to continuing pressure on staff we have been forced to maintain our scaled-down outreach provision. This comprises three face to face appointments a week in Stansted and a weekly, emergency only, service in Thaxted. The video link service in Takeley is still suspended while the Parish Council relocate their offices.

ECONOMY

Matched grant funding obtained

None

Self-generated income if any

£195 for home visit services by the Finance and Benefit assessment team of ECC.
£1,017.77 fundraising (Music Extravaganza held in Saffron Walden)

Support in kind generated

Pro-bono support from local solicitors to clients and bureau staff/ volunteer training support.

Food vouchers and emergency support from charities for Q1 = £921.50
Local charities and funds also support our most vulnerable clients by helping fund bankruptcy payments, fees for debt relief orders, pay off rent arrears and providing help to purchase essential items of second hand furniture and white goods.

Cost of providing advice sessions.

Cost per unique client seen over the period = £54

Non UDC grant and project income obtained.

In the quarter, funding from UDC represented 63% of our income.

EFFICIENCY AND GOVERNANCE

Number of quarterly reports to the Council

Quarterly reports to the Homelessness strategy meeting (covering debt/ housing and benefit activity).
Adhoc reports requested on emergency support activity, results of campaigns.

Number of benchmarking exercises undertaken

Annual, informal benchmarking against other local Citizens Advice

Quality Assurance Review undertaken

On an advice session basis, supervisors check write ups by advisers – proportion checked dependent on experience.
On a monthly basis we review 10 cases selected at random through our client management system. We score our quality of advice and our assessment of the client's journey. These

assessments are benchmarked and reviewed at a national level to ensure that quality of advice is at a consistently strong level.

All supervisors, advisers and debt specialists have undertaken additional Money Advice Service (MAS) debt advice training during the quarter. This is a requirement of MAS accreditation.

Number of Board of Trustee Meetings held minuted, and quorate

Trustee Meetings held a minimum of eight times a year.
Active committees for Personnel, H & S, External Affairs and Fundraising

Participation in Annual Presentation to the Council

Presentation made to the Council on 8th August 2016, included officers from Environmental Health, Environmental Health, West Essex CCG, Essex Adult Social Care and Public Health teams. Presentation made to a committee of the cabinet on 21st November 2016 in relation to funding.

Annual report produced

15/16 report distributed at our AGM 17th October, 2016.

CUSTOMERS

% of customers rating the service as good/very good

Results from the satisfaction survey carried out in September 2016 show that 100% of the clients who used our service were pleased with the advice given and all would use the service again.

Over the quarter we have received a number of letters of thanks, please find below a sample of comments;

“CAB have been very helpful in getting me this support and have alerted me to the availability of other services.”

“Thank you for coming out to see me. Such lovely advisers and so helpful.”

“I am very grateful for this service and how I am made to feel valued.”

% of BME staff/volunteers recruited

We aim to reflect our community. Currently 1 of 9 part-time staff and 2% of volunteers.

% of Staff/Volunteers with a Disability recruited

We have a number of staff and volunteers who prefer not to record disabilities – however we make necessary adjustments in terms of shorter days or parking access.

Full review of client and customer base

Gender	Clients	%
Female	515	61%
Male	328	39%
Trans	1	0%
Trans - Female	0	0%
Trans - Male	0	0%
Unknown\Not Recorded	79	
Total	923	100%

Type of Disability

Disability	Clients	%
Cognitive Impairment	6	2%
Deaf	0	0%
Hearing Impairment	4	1%
Learning Difficulty	7	2%
Mental Health	109	28%
Physical Impairment (non-sensory)	98	25%
Visual Impairment	7	2%
Long-Term Health Condition	120	31%
Multiple Impairments	19	5%
Other Disability or Type Not Given	18	5%
Not recorded/not applicable	535	
Total	923	100%

Age Profile

Age Profile	Clients	%
0-4	1	
5-9	0	
10-14	0	0%
15-19	8	1%
20-24	31	4%
25-29	59	7%
30-34	67	8%
35-39	69	8%
40-44	80	10%
45-49	75	9%
50-54	94	11%
55-59	89	11%
60-64	79	10%
65-69	67	8%
70-74	41	5%
75-79	30	4%
80-84	21	3%
85-89	13	2%
90-94	6	1%
95-99	1	0%
100-104	1	0%
Not Recorded	91	
Total	923	100%

Ethnic Origin

Ethnic Origin	Clients	%
Asian or Asian British - Bangladeshi	4	0%
Asian or Asian British - Chinese	2	0%
Asian or Asian British - Indian	2	0%
Asian or Asian British - Other	6	1%
Asian or Asian British - Pakistani	0	0%
Black or Black British - African	2	0%
Black or Black British - Caribbean	1	0%
Black or Black British - Other	1	0%
Mixed - Other	2	0%
Mixed - White & Asian	2	0%
Mixed - White & Black African	0	0%
Mixed - White & Black Caribbean	5	1%
Other - Any Other	10	1%
Other - Arab	2	0%
White - British	639	78%
White - English	76	9%
White - Gypsy or Irish Traveller	2	0%
White - Irish	5	1%
White - Northern Irish	1	0%
White - Other	54	7%
White - Scottish	3	0%
White - Welsh	1	0%
Declined to Reply	6	
Unknown	22	
Not recorded/not applicable	75	
Total	923	100%

Number of awareness campaigns

Facebook page – updated weekly. Information on service changes, local issues and campaigns, fundraising etc.

Twitter – campaigns include Big Energy Saving Week, Advent Campaign, Scam Awareness month, Volunteers Week and Money saving ideas for summer holidays.

Keeping Warm Campaign in partnership with UDC

Bi-monthly articles in local and parish magazines; topics include consumer law, transport options, money saving tips, online safety, energy saving and further education and employment, benefit changes, school transport.

Articles regularly sent to local press to inform on relevant topic areas, publicise the service and thank local supporters.

Number of hits on website

2,463 sessions in quarter 1.

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Monitoring Form – Voluntary Organisation Support Grant

Uttlesford Citizens Advice

Q2 July – September 2017

Please demonstrate how you are achieving:-

Promote and grow the use of Takeley video service. We will work with Uttlesford Food Bank to jointly promote services out of the Station House in Takeley.

Progress in re-using Takeley as an outreach location has been delayed due to a change in clerk, a delay in the move to the 'Old School House' and IT support issues within Uttlesford Citizens Advice. Work has also been delayed in this area due to the need to prioritise the recruitment and training of new paid staff, recruitment of new adviser trainees and the introduction of a new client management system. (Please see our quarter 1 and quarter 2 performance reports for more context).

Please demonstrate how you are achieving:-

Train debt caseworkers to ask new debt clients a set of routine questions, which aim to identify gender violence and abuse (a scheme called ASK). In pilot studies 27% of clients had a life time experience of gender violence and abuse. The aim of the scheme is to ensure that clients get earlier access to appropriate support and advice and to ensure that we provide the most effective debt advice based on their responses.

Further to the update in Q1 and feedback from our debt team, we have decided to incorporate 'ASK' training in our new adviser training plan from January 2018. This decision is based on national Citizens Advice evidence that ASK is best used with clients at the initial point of contacting the service.

Our debt team have been given the discretion to use the ASK statement **'To make sure we give you the right support and information in helping you deal with your debt we ask clients this question.....are you being hurt or are you frightened by your partner, a family member or someone you know'** if it feels in context with the case.

Please demonstrate how you are achieving:-

The charity is keen to work with the district council over the next 12 months to assess medium and long term need within the district for our services – basing this assessment on projected population growth, particularly in the south of the district, and the increasing demand for services in Stansted.

We had a very helpful and interesting meeting with Dawn French and Fiona Gardiner on 18th September at a bi-annual UCAB strategy day. It was suggested that a key council officers should be regularly invited to these meetings to ensure the charity's board are aware of the objectives and drivers within the council whilst also allowing the charity to explain their data and feedback on demand and unmet need within the community.

Joint working between UDC and UCAB around the introduction of Universal Credit has been strong within the district in the quarter. An idea from Dawn French to utilise the 'Members fortnightly newsletter' to better inform Councillors about the role and activities of the charity within the community has already been started with the support of UDC's communication officer.

Completed by:

Name: Kate Robson

Date: 23th October, 2017

Position in organisation: CEO

Signed:

A handwritten signature in blue ink, consisting of a stylized 'K' followed by a long horizontal line that tapers to a point on the right.

UTTLESFORD DISTRICT COUNCIL – SCORECARD REPORT

Uttlesford Citizens Advice Bureau YEAR: 2017/18 Q2

EFFECTIVENESS

Number of individuals receiving service or engaged with

966 unique clients were helped in Q2. Client and third party contacts were as follows:

	Client	Third Party
Face to Face	501	4
Phone call	938	538
Letter	1,844	450
Email	291	305
Total	3,574	1,297

"Letters" includes letters written and documents received and reviewed as part of the advice and casework process.

Number of volunteers utilised. Number of volunteer opportunities open

We currently have a total of 76 volunteers working for the charity, of which 8 are Trustees. We are in the process of training 5 gateway assessors and 2 paid supervisors. We are currently recruiting volunteers to join an adviser training course beginning in late January.

Number of issues dealt with

Part 1	Issues	% Issues
Benefits & tax credits	549	39%
Benefits Universal Credit	8	1%
Consumer goods & services	22	2%
Debt	154	11%
Education	19	1%
Employment	133	9%
Financial services & capability	17	1%
Health & community care	31	2%
Housing	162	11%
Immigration & asylum	11	1%
Legal	50	4%
Other	40	3%
Relationships & family	160	11%
Tax	13	1%
Travel & transport	26	2%
Utilities & communications	10	1%
Discrimination	6	0%
Grand Total	1,411	100%

Statistics are for core advice and do not include specialist debt or benefit advice

- **Debt and Money Advice**

In December we reviewed our process for managing clients coming in for debt advice as we were concerned that pressure on resources may be affecting our ability to identify the most vulnerable clients.

However, over the course of the quarter it has been noticeable that our revised approach has had a negative effect on morale and outcomes for the team and staff. The very vulnerable are a difficult cohort, with chaotic lifestyles and circumstances – drugs/ alcohol / mental health and are desperately in need of support workers; they are fundamentally too poorly to go through the debt process without additional care. As a result outcomes are slow, no shows are high and the period required for intervention is long, (one of our caseworkers has been supporting the same over a period of 3 years). Wherever possible we will work with social care and the community mental health team and advocate for clients to get them the appropriate support, to give clients the best possible chance of achieving and maintaining a debt free life.

We have therefore introduced contract letters for all debt clients which state that if we cannot progress a client's journey because they are unable to attend meetings or manage the steps in the debt process, help will be withdrawn for a period or alternative routes to help will be advised. The situation is reviewed if clients are able to show that they have taken steps to overcome barriers to advice.

62 new enquiries related to debt were opened in the period. 38 clients received debt advice and support from generalist advisers or our team of money doctors. 13 met with our debt specialists for casework support. 6 clients were referred to the Citizens Advice phone based service.

Our debt team worked with clients to achieve the following outcomes during quarter 2

AIC Part2	Number of Outcomes
04 Fuel debts	2
07 Rent arrears - housing associations	1
09 Council tax arrears	1
10 Mag. Cts. - fines & comp.ord. arrears	1
12 Bank & building society overdrafts	3
13 Credit, store & charge card debts	14
14 Unsecured personal loan debts	4
15 Catalogue & mail order debts	1
25 Arrears of income tax, VAT or NI contributions	1
49 Debt Relief Order	3
50 Bankruptcy	2
	33
	33

New debts registered on system during the period

<i>Debt Type</i>	Total Debt Amount (£)	Unique Clients	Average Debt (£)
Benefit overpayment	£75.00	1	£75.00
Catalogue/ Mail order	£849.00	1	£849.00
Council Tax arrears	£0.00	1	£0.00
Credit card	£305.27	1	£305.27
Gas	£109.00	1	£109.00
Mobile phone	£1,144.80	2	£572.40
Other	£2,216.32	1	£2,216.32
Overdraft	£100.00	1	£100.00
Rent arrears	£1,990.57	1	£1,990.57
Telecom packages (TV, phone and internet)	£198.20	1	£198.20
Unsecured loan	£17,316.86	1	£17,316.86
Water rates arrears	£445.77	1	£445.77
Column Total	£24,750.79	5	£4,950.16

- **Money Doctor Project**

The money doctor project works with clients and empowers them to take control of their finances and aims to prevent them from getting into serious debt. Our team of trained money doctors help clients save money on bills, budget for big expenses, open bank accounts, manage and compare credit cards, switch utility suppliers and access emergency support.

Top 5 Debt Categories

	Issues	% of category	unique clients
13 Credit, store & charge card debts	39	20.5%	22
14 Unsecured personal loan debts	21	11.1%	17
99 Other	21	11.1%	20
07 Rent arrears - housing associations	14	7.4%	8
09 Council tax arrears	15	7.9%	11

- **Profile of Debt and Money Clients supported in Q2**

Of the debt clients supported in Q2:

- 15 described themselves as having a mental health condition
- 12 had a long term health condition
- 11 were over the age of 60

	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	80-84	90-94
Debt	6	14	6	13	9	8	11	6	5	2	2	1	1

- **Disability Home Visit Team**

Our home visit disability project has been running for 16 years. A team of volunteers visit clients in their homes, who, because of limited mobility, pain, confusion or care responsibilities would otherwise not be able to access our service. The volunteers help clients to complete complex disability benefit application forms and provide support and advice on a range of other areas including social transport, care options, fall prevention, access to priority registers, help with fuel bills and legal issues. The team is co-ordinated by a disability benefits specialist who monitors the progress of clients' applications and who can assist with appeals if there are concerns about the fairness of a decision.

Uttlesford District Council core funding does not cover this project and historically we have secure grants from other providers, including Essex Community Foundation, Essex County Council and private sponsors. However funding has become progressively more challenging to secure and for this current year we have only secured £7,000 of the £15,000 needed to run the project. Trustees have agreed to utilise reserves to maintain the project this year, however it is now a priority to secure funding for 18/19 and onwards.

A total of 202 clients were helped by the disability benefits team in Q2; 102 were new enquiries and 127 were receiving support for ongoing applications.

Top 5 categories of advice

- Personal Independence Payment - 119 clients
- Attendance Allowance - 78 clients
- Health and community care issues – 11 clients
- Other benefit issues – 10 clients
- Housing – 8 clients

Profile of Clients supported by the disability benefits team in Q2

Age Profile	Clients	%
0-4	1	
5-9	0	
10-14	0	0%
15-19	0	0%
20-24	7	3%
25-29	2	1%
30-34	5	2%
35-39	6	3%
40-44	16	7%
45-49	16	7%
50-54	24	11%
55-59	20	9%
60-64	21	9%
65-69	27	12%
70-74	13	6%
75-79	17	8%
80-84	19	8%
85-89	19	8%
90-94	10	4%
95-99	2	1%
100-104	0	0%
Not Recorded	4	
Total	229	100%

Disability	Clients	%
Cognitive Impairment	1	1%
Deaf	0	0%
Hearing Impairment	1	1%
Learning Difficulty	3	2%
Mental Health	49	25%
Physical Impairment (non-sensory)	57	29%
Visual Impairment	4	2%
Long-Term Health Condition	57	29%
Multiple Impairments	18	9%
Other Disability or Type Not Given	7	4%
Not recorded/not applicable	32	
Total	229	100%

Number of legitimate requests not met due to capacity issues

Staffing issues

Paid staff are under immense pressure to manage the continual increase in complexity and severity of clients' needs and the demands of quality of advice audits within the limited number of paid hours that is sustainable. We have recently lost a number of very experienced volunteer advisers due to family or caring circumstances and illnesses; this is an exceptional situation, which has been extremely challenging to manage. However we are pleased that we have been able to recruit a new member of staff who, once trained will support the team in Dunmow and will take responsibility for training new volunteers.

Great Dunmow

Staffing continues to present a particular challenge in Great Dunmow. We have brought forward a planned adviser training course and taken the unprecedented step to recruit a paid adviser who has now begun training. We are particularly keen to attract volunteers from Great Dunmow; we are using local social media groups and have requested help from town and parish councils, website administrators and magazine editors across the district to help us recruit.

Although it is a significant financial commitment we believe it is vital to maintain a presence in the town due to the vulnerability of many of the clients seen at the Dunmow office.

Outreach

Due to continuing pressure on staff we have been forced to maintain our scaled-down outreach provision. This comprises three face to face appointments a week in Stansted and a weekly, emergency only, service in Thaxted. The video link service in Takeley is still suspended while the Parish Council relocate their offices.

ECONOMY

Matched grant funding obtained

None

Self-generated income if any

£60 for home visit services by the Finance and Benefit assessment team of ECC.

£300 room hire (Pensionwise)

£60 room hire (CRUSE)

Support in kind generated

Pro-bono support from local solicitors to clients and bureau staff/ volunteer training support.

Food vouchers and emergency support from charities for Q2 = £740

Local charities and funds also support our most vulnerable clients by helping fund bankruptcy payments, fees for debt relief orders, pay off rent arrears and providing help to purchase essential items of second hand furniture and white goods.

Cost of providing advice sessions.

Cost per unique client seen over the period = £52

Non UDC grant and project income obtained.

In the quarter, funding from UDC represented 63% of our income.

EFFICIENCY AND GOVERNANCE

Number of quarterly reports to the Council

Quarterly reports to the Homelessness strategy meeting (covering debt/ housing and benefit activity).

Adhoc reports requested on emergency support activity, results of campaigns.

Number of benchmarking exercises undertaken

Annual, informal benchmarking against other local Citizens Advice

Quality Assurance Review undertaken

On an advice session basis, supervisors check write ups by advisers – proportion checked dependent on experience.

On a monthly basis we review 10 cases selected at random through our client management system. We score our quality of advice and our assessment of the client's journey. These assessments are benchmarked and reviewed at a national level to ensure that quality of advice is at a consistently strong level.

All supervisors, advisers and debt specialists have undertaken additional Money Advice Service (MAS) debt advice training during the quarter. This is a requirement of MAS accreditation.

Number of Board of Trustee Meetings held minuted, and quorate

Trustee Meetings held a minimum of eight times a year.

Active committees for Personnel, H & S, External Affairs and Fundraising

Participation in Annual Presentation to the Council

Presentation made to the Council on 8th August 2016, included officers from Environmental Health, Environmental Health, West Essex CCG, Essex Adult Social Care and Public Health teams. Presentation made to a committee of the cabinet on 21st November 2016 in relation to funding.

Annual report produced

16/17 report distributed at our AGM 9th November 2017

CUSTOMERS

% of customers rating the service as good/very good

Results from the satisfaction survey carried out in September 2016 show that 100% of the clients who used our service were pleased with the advice given and all would use the service again.

Over the quarter we have received a number of letters of thanks, please find below a sample of comments;

"I was very impressed by the help and advice given to me when filling in the form as I found it very confusing. My thanks to you all."

"I would like to thank you for your help. I have now moved into sheltered accommodation. It was the letter that you wrote for me that really helped me to get this move."

"Excellent service. The advisor was professional, caring, listened to my answers and didn't hurry me."

"Thank you for helping me through a difficult period."

% of BME staff/volunteers recruited

We aim to reflect our community. Currently 1 of 11 part-time staff and 2% of volunteers.

% of Staff/Volunteers with a Disability recruited

We have a number of staff and volunteers who prefer not to record disabilities – however we make necessary adjustments in terms of shorter days or parking access.

Full review of client and customer base

Gender	Clients	%
Female	536	62%
Male	335	38%
Trans	0	0%
Trans - Female	0	0%
Trans - Male	0	0%
Unknown/Not Recorded	95	
Total	966	100%

Disability	Clients	%
Cognitive Impairment	7	2%
Deaf	0	0%
Hearing Impairment	3	1%
Learning Difficulty	6	1%
Mental Health	112	27%
Physical Impairment (non-sensory)	100	24%
Visual Impairment	5	1%
Long-Term Health Condition	141	34%
Multiple Impairments	24	6%
Other Disability or Type Not Given	21	5%
Not recorded/not applicable	548	
Total	967	100%

Age Profile	Clients	%
0-4	3	
5-9	0	
10-14	0	0%
15-19	8	1%
20-24	46	5%
25-29	58	7%
30-34	66	8%
35-39	87	10%
40-44	88	10%
45-49	81	9%
50-54	87	10%
55-59	87	10%
60-64	62	7%
65-69	58	7%
70-74	48	6%
75-79	36	4%
80-84	29	3%
85-89	9	1%
90-94	10	1%
95-99	1	0%
100-104	0	0%
Not Recorded	103	
Total	967	100%

Ethnic Origin	Clients	%
Asian or Asian British - Bangladeshi	4	0%
Asian or Asian British - Chinese	2	0%
Asian or Asian British - Indian	4	0%
Asian or Asian British - Other	8	1%
Asian or Asian British - Pakistani	0	0%
Black or Black British - African	6	1%
Black or Black British - Caribbean	0	0%
Black or Black British - Other	2	0%
Mixed - Other	0	0%
Mixed - White & Asian	3	0%
Mixed - White & Black African	1	0%
Mixed - White & Black Caribbean	2	0%
Other - Any Other	6	1%
Other - Arab	1	0%
White - British	678	80%
White - English	81	10%
White - Gypsy or Irish Traveller	3	0%
White - Irish	7	1%
White - Northern Irish	2	0%
White - Other	38	4%
White - Scottish	2	0%
White - Welsh	0	0%
Declined to Reply	6	
Unknown	19	
Not recorded/not applicable	92	
Total	967	100%

Number of awareness campaigns

Facebook page – updated weekly. Information on service changes, local issues and campaigns, fundraising etc.

Twitter – campaigns include Big Energy Saving Week, Advent Campaign, Scam Awareness month, Volunteers Week and Money saving ideas for summer holidays.

Keeping Warm Campaign in partnership with UDC

Bi-monthly articles in local and parish magazines; topics include consumer law, transport options, money saving tips, online safety, energy saving and further education and employment, benefit changes, school transport, debt and Christmas and Keeping Warm.

Articles regularly sent to local press to inform on relevant topic areas, publicise the service and thank local supporters.

Number of hits on website

2,305 sessions in quarter 2, of which 59% were new visitors.

Monitoring Form – Voluntary Organisation Support Grant

Uttlesford Citizens Advice

Q3 Oct – December 2017

Please demonstrate how you are achieving:-

Promote and grow the use of Takeley video service. We will work with Uttlesford Food Bank to jointly promote services out of the Station House in Takeley.

We continue to promote the Takeley collection point for Food Bank and this has progressed well – we are aware that 10 people obtained food in November. After a lot of work to ensure security, we have installed a new touch screen all in one computer with a Linux operating system and we are testing a kiosk remote management system www.porteus-kiosk.org – to ensure easy maintenance. We are also purchasing 'Gotomeeting' to ensure that Takeley and Citizens Advice volunteers find video conferencing as simple as a click. We have spoken to Julia Peachy – the clerk at Takeley, and hope to have the system set-up by the end of February.

Please demonstrate how you are achieving:-

Train debt caseworkers to ask new debt clients a set of routine questions, which aim to identify gender violence and abuse (a scheme called ASK). In pilot studies 27% of clients had a life time experience of gender violence and abuse. The aim of the scheme is to ensure that clients get earlier access to appropriate support and advice and to ensure that we provide the most effective debt advice based on their responses.

Further to the update in Q1 and feedback from our debt team, we have decided to incorporate 'ASK' training in our new adviser training plan from January 2018. This decision is based on national Citizens Advice evidence that ASK is best used with clients at the initial point of contacting the service.

We have successfully recruited 9 volunteer adviser trainees and ASK training has been incorporated in their first 12 month program of training – starting 31st January, 2018 .

Please demonstrate how you are achieving:-

The charity is keen to work with the district council over the next 12 months to assess medium and long term need within the district for our services – basing this assessment on projected population growth, particularly in the south of the district, and the increasing demand for services in Stansted.

We are working closely with the District Council, particularly in the areas of Universal Credit roll-out, homelessness prevention and Warm Homes work.

Our next strategy meeting is on 23rd April and will focus on scenario planning. We will be inviting UDC officers and councillor to join us.

Completed by:

Name: Kate Robson

Date: 10th January, 2018

Position in organisation: CEO

Signed:

A handwritten signature in blue ink, consisting of a stylized 'K' followed by a long horizontal stroke that tapers to a point on the right.

I will complete the monitoring from and return it to you in early July.

As requested on the form our targets this year will be as follows:

Q1 April - June 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status

Q2 July - September 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status

Q3 October - December 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status

Q4 January - March 2018 to fund 13 bursary places to Uttlesford based groups with registered charity status

Total for year will be to fund 52 bursary places to Uttlesford based groups with registered charity status

You also request a further target in the form - I would suggest it be to increase the spread of the bursary to more groups than last year. Last year 13 and I would increase it to 15 this year.

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Continue to promote the availability of UDC funded bursary places for people from Uttlesford based voluntary and community groups in order to maximise the take up of places. The promotion will include – information on the VST website, in the brochure of training opportunities and through e-mail newsletters. In addition, the availability will be notified through CVS Uttlesford newsletter and information will be submitted to the local press.

We have updated the VST website to include Uttlesford bursary places on all courses since 1st April 2017. The availability of places has been included in VST's Summer brochure and it will also be included in the Autumn one going out later in July. We have submitted a Press Release to local papers but it did not get published. We will try again for the Autumn programme. We have also promoted the bursary through the CVS Uttlesford newsletters.

Please demonstrate how you are achieving:-

Seek feedback about the impact of the training at the 3 month point after attendance.

To date 17 places have been allocated out of the 52 paid for by the funding. Training topics include: Running Effective Meetings, Minute Taking, Mentoring Practice, Charity Health Check and a combined First Aid, Health & Safety & Safeguarding of Vulnerable Adults course. The majority of these have been run in the last month and therefore 3 month feedback not yet available.

However feedback from the Mentoring Practice delegate states: *"The training has helped our organisation to be more supportive to our service users and enabled us to provide mentoring if needed"*.

Please demonstrate how you are achieving:-

- Please supply another target which your organisation will aim to meet.

Target - to increase the spread of the bursary to more groups (registered charities) than last year. Last year it was 13 and this year we intend to increase it to 15.

To date the following groups have sent delegates for training:

1. St Mary's Church Great Dunmow
2. Uttlesford Volunteer Centre
3. CVS Uttlesford
4. Uttlesford Community Transport

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Quarter target	Number funded	Balance remaining
Q1 April – June 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	17	35
Q2 July – September 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status		
Q3 October – December 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status		
Q4 January – March 2018 to fund 13 bursary places to Uttlesford based groups with registered charity status		

Completed by:

Name _____ MADDY PITCHER _____

Date _____ 29TH JUNE 2017 _____

Position in organisation _____ ADMIN MANAGER _____

Signed _____ M Pitcher _____

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Continue to promote the availability of UDC funded bursary places for people from Uttlesford based voluntary and community groups in order to maximise the take up of places. The promotion will include – information on the VST website, in the brochure of training opportunities and through e-mail newsletters. In addition, the availability will be notified through CVS Uttlesford newsletter and information will be submitted to the local press.

We have launched our training programme for the Autumn and Uttlesford bursary places are included both as a ticket choice on the website and in our fees listings on page 31 of our brochure. We have also promoted the bursary through the CVS Uttlesford newsletters. A press release was also sent to all the local papers on 9th August 2017 and was published by the Walden Local. We photographed article and tweeted it on our Twitter page to help spread the word. Have also met contact from Alzheimer's Society Uttlesford and promoted the availability of bursary places. We also search the local press for articles about newly set up charities and then sent them details of our training and bursaries.

Please demonstrate how you are achieving:-

Seek feedback about the impact of the training at the 3 month point after attendance.

To date 36 places have been allocated out of the 52 paid for by the funding, leaving 16 remaining. Training topics taken up this term include: Emergency First Aid At Work, Supporting & Supervising Volunteers, Finding Funding Faster, Improving Funding Applications, Presentation Skills, Minute Taking and Social Media.

We seek feedback about the impact of training from a survey form which is emailed or by personal contact. Uttlesford Shed Project had a one day training course to assist their newly set up group in Takeley. It covered health & safety and first aid as they would be working in

a workshop environment and safeguarding awareness as they would be working with vulnerable people. The impact of the session was that 'delegates enjoyed the first aid training which was tailored to fit the sort of incidents they might encounter. They also had an enlightening session about working with vulnerable people. This caused them to have a discussion in which they shared personal experiences which were beneficial to the group. They are now aware of what to do should they have concerns about other volunteers' (Clive Emmett, CEO CVS Uttlesford).

We also met with Lizzie Petrie of Uttlesford Volunteer Centre to review the Mentoring training we had run for them which was bursary funded. The Mentoring Project was set up to provide a pool of volunteers ready to assist the Volunteer Centre by supporting more vulnerable volunteers and others needing support. She stated that there were some very positive outcomes achieved with nine delegates achieving accreditation (therefore being qualified to provide support) and additionally the group benefited from soft outcomes such as networking, upskilling and confidence building. She would like to repeat the training and is currently applying for funding to do this.

Please demonstrate how you are achieving:-

- Please supply another target which your organisation will aim to meet.

Target - to increase the spread of the bursary to more groups (registered charities) than last year. Last year it was 13 and this year we intend to increase it to 15.

To date the following groups have sent delegates for training:

1. St Mary's Church Great Dunmow
2. Uttlesford Volunteer Centre
3. CVS Uttlesford
4. Uttlesford Community Transport
5. Hearing Help (Uttlesford)
6. Support 4 Sight
7. Rainbow Rural
8. St Mark's College
9. Uttlesford Buffy Bus
10. IPSEA
11. Fragile X Society

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

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Q1 April – June 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	17	35
Q2 July – September 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	19	16
Q3 October – December 2017 to fund 13 bursary places to		

Uttlesford based groups with registered charity status		
Q4 January – March 2018 to fund 13 bursary places to Uttlesford based groups with registered charity status		

Completed by:

Name _____ MADDY PITCHER _____

Date _____ 3rd October 2017 _____

Position in organisation _____ ADMIN MANAGER _____

Signed _____ M Pitcher _____

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Continue to promote the availability of UDC funded bursary places for people from Uttlesford based voluntary and community groups in order to maximise the take up of places. The promotion will include – information on the VST website, in the brochure of training opportunities and through e-mail newsletters. In addition, the availability will be notified through CVS Uttlesford newsletter and information will be submitted to the local press.

We have continued to market our Autumn training programme both through our website and inclusion in CVS Uttlesford's newsletter. This has been successful as we have exceeded our quarterly target and only have 8 places to fill for the Spring 2018 programme.

We have also launched our training programme for the Spring 2018 and Uttlesford bursary places are included both as a ticket choice on the website and in our fees listings in our online brochure. We will continue to promote the availability of the remaining places with CVS Uttlesford as well as researching newly set up groups through local media and facebook/twitter.

Please demonstrate how you are achieving:-

Seek feedback about the impact of the training at the 3 month point after attendance.

To date 44 places have been allocated out of the 52 paid for by the funding, leaving 8 remaining. Training attended this term has included: Emergency First Aid At Work, Supporting & Supervising Volunteers, Finding Funding Faster, Improving Funding Applications, Presentation Skills, Safety for Lone Workers, Minute Taking and Promoting Your Organisation using Facebook. We have also allocated funding for the Recruiting Volunteers training coming up on 16th January 2018.

We seek feedback about the impact of training from a survey form which is emailed or by personal contact. Feedback about the impact of the training attended is as follows:

"The course was clearly presented and helpful to me as I co-ordinate a monthly Messy Church and a weekly Church Mice Toddler Group. I regularly take minutes and the course has helped me to make sure I have Action points against named individuals. Thank you for the courses." Gillian Warren, St Mary's Church Dunmow – Minute Taking course & Running Effective Meetings course

"We both found it very informative and useful to hear other charities problems and solutions and we really value any grant funding training and help we can access." Carol Monk, Rainbow Rural – Finding Funding Faster course

"I enjoyed the Finding Funding Faster course. It was useful to chat with other participants about their experiences and the content of the day was informative, encouraging and motivating." Elizabeth Noakes, St Marks College - Finding Funding Faster course

"I attended the Trustee training course and found it to be interesting and informative. The training helped me to understand better my roles and responsibilities as a Trustee and increased my knowledge in important areas such as legal duties and governance. The knowledge gained through the training has helped me to make a positive contribution in my role to date, and I am confident it will stand me in good stead for the future. I would like to add that the trainer provided a number of useful handouts on the course, which I have already used a number of times and I am sure will serve as excellent reference material over the coming months." Steve Shoesmith, VST – Trustee training course

"This training has given us an extra boost when applying for funding. Our bids are now written in a more professional way and we have received a good amount of income since the training. We are applying for Lottery Funding and feel the training has set up us very well for this." Rosie Juhl, Buffy Bus – Finding Funding Faster course

"Having the first aid knowledge has helped our organisation and also the safety of our service users." Graham Hawkes, Support4Sight – Emergency First Aid at Work

Please demonstrate how you are achieving:-

- Please supply another target which your organisation will aim to meet.

Target - to increase the spread of the bursary to more groups (registered charities) than last year. Last year it was 13 and this year we intend to increase it to 15.

To date the following groups have sent delegates for training:

1. Accuro
2. Buffy Bus
3. Council for Voluntary Service Uttlesford
4. Dunmow Youth Group
5. Fragile X Society
6. Hearing Help Essex (Uttlesford)
7. IPSEA
8. Rainbow Rural
9. St Marks College
10. St Mary's Church Dunmow

- 11. Support4sight
- 12. Uttlesford Community Transport
- 13. Uttlesford Volunteer Centre
- 14. Voluntary Sector Training

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Quarter target	Number funded	Balance remaining
Q1 April – June 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	17	35
Q2 July – September 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	19	16
Q3 October – December 2017 to fund 13 bursary places to Uttlesford based groups with registered charity status	44	8
Q4 January – March 2018 to fund 13 bursary places to Uttlesford based groups with registered charity status		

Completed by:

Name _____ MADDY PITCHER _____

Date _____ 3rd January 2018 _____

Position in organisation _____ ADMIN MANAGER _____

Signed _____ M Pitcher _____

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Support 4 Sight will operate its Resource Centre, Monday to Friday each week, offering high quality support and advice to people with sight loss in Uttlesford.

Support 4 Sight's resource centre has been operating Monday to Friday each week throughout April, May and June. During this period we have had 135 callers to our resource centre, of which 75 were blind and partially sighted and 44 were carers.

During this period:

- 19 people reported having better health
- 27 people reported being more socially included
- 33 people demonstrated an improvement in their emotional wellbeing
- 51 people reported having increased independence
- 10 people reported an improvement to their financial wellbeing
- 91 people gained information, advice and guidance

Please demonstrate how you are achieving:-

Support 4 Sight will offer volunteering roles and training to our team of 92 Volunteers.

Support 4 Sight is always looking for additional volunteers and currently there are 10 new recruits in the process of recruitment, training and role experience. We have a Volunteer Co-ordinator in place who is liaising with Volunteer Uttlesford and other avenues to recruit new volunteers.

It's important we train our volunteers so that they can help people with sight loss with low vision aids. One of our low vision aid suppliers will be sending an expert over to us to run two magnifier training sessions shortly. Our volunteers will be invited to attend the training

days to gain skills and knowledge that will assist in their volunteering roles. Previous training sessions we have operated received highly positive feedback.

Please demonstrate how you are achieving:-

Support 4 Sight will work with local organisations, community groups, facilities and businesses to launch a befriending service to isolated elderly people with sensory loss (sight, hearing and deafness), which we anticipate will support approximately 200 people in Uttlesford

Support 4 Sight has launched its befriending service, which has continually grown since its first day and will likely keep expanding. To date, 65 visually impaired people in Uttlesford are being supported through the befriending service.

We have two visually impaired volunteers acting as peer-mentors carrying out approx. 7 telephone calls per week to isolated people on the befriending service. The understanding and experience that the peer-mentors bring to the service is invaluable. Beneficiaries can often be quite closed off with the thought that the person they are speaking to will never understand what they are going through. Upon finding out the volunteer calling them also has sight loss, they become less guarded and open up much more than they would have speaking to a sighted volunteer.

Beneficiaries are also encouraged to take part in social activities. By coming along to a coffee morning or social trip, they have the chance to socialise with others with sight loss and build up a network of peer support and make additional friends.

Through this project we have been working with other organisations including Royal Association for Deaf people, Hearing Help Essex, Community Agents and Frontline to handle referrals into telephone befriending as well as supporting with other services.

Case Study of a Befriendee:

Mr D is a fifty seven year old male and is registered Severely Sight impaired, with additional mobility problems and requires dialysis three times a week. At the beginning of May 2017, Mr D was referred internally within Support 4 Sight for our befriending telephone service, as he had very little contact with anyone outside of his limited family circle. He was matched with a volunteer who had a similar visual disability, same gender and similar age bracket for regular telephone calls.

During these calls, an exchange of information was given in respect of the various social events and local coffee mornings. It was arranged that Mr D would attend a local coffee event and that the volunteer befriender would meet him there. Mr D enjoyed being part of the event, particularly having the opportunity to meet with other sight impaired peers. He also received information in respect of magnifiers and lighting and he is keen to have an assessment and demonstration to help increase his independence from volunteers during a planned home visit..

It was also established that Mr D used to be a keen angler, but is no longer able to fish due to his decreasing sight loss. The volunteer befriender has also recently encountered a number of other Severely Sight impaired beneficiaries who also used to fish but who feel that

they are no longer able to participate in an angling activity due to their current sight loss. Therefore, a referral has been made to our community services co-ordinator who is negotiating with a local angling club asking for some of their members to help support and mentor several of Support 4 Sights beneficiaries who would like to participate in an angling activity again.

Prior to agreeing to be part of the telephone befriending service, Support 4 Sight had supported Mr D with applying for the appropriate benefits and helping to complete paperwork on his behalf. Support 4 Sight had also assisted in referring to Essex Cares Limited for a symbol Cane and had provided Mr D with a donated talking microwave to enable him to cook and re-heat food.

The Befriender felt that Support 4 Sight has given Mr D the help and support that he needed to begin his journey to improve his lifestyle and retain some independence, as well as his supporting his emotional and financial wellbeing.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Michael Lovell _____

Date 26/07/17 _____

Position in organisation Funding and Technology Coordinator

Signed  _____

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Support 4 Sight will operate its Resource Centre, Monday to Friday each week, offering high quality support and advice to people with sight loss in Uttlesford.

Support 4 Sight's resource centre has been operating Monday to Friday each week throughout July, August and September. During this period we have had 208 callers to our resource centre, of which 70 were blind and partially sighted and 53 were carers.

During this period of the 70 people with sight loss::

19 people reported having better health

22 people reported being more socially included

28 people demonstrated an improvement in their emotional wellbeing

37 people reported having increased independence

4 people reported an improvement to their financial wellbeing

42 people gained information, advice and guidance

Please demonstrate how you are achieving:-

Support 4 Sight will offer volunteering roles and training to our team of 88 Volunteers.

Currently have 12 new recruits in process. We currently have a drive on information desk volunteers, as we have been given authority to provide a service at several hospitals where we do not currently have a presence. So volunteers are needed to support us in all of the areas our services cover.

Training has been delivered to volunteers on magnifiers and lighting. This has been given by Optelec Ltd and additional training support has been provided by Support 4 Sight staff. Feedback received so far indicates that the volunteers found it exceptionally informative and

very useful in going forward and feel that they have further skills to be able to support our beneficiaries.

Volunteers will be able to help with equipment and assessments within the resource centre, on home visits and at hospital eye clinics.

There will be further training planned for volunteers in respect of sighted guiding, hospital information desks and home visiting in the next quarter.

Please demonstrate how you are achieving:-

Support 4 Sight will work with local organisations, community groups, facilities and businesses to launch a befriending service to isolated elderly people with sensory loss (sight, hearing and deafness), which we anticipate will support approximately 200 people in Uttlesford

Support 4 Sight has launched its befriending service, which has continually grown since its first day and will likely keep expanding. To date, 75 visually impaired people in Uttlesford are being supported through the befriending service. Is this true as it's across Essex and not just Uttlesford?

We have three volunteers, two whom are Visually impaired and who are acting as peer-mentors carrying out approx. 10- 15 telephone calls per week to isolated people on the befriending service. The understanding and experience that the peer-mentors bring to the service is invaluable. Beneficiaries can often be quite closed off with the thought that the person they are speaking to will never understand what they are going through. Upon finding out the volunteer calling them also has sight loss, they become less guarded and open up much more than they would have speaking to a sighted volunteer.

Beneficiaries are also encouraged to take part in social activities. By coming along to a coffee morning or social trip, they have the chance to socialise with others with sight loss and build up a network of peer support and make additional friends. One of our new volunteers who is visually impaired herself is interested in helping to set up an audio book club, where visually impaired people can meet together socially and talk about the recent nominated book that they had listened to, similar to the conventional model of a book club

Through this project we have been working with other organisations including Royal Association for Deaf people, Hearing Help Essex, Community Agents and Frontline to handle referrals into telephone befriending as well as supporting with other services.

Case Study of a Befriender:

Mr H was referred to us by Essex Social Care Direct. He had just been registered severely sight impaired and wanted support to try equipment that may help him. Mr H attended an employment research group Support 4 Sight was running and found it really useful being able to talk to other visually impaired people. He had received some long cane training from Essex Cares Ltd but he was reluctant to use it.

Mr H had received a call from one of our visually impaired telephone befrienders. Mr H expressed he was finding his sight loss frustrating, particularly getting his family to

understand his vision loss. During the call they spoke about all sorts of adaptations and equipment that Mr H might find useful.

Mr H made an appointment to visit Support 4 Sight's resource centre to look at equipment as well as meet with visually impaired staff and volunteers.

During his visit to the resource centre, Mr H talked about using a symbol cane but was embarrassed to carry it. The visually impaired staff and volunteers who met with Mr H all emphasised how useful a symbol cane can be. Also discussed Guide Dogs, carers allowance, electronic video magnifiers, talking news, sky audio description and other equipment.

Mr H later visited one of our exhibitions and was using a symbol cane. He is now much more aware of the services and equipment available to him, is attending a coffee morning and is receiving a monthly telephone befriending call.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Michael Lovell _____

Date 23/10/17 _____

Position in organisation Funding and Technology Coordinator

Signed  _____

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Support 4 Sight will operate its Resource Centre, Monday to Friday each week, offering high quality support and advice to people with sight loss in Uttlesford.

Support 4 Sight's resource centre has been operating Monday to Friday each week throughout October, November and December. During this period we have had 399 callers to our resource centre, of which 201 were blind and partially sighted and 99 were carers.

During this period of the 201 people with sight loss::

20 people reported having better health

24 people reported being more socially included

47 people demonstrated an improvement in their emotional wellbeing

83 people reported having increased independence

1 people reported an improvement to their financial wellbeing

120 people gained information, advice and guidance

Please demonstrate how you are achieving:-

Support 4 Sight will offer volunteering roles and training to our team of 88 Volunteers.

As part of our partnership working with Hearing Help Essex, they have very kindly facilitated training places for our volunteers to receive Dementia training by Alzheimer's UK. The training was very worthwhile and will be useful in determining how to better support some of the visually impaired people that we befriend.

As the deadline for GDPR approaches we will be holding training sessions for our volunteers on data protection and helping them to understand the new data protection regulations and the rights of both themselves and the beneficiaries we support. This in turn will allow us to

support beneficiaries to understand their rights regarding their data with both Support 4 Sight and other organisations.

Please demonstrate how you are achieving:-

Support 4 Sight will work with local organisations, community groups, facilities and businesses to launch a befriending service to isolated elderly people with sensory loss (sight, hearing and deafness), which we anticipate will support approximately 200 people in Uttlesford

We are now supporting 87 Visually impaired people through our befriending service and a further 35 people with sensory loss (hearing, deafness or dual sensory loss) have been signposted for befriending to partner organisations. We have recently sent out leaflets of the befriending service to over 100 residential homes across Essex of which we have just started receiving a response too.

Since the beginning of this year, we have 2 new volunteers who are very IT specialised and have been supporting Visually Impaired people within our communities to access technology within their homes. This can be anything from helping someone to use an iPad, or to supporting someone to get internet access within their home. These type of requests for technology support are becoming more regular at the moment following telephone befriending calls.

Case Study of a Befriender

Mr M's Cleaner came into Support 4 Sight to ask what services we could provide for Mr M.

He lived locally, was registered Sight impaired and has ongoing medical problems which he receives regular treatment for.

She said that he would very much like to have a befriender visit him on a regular basis, as she is only able to go in once a week to support and clean for him and his daughter is only able to go once a month to take him for his regular monthly medical appointments as she lives in Northampton. Mr M is now unable to leave the house unaccompanied due to his eyesight and mobility problems. This means that he can sometimes feel very isolated and lonely. His interests are classical music and he did used to paint. Sadly, he was no longer able to participate due to his failing eyesight. A volunteer befriender was recruited, she is an artist and still paints. An assessment was made at the befriender's home and an introduction was made. The volunteer visits every fortnight, they have mutual interests and they are both benefitting from the arrangement. The befriender is planning to help Mr M re-start his painting with some extra magnification and lighting.

During the home assessment, it was established that Mr M's DVD player on which he played his audio books had broken and he no longer was able to listen to his books. It was suggested that he could possibly be eligible for a concerto 2 which is a radio/USB/CD and tape player from the British Wireless for the Blind. It was established that Mr M did meet the criteria and arranged for a concerto to be delivered and demonstrated by the befriender. Mr M also said that he misses hearing about local news within the Uttlesford area, and therefore a referral was made for him to receive the local reporter newspaper.

Mr M is also now receiving monthly telephone calls from our telephone befrienders.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name ___Michael Lovell _____

Date ___10/01/18_____

Position in organisation ___Funding and Technology Coordinator

Signed  _____

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Monitoring Form – Voluntary Organisation Support Grant

Home-Start Essex

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:-

Run volunteer recruitment and training.

Yearly target

- One 10-session Preparation Course for new volunteers
- Two training events for existing volunteers (eg safeguarding, school readiness)
- Two promotional events to recruit volunteers (eg newspaper articles, barracks events...)

Please demonstrate how you are achieving:-

Streamline and improve our referral, communication and monitoring processes by collaboration with other schemes

Yearly target

- New Home-Start Essex referral processes/mechanisms in place
- Collaborative meetings
- New central monitoring processes developed

Please demonstrate how you are achieving:-

Continue to support families in Uttlesford (with the help of UDC financial aid)

See tables below:

Outcome of needs at last visit; review or end :	Solved or partially solved
Targets are for each quarter	
Managing children's behaviour	80%
Involvement with children's development	80%
Coping with own physical health	60%
Coping with own emotional health	80%
Isolation	80%
Parents' self esteem	80%
Coping with Child's physical health	80%
Coping with children's emotional health	80%
Managing household budget	60%
Day-to-day running of the home	60%
Stress caused by conflict in family	80%
Multiple births/multiple children under 5	80%
Use of Services	60%
Other	
.Total Families measured	

Volunteer Supervision	Every 8 weeks (whilst supporting a family)
-----------------------	---

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name _____

Date _____

Position in organisation _____

Signed _____

Monitoring Form – Voluntary Organisation Support Grant

Home-Start Essex in Uttlesford

Quarter 1 April – June 2017

Please demonstrate how you are achieving:-

Run volunteer recruitment and training.

Yearly target

- **One 10-session Preparation Course for new volunteers**
A Volunteer Preparation Course is planned for Sept to Dec 2017.
- **Two training events for existing volunteers (eg safeguarding, school readiness)**
A volunteer training morning was held on the 8th May 2017, comprising of two sessions: Mental Health & Good Communications (between volunteers & staff). Safeguarding training to be arranged in the Autumn.
- **Two promotional events to recruit volunteers (eg newspaper articles, barracks events...)**
We manned a promotional stall as part of the Freedom Parade Day on 24th June 2017.
We will be advertising our autumn Volunteer Preparation Course in the coming weeks.

Please demonstrate how you are achieving:-

Streamline and improve our referral, communication and monitoring processes by collaboration with other schemes

Yearly target

- **New Home-Start Essex referral processes/mechanisms in place**
A member of staff with this central responsibility has now been appointed.
- **Collaborative meetings**
The newly formed Senior Management Team, representing all of Essex, meet regularly.
- **New central monitoring processes developed**
A central member of staff with this responsibility is due to be appointed.

Please demonstrate how you are achieving:-

Continue to support families in Uttlesford (with the help of UDC financial aid)

See tables below:

Outcome of needs at last visit; review or end :	Solved or partially solved	Families identifying this need	Solved or partially solved
	Target	Actual	Actual
Managing children's behaviour	80%	5	80%
Involvement with children's development	80%	4	75%
Coping with own physical health	60%	6	100%
Coping with own emotional health	80%	15	93%
Isolation	80%	10	100%
Parents' self esteem	80%	5	80%
Coping with Child's physical health	80%	3	100%
Coping with children's emotional health	80%	3	67%
Managing household budget	60%	2	100%
Day-to-day running of the home	60%	3	100%
Stress caused by conflict in family	80%	2	100%
Multiple births/multiple children under 5	80%	3	100%
Use of Services	60%	1	100%
Other		0	
Total Families measured		21	

Volunteer Supervision	Every 8 weeks (whilst supporting a family)
-----------------------	---

Completed by:

Name _____

Date _____

Position in organisation _____

Signed _____

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Monitoring Form – Voluntary Organisation Support Grant

Home-Start Essex in Uttlesford

Quarter 2 July - September 2017

Please demonstrate how you are achieving:-

Run volunteer recruitment and training.

Yearly target

- **One 10-session Preparation Course for new volunteers**
A Volunteer Preparation Course is currently underway (commenced 3rd October). This will be reported more fully in the 3rd Quarter report). Another course is planned to start in May.
- **Two training events for existing volunteers (eg safeguarding, school readiness)**
A volunteer training morning was held on the 8th May 2017, comprising of two sessions: Mental Health and Good Communications. Safeguarding training requirements and courses are under review to ensure that our volunteers access the most relevant training.
- **Two promotional events to recruit volunteers (eg newspaper articles, barracks events...)**
We manned a promotional stall as part of the Freedom Parade Day on 24th June 2017. We advertised our autumn Volunteer Preparation Course in a local paper, our Facebook page, Uttlesford Volunteer Bureau and a selection of local organisations across the district. Articles have also appeared in; Saffron Walden Flyer (a monthly magazine), Saffron Walden Reporter and UDC's Live Well.

Please demonstrate how you are achieving:-

Streamline and improve our referral, communication and monitoring processes by collaboration with other schemes

Yearly target

- **New Home-Start Essex referral processes/mechanisms in place**
A member of staff with this central responsibility has now been appointed.
- **Collaborative meetings**
The newly formed Senior Management Team, representing all of Essex, meet regularly.
- **New central monitoring processes developed**
A central member of staff with this responsibility was recently appointed.

Please demonstrate how you are achieving:-

Continue to support families in Uttlesford (with the help of UDC financial aid)

See tables below:

Outcome of needs at last visit; review or end :	Solved or partially solved	Families identifying this need	Solved or partially solved
	Target	Actual	Actual
Managing children's behaviour	80%	5	80%
Involvement with children's development	80%	4	75%
Coping with own physical health	60%	6	100%
Coping with own emotional health	80%	15	93%
Isolation	80%	10	100%
Parents' self esteem	80%	5	80%
Coping with Child's physical health	80%	3	100%
Coping with children's emotional health	80%	3	67%
Managing household budget	60%	2	100%
Day-to-day running of the home	60%	3	100%
Stress caused by conflict in family	80%	2	100%
Multiple births/multiple children under 5	80%	3	100%
Use of Services	60%	1	100%
Other		0	
Total Families measured		21	

Volunteer Supervision	Every 8 weeks (whilst supporting a family)
-----------------------	---

Completed by:

Name _____

Date _____

Position in organisation _____

Signed _____

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Monitoring Form – Voluntary Organisation Support Grant

Home-Start Essex in Uttlesford

Quarter 3 April - December 2017

Please demonstrate how you are achieving:-

Deliver volunteer recruitment and training.

Yearly target

- **One 10-session Preparation Course for new volunteers**
Our most recent Volunteer Preparation Course finished in December 17 and was successfully completed by 10 new volunteers. A few volunteers will be attending additional sessions, which will take place in Jan 2018. We will look to match our new volunteers in early 2018. A further preparation course is currently planned to start in May 2018.
- **Two training events for existing volunteers (e.g. safeguarding, school readiness)**
A volunteer training morning was held on the 8th May 2017, comprising of two sessions: Mental Health and Good Communications.
Safeguarding training requirements and courses have been reviewed to ensure that our volunteers access the most relevant training. Our new volunteers, along with existing volunteers requiring a safeguarding refresher, attending our internal training session held in November. Further training sessions will be planned for 2018, as needed.
- **Two promotional events to recruit volunteers (eg newspaper articles, barracks events...)**
We manned a promotional stall as part of the Freedom Parade Day on 24th June 2017, which was successfully accessed by many members of the public.
We advertised our autumn Volunteer Preparation Course in a local paper, on our Facebook page, with the Uttlesford Volunteer Bureau and a selection of local organisations across the district. This resulted in 10 new volunteers coming forward for training.
Promotional and informative articles have also appeared in; Saffron Walden Flyer (a monthly magazine), Saffron Walden Reporter and UDC's Live Well.

Please demonstrate how you are achieving:-

Streamline and improve our referral, communication and monitoring processes by collaboration with other schemes

Yearly target

- **New Home-Start Essex referral processes/mechanisms in place**
A new Systems and Information Officer has been appointed centrally to lead on this area of work, alongside an Operations Manager with lead responsibility for Families.
- **Collaborative meetings**
The newly formed Senior Management Team, representing all of Essex, meet regularly to review project milestones and monitoring, and to share learning.

- **New central monitoring processes developed**
Our new Systems and Information Officer has responsibility for standardising and centralising all of our systems, processes and paperwork; the impact of this work so far has been highly successful. Useful data continues to be collected and improves the way in which we can evidence impact.

Please demonstrate how you are achieving:-

Continue to support families in Uttlesford (with the help of UDC financial aid)

Home-Start Essex in Uttlesford has supported 71 families since April 2017 via our weekly volunteer home-visiting service. Additionally, an average of 12 families per week have been supported through our Carver Barracks Drop-In Group. We currently have 32 volunteers on our books, with these numbers soon due to increase as a result of our latest Volunteer Preparation Course cohort.

Of our 71 home-visited families, 42 have taken part in a review of their needs as of Dec 17, please see the tables below:

Outcome of needs at last visit; review or end :	Solved or partially solved	Families identifying this need	Solved or partially solved
	Target	Actual	Actual
Managing children's behaviour	80%	11	91%
Involvement with children's development	80%	10	90%
Coping with own physical health	60%	8	88%
Coping with own emotional health	80%	26	92%
Isolation	80%	16	88%
Parents' self esteem	80%	9	78%
Coping with Child's physical health	80%	3	100%
Coping with children's emotional health	80%	6	100%
Managing household budget	60%	2	100%
Day-to-day running of the home	60%	9	100%
Stress caused by conflict in family	80%	4	75%
Multiple births/multiple children under 5	80%	6	100%
Use of Services	60%	0	n/a
Other			

Total Families measured		42	
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Volunteer Supervision	Every 8 weeks (whilst supporting a family)
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Completed by:

Name SOPHIE MARRIOTT

Date 05/01/18

Position in organisation OPERATIONS MANAGER WEST

Signed *J Marriott*



Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:-

Promoting volunteering as a means of enhancing health and wellbeing in the population of Uttlesford.

- held a social event for volunteers week at Jubilee Gardens, with a string quartet and cakes
- attended and had a stand at the Jo Cox picnic
- advertised opportunities monthly in: local press, support for sight board, libraries, social media
- lack of confidence, mental health loneliness
- attending networking events to promote our services and the benefits of volunteering
- running an accredited mentoring course which is free to attendees. There will be 10+ mentors who can work with individuals to help/support them into volunteering, thereby building their confidence

Please demonstrate how you are achieving:-

Encourage employee volunteering amongst local businesses and assisting in building on existing employee volunteering schemes.

- in partnership with CVSU established the Uttlesford Business Exchange Forum, held an initial launch event at UDC – 90 people attended. A website has now been launched www.uttlesfordbusinessexchangeforum.com the second event is scheduled for 6th July and will take place at Stansted Airport.
- advised Genome at the planning stage of their soon to be launched employee volunteering scheme
- spoke with Chair of Essex County Council to try to encourage employee volunteering
- working with UDC to try to activate their employee volunteering scheme
- working closely with Stansted airport employee volunteering scheme, they are already very active in sending teams of volunteers to various projects

Please demonstrate how you are achieving:-

Addressing rural isolation through promoting good neighbourliness

- providing befrienders/mentors
- working with the army as volunteers assisting those in rurally isolated areas in particular with the elderly and housebound
- promoting community travel and the hospital car service
- working with a new gardening organisation towards setting up a project assisting those isolated and needing gardening help

Please demonstrate how you are achieving:-

We aim to achieve, grow and develop the above by using the financial aid.

- planning to offer extended opening hours Youth initiatives working group
- working closely with partners Volunteer Centres Essex, CVSU, EESET, Health & Wellbeing, Children and Families, and working towards establishing new partnerships
- working with young people - Youth Service ECC and Essex youth initiative – to establish volunteering presence at Uttlesford Youth Centres, developing volunteering in schools
- visiting volunteer involving organisations to engage and identify specific needs

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Lizzie Petrie _____

Date 05/07/2017 _____

Position in organisation Manager _____

Signed E.J. Petrie _____

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**UTTLESFORD DISTRICT COUNCIL – TWO YEAR GRANT FUNDING BALANCED SCORECARD
Volunteer Centre Uttlesford**

YEAR: 2017/18

Performance Indicator	Target 2017/18	Quarter Position 1 April-June	Quarter Position 2 July-Sept	Quarter Position 3 Oct - Dec	Quarter Position Jan-March	Year Total	Variance (if any) and explanation
Enquiries	1010	271					
Volunteer Referrals	422	99					
Volunteer Placements	220	47					despite regular monitoring of volunteers and organisations, it is always difficult to find an accurate figure
Time Bank exchanges	615	190					
Number of volunteering opportunities	293	311					
Number of organisations	300	292					

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

- Q1 April – June 2017
- Q2 July – September 2017
- Q3 October – December 2017
- Q4 January – March 2018

Please demonstrate how you are achieving:-

Promoting volunteering as a means of enhancing health and wellbeing in the population of Uttlesford.

- advertised opportunities monthly in: local press, support for sight board, libraries, social media and sent out mail chimp emails
- lack of confidence, mental health loneliness
- attending networking events to promote our services and the benefits of volunteering
- Following the mentoring course we now have 9 accredited mentors working with a diverse range of people
- attended the Dementia Action Alliance meeting and Health & Wellbeing

Please demonstrate how you are achieving:-

Encourage employee volunteering amongst local businesses and assisting in building on existing employee volunteering schemes.

- in partnership with CVSU held a second Business Exchange Forum event at Stansted Airport
- UDC Employee Volunteering Scheme has been activated and the first very successful exchange took place between & Bridge End Gardens

- Have begun the registration process with KMD Wealth Management to begin employee volunteering
- In discussion with Arecor at Chesterford Research Park
- Some large projects have been completed by Stansted airport employees who continue to be very active in sending teams of volunteers to help many charities.

Please demonstrate how you are achieving:-

Addressing rural isolation through promoting good neighbourliness

- Working with UDC and the Young Partnership on the Community Action Zone project. VU Volunteer Co-ordinator took part in the market research and is involved in the follow up. VU also supplied volunteers
- promoting community travel and the hospital car service
- working with CVSU to set up a gardening team and promoting shed projects
- attending and participating in Health & Wellbeing groups

Please demonstrate how you are achieving:-

We aim to achieve, grow and develop the above by using the financial aid.

- the office has now extended its' opening for hours, and is now open on Friday mornings
- working closely with partners Volunteer Centres Essex, CVSU, EESET, Health & Wellbeing, Children and Families, and working towards establishing new partnerships
- working with young people - Youth Service ECC and Essex youth initiative – to establish volunteering presence at Uttlesford Youth venues. Developing volunteering in schools, with National Citizen Service, DofE, Youth Clubs and Uttlesford Youth Assembly.
- placed young people into volunteering roles at Saffron Walden Community Hospital
- visiting volunteer involving organisations to engage and identify specific needs
- attended and participated in VSB, EESET, Children & Families and Heal meeting in September

In addition, can you please supply us, by the end of September, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Lizzie Petrie _____

Date__ 05/10/2017 _____

Position in organisation__ Manager _____

Signed E.J. Petrie _____

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**UTTLESFORD DISTRICT COUNCIL – TWO YEAR GRANT FUNDING BALANCED SCORECARD
Volunteer Centre Uttlesford**

YEAR: 2017/18

Performance Indicator	Target 2017/18	Quarter Position 1 April-June	Quarter Position 2 July-Sept	Quarter Position 3 Oct - Dec	Quarter Position Jan-March	Year Total	Variance (if any) and explanation
Enquiries	1010	271	411				
Volunteer Referrals	422	99	132				
Volunteer Placements	220	47	58				despite regular monitoring of volunteers and organisations, it is always difficult to find an accurate figure
Time Bank exchanges	615	190	244				
Number of volunteering opportunities	293	311	310				
Number of organisations	300	292	306				

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

October – December 2017

Please demonstrate how you are achieving:-

Promoting volunteering as a means of enhancing health and wellbeing in the population of Uttlesford.

- advertised opportunities monthly in: local press, libraries, social media, mail chimp emails, Saffron Walden Flyer, CVSU
- attended networking events to promote our services and the benefits of volunteering
- following the success of the mentoring course we are now planning the next one
- attended the Dementia Action Alliance meeting
- board member of EESET, Health & Wellbeing and Children & Families

Please demonstrate how you are achieving:-

Encourage employee volunteering amongst local businesses and assisting in building on existing employee volunteering schemes.

- in partnership with CVSU developing the held Business Exchange Forum, events for 2018 currently being planned
- UDC Employee Volunteering Scheme has been activated and the first very successful exchange took place between & Bridge End Gardens
- opportunities for volunteering are advertised on UDC intranet
- The registration process has begun with KMD Wealth Management to begin employee volunteering in 2018
- Arecor at Chesterford Research Park, have a team of seventeen who would like to undertake a group activity in the new year

- Some large projects have been completed by Stansted airport employees who continue to be very active in sending teams of volunteers to help many charities.

Please demonstrate how you are achieving:-

Addressing rural isolation through promoting good neighbourliness by:

- continuing to work with UDC on the Community Action Zone project. VU Volunteer Co-ordinator and the Time Bank Developer took part in the market research and are involved in the follow up
- attending and participating in Health and Wellbeing and Children & Families board meetings
- promoting community travel and the hospital car service
- working with CVSU to set up a gardening project
- promoting shed projects to men who may feel isolated and need to socially interact with others
- Meetings and presentations are being set up with local groups to go and speak to them about Time Bank. New volunteers to Volunteer Uttlesford are being signed up to Time Bank and exchanges are being made. Plans for a new Time Bank newsletter are being developed
- using Frontline as a source of information for referring isolation enquiries onto the correct organisation, in addition to receiving enquiries about volunteering usually Time Bank

Please demonstrate how you are achieving:-

We aim to achieve, grow and develop the above by using the financial aid.

- the office has now extended its' opening for hours, and is now open on Friday mornings
- appointed a part time person to work on projects
- working closely with partners such as Volunteer Centres Essex, CVSU, EESET, Health & Wellbeing, Children and Families, and working towards establishing new partnerships
- working with young people - Youth Service ECC and Essex youth initiative – to establish volunteering presence at Uttlesford Youth venues. Developing volunteering in schools, with National Citizen Service, DofE, Youth Clubs and Uttlesford Youth Assembly.
- placed young people into volunteering roles at Saffron Walden Community Hospital

- visiting volunteer involving organisations to engage and identify specific needs
- attend and participate in LSP annual assembly, VSB, EESET, Children & Families and Health and Health meeting

In addition, can you please supply us, by the end of December, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Lizzie Petrie_____

Date 5th January 2018_____

Position in organisation__Manager_____

Signed E.J. Petrie_____

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UTTLESFORD DISTRICT COUNCIL – TWO YEAR GRANT FUNDING BALANCED SCORECARD
Volunteer Centre Uttlesford

YEAR: 2017/18

Performance Indicator	Target 2017/18	Quarter Position 1 April-June	Quarter Position 2 July-Sept	Quarter Position 3 Oct - Dec	Quarter Position Jan-March	Year Total	Variance (if any) and explanation
Enquiries	1010	271	411	360			Fewer enquiries in December
Volunteer Referrals	422	99	132	128			
Volunteer Placements	220	47	58	48			despite regular monitoring of volunteers and organisations, it is always difficult to find an accurate figure
Time Bank exchanges	615	190	244	216			Fewer exchanges in December
Number of volunteering opportunities	293	311	310	323			
Number of organisations	300	292	306	303			

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Development of a 1 year pilot scheme to create a new Development Officer Post, 18 hours part time for which CVSU will be seeking external funding and is separate to the funding requested by UDC. The anticipated overall cost for this role would be £18500.

We have been striving to acquire the funding needed to support the establishment of this role, but to date have been unsuccessful. We will continue to try and secure such funding as we strongly believe in this role and the benefits it would bring to our ability to reach out to the Uttlesford Community.

Please demonstrate how you are achieving:-

Approach key businesses and gain their commitment to connect with the voluntary and community sector, in order to enable a Business forum two way skill and resource exchange to become established in the district.

We have in partnership with Volunteer Uttlesford developed the Uttlesford Business Exchange Forum. We held a very successful launch event on the 10th March 2017 at UDC, to which 85+ people attended.. We invited key note speakers and the audience was made up of a cross section of the local Voluntary sector and Businesses. We received very positive feedback about the aims and purpose of the Forum. We then developed a suitable website that could host the skills and resource traffic, which is now launched and is active. We also intended to hold 4 network Forum events per year, in order that local businesses and VCS Groups attend. We have held the first one of these on the 6th of July 2017 at the Stansted Aerozone. We again were very pleased with the level of engagement. We now have some significant local business organisations as members along with a number of local Voluntary Sector groups. Already there are offers of free resources and skills registered on the new website, some of which have been taken up by the local Voluntary Sector. We have

a further 2 network Forum events arranged and are conducting outreach to local businesses and Voluntary Sector organisations in order to develop the Forum further and support its sustained growth.

Please demonstrate how you are achieving:-

Develop a scheme that can be piloted for one year, creating a post of Gardening Coordinator, linked to a team of Gardening volunteers sourced via Volunteer Uttlesford. CVSU will seek separate external funding for this 3 day a week role, with an anticipated overall initial cost of £25,000.

We have been working hard to develop this project that will support the elderly, disabled and vulnerable in Uttlesford reclaim unmanaged gardens and establish the associated role of Community Gardening Coordinator. To this point we have raised £8500 towards our total and are continuing to explore and apply for other funding opportunities. The aims and purpose of the project have been very well received locally as it is so crosscutting in supporting the identified areas of need it provides for: Such as Health & Wellbeing, Crime prevention/reduction, as well as reducing isolation and loneliness. We intend to involve Volunteer Uttlesford in relation to resourcing the need for volunteers and have agreed a position with them, as well as the OPCC office in regards to using Restorative Justice Volunteer teams. We ultimately would also want to recruit local community volunteers to support the ongoing care of these gardens. We have now developed a logo and a name for the project 'Green Matters'. We will keep you posted as to further developments.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Clive Emmett _____

Date: 21st August 2017 _____

Position in organisation: Chief Officer _____

Signed : Clive Emmett _____

Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Development of a 1 year pilot scheme to create a new Development Officer Post, 18 hours part time for which CVSU will be seeking external funding and is separate to the funding requested by UDC. The anticipated overall cost for this role would be £18500.

We have now been successful in acquiring the required funding for this role in the form of a Community Builder. We are in the process of recruiting to this role and anticipate it will commence in early January 2018 at the latest. This role will primarily operate in South Uttlesford, linking into the primary care GP practices. The role will also connect with other local community organisations, identifying opportunities to support start up projects that will enable greater community connectedness, reducing social isolation and loneliness and increasing local people's awareness of the community assets that help with their self care. This role will operate five days per week.

Please demonstrate how you are achieving:-

Approach key businesses and gain their commitment to connect with the voluntary and community sector, in order to enable a Business forum two way skill and resource exchange to become established in the district.

We have in partnership with Volunteer Uttlesford developed the Uttlesford Business Exchange Forum. We held a very successful launch event on the 10th March 2017 at UDC, to which 85+ people attended.. We invited key note speakers and the audience was made up of a cross section of the local Voluntary sector and Businesses. We received very positive feedback about the aims and purpose of the Forum. We then developed a suitable website that could host the skills and resource traffic, which is now launched and is active. We also intended to hold 4 network Forum events per year, in order that local businesses and VCS Groups attend. We have held the first one of these on the 6th of July 2017 at the

Stansted Aerozone. We again were very pleased with the level of engagement. We now have some significant local business organisations as members along with a number of local Voluntary Sector groups. Already there are offers of free resources and skills registered on the new website, some of which have been taken up by the local Voluntary Sector. We have a further 2 network Forum events arranged and are conducting outreach to local businesses and Voluntary Sector organisations in order to develop the Forum further and support its sustained growth.

We are about to recruit a P/T member of staff who will support the Social Media aspects of this project. We have also been proactive in visiting a number of Dunmow businesses to explain the benefits of joining the Uttlesford Business Exchange Forum. We will be conducting similar approaches in other areas of the district in order to increase membership. We are also connecting with the Chamber of Commerce, attending the UDC Business breakfast in order to promote this initiative. Overall we are pleased with this project activity and growth to date.

Please demonstrate how you are achieving:-

Develop a scheme that can be piloted for one year, creating a post of Gardening Coordinator, linked to a team of Gardening volunteers sourced via Volunteer Uttlesford. CVSU will seek separate external funding for this 3 day a week role, with an anticipated overall initial cost of £25,000.

We have been working hard to develop this project that will support the elderly, disabled and vulnerable in Uttlesford reclaim unmanaged gardens and establish the associated role of Community Gardening Coordinator. To this point we have raised £8500 towards our total and are continuing to explore and apply for other funding opportunities. The aims and purpose of the project have been very well received locally as it is so crosscutting in supporting the identified areas of need it provides for: Such as Health & Wellbeing, Crime prevention/reduction, as well as reducing isolation and loneliness. We intend to involve Volunteer Uttlesford in relation to resourcing the need for volunteers and have agreed a position with them, as well as the OPCC office in regards to using Restorative Justice Volunteer teams. We ultimately would also want to recruit local community volunteers to support the ongoing care of these gardens. We have now developed a logo and a name for the project 'Green Matters'. We will keep you posted as to further developments. We have continued to work hard to raise funds so that this project could start, we are now at the point that if the funds we have submitted bids for are successful we will have £20500, I am quietly optimistic that these applications will be successful. At this point we would be able to commence this much needed project.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Clive Emmett _____

Date: 24th October 2017 _____

Position in organisation: Chief Officer _____

Signed : Clive Emmett _____

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Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Development of a 1 year pilot scheme to create a new Development Officer Post, 18 hours part time for which CVSU will be seeking external funding and is separate to the funding requested by UDC. The anticipated overall cost for this role would be £18500.

We are now at the stage of commencing the implementation stage of this new project of Community Builder in Uttlesford. We have been working hard to convince the local Primary Care Teams and WE CCG that this different and new approach would be worth investing in to support their objectives under the Transformation agenda. As it will dovetail so well with the existing Care Navigator scheme that exists in West Essex. The purpose of a Community Builder will be to operate distinctly within a community setting with the intention of developing a whole system approach and really understanding what that community is seeking. One of its primary aims will be to reduce the direct pressures upon the Primary Care teams by working with the ever increasing Frail Elderly in these communities who so often are struggling with the effects of loneliness and isolation and the social/emotional issues linked to them, helping them to see that there is an alternative to seeing their GP, within their communities. In addition we will educate and raise awareness of what community Building and self-management is, through the local Community Builder Volunteers we will be training and through other activities such as setting up new groups/initiatives we will undertake in these communities to increase connectedness and companionate neighbour style culture. Operationally this new project will commence in early February 2018. We are also very pleased to have secured Prof Steve Broome to conduct the evaluation of the project and will share his findings. Our additional intention is that this project will link strongly with the UDC Community Action Zone project and help develop its legacy.

Please demonstrate how you are achieving:-

Approach key businesses and gain their commitment to connect with the voluntary and community sector, in order to enable a Business forum two way skill and resource exchange

to become established in the district.

We have in partnership with Volunteer Uttlesford developed the Uttlesford Business Exchange Forum. We held a very successful launch event on the 10th March 2017 at UDC, to which 85+ people attended. We invited key note speakers and the audience was made up of a cross section of the local Voluntary sector and Businesses. We received very positive feedback about the aims and purpose of the Forum. We then developed a suitable website that could host the skills and resource traffic, which is now launched and is active. We also intended to hold 4 network Forum events per year, in order that local businesses and VCS Groups attend. We have held the first one of these on the 6th of July 2017 at the Stansted Aerozone. We again were very pleased with the level of engagement. We now have some significant local business organisations as members along with a number of local Voluntary Sector groups. Already there are offers of free resources and skills registered on the new website, some of which have been taken up by the local Voluntary Sector. We have a further 2 network Forum events arranged in the early part of 2018 and are conducting outreach to local businesses and Voluntary Sector organisations in order to develop the Forum further and support its sustained growth.

We have now recruit a P/T member of staff who will support the Social Media aspects of this project. We have also been proactive in visiting a number of Dunmow businesses to explain the benefits of joining the Uttlesford Business Exchange Forum. We will be conducting similar approaches in other areas of the district in order to increase membership. We are also connecting with the Chamber of Commerce, the Women in Business Group Stansted and Rotary Clubs across the district. Overall we are pleased with this project activity and growth to date.

Please demonstrate how you are achieving:-

Develop a scheme that can be piloted for one year, creating a post of Gardening Coordinator, linked to a team of Gardening volunteers sourced via Volunteer Uttlesford. CVSU will seek separate external funding for this 3 day a week role, with an anticipated overall initial cost of £25,000.

We have been working hard to develop this project that will support the elderly, disabled and vulnerable residents in Uttlesford reclaim unmanaged gardens and establish the associated role of Community Gardening Coordinator.

I am pleased to say that we have now secured sufficient funds to be able to start this much needed project in the Uttlesford district, and are in the process of recruiting to the role of Gardening Coordinator. This role will be a 4 or 5 day a week resource enabling us to provide even more of a service than previously anticipated. In addition we will recruit local volunteers, Time Bank volunteers and make use of the Restorative Justice scheme to support the delivery of the project. This will be achieved through the partnership we have established with Volunteer Uttlesford, with who which we have also combined some funding to achieve these aims and with the OPFCC who are supporting us liaise with their Restorative Justice lead. We have been extremely well supported by the CSP and H&W Groups at UDC as well as the CIF and Local Services funds.

This project will be called the 'Green Matters' Community Gardening project and will operate free of charge district wide focusing on the residents who are in the category of elderly, vulnerable and disabled. Our research has shown that there is a high demand for such a service, especially for people who once managed and enjoyed their garden, but due ill health, bereavement or other reasons has lost control of their gardens. This has then impacted upon their wellbeing or has caused other social or health conditions to develop. In addition it can increase a sense of the fear of crime, be a target for crime, attract anti-social behaviour and cause a community to feel down at heel thus reducing the strength of

communities. The inability to access a garden will also have an effect upon loneliness and isolation and so by opening up the possibilities of using a garden again this feeling and associated conditions can be reduced.

We will be operational by the end of February 2018 and are currently recruiting and developing the implementation plan. This project will be evaluated and we will share its findings.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name: Clive Emmett _____

Date: 9th January 2018 _____

Position in organisation: Chief Officer _____

Signed : Clive Emmett _____

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