

VOSG/20/013

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation	
Name of organisation	Accuro (Care Services)
Address:	Tocher House Start Hill Nr Bishops Stortford
Postcode:	CM22 7TA
Contact Person	Natalie Trapmore
Position in Organisation	Fundraising
Telephone Number:	07876478717
Fax Number:	
E-mail address:	grants@accuro.org.uk
Website address:	www.accuro.org.uk
Charity Registration No:	1094736
Declaration: <ol style="list-style-type: none">1. I am authorised to make the application on behalf of the above organisation.2. I certify the information contained in this application is correct.3. If the information in the application changes in any way I will inform Uttlesford District Council. <div><div>Signed: </div><div>Date: 12th September 2019</div></div> <div>Name: Natalie Trapmore</div> <div>Position: Fundraising</div>	

Details of Application

Description of work undertaken by the organisation

Accuro is a small, local, charity which aims to support people with disability, in West Essex. We provide a wide range of social activities which help avoid loneliness and reduce social isolation, increase happiness and wellbeing, develop potential and deliver much needed short break respite to families.

Accuro aims to

- help avoid loneliness and social isolation
- improve self-confidence, self-esteem
- increase independence and help prepare children for adulthood
- increase happiness and wellbeing
- develop potential and help teach new skills, including life, social and communication skills
- provide much needed short break respite for families.

To meet our aims Accuro currently runs the following services

- Under 19 project – 2 youth clubs for children Under 19 with disability, in Uttlesford (Great Dunmow and Saffron Walden)
- Saturday Play Club – for Under 16s in Saffron Walden (Uttlesford)
- Cool Connections – a youth club for children Under 19 with Autism (ASD) in Harlow
- Loughton Youth Group – for Under 19s in Loughton
- School Holiday Club – Group activities and 1 to 1 sessions for Under 19s across Harlow, Epping and Uttlesford.
- Adult Friendship Scheme – Social evenings, small group activities in Harlow and Uttlesford.

Accuro provides a safe, supportive environment where our service users can belong, contribute and thrive.

Many of our activities happen in the wider community e.g. bowling, cinema trips, eating out, trips to zoos, seaside, swimming pools etc. Service users are encouraged to get involved, order their own food / drink / tickets etc – building their independence / self-confidence, helping to break down barriers / change social attitudes, whilst making individuals feel part of their wider community.

We support over 130 local people with disability, and their families in West Essex, providing up to 10,000 hours of services and short break respite per year.

We have over 35 years' experience and a proven track record of successful delivery. We identify needs, develop practical solutions to meet them, directly enhancing the lives of children, young people and adults with disability, and their families, across Uttlesford and West Essex.

We believe we make a real impact and in our stakeholder survey 100% of respondents said they were proud of Accuro and would recommend us to a family in need.

We were also told Accuro is “a lifeline” and “Without Accuro my son's life would be less”. We have been told we have “given my child a chance” and are “a highly valued support for our family and have helped us cope in the darkest of times when we felt alone”.

Accuro is encouraged and trusted by local people with disability, and their families, to provide opportunities to meet and make friends, try new things, building self-confidence and independence, encouraging them to achieve their dreams

How many paid employees does your organisation have?

62 – 3 Full time 59 Part time

How many volunteers does your organisation have?

26

How many members does your organisation have (if applicable)

Uttlesford

14 @ Saturday Play club, SW, age 8 – 19

12 @ U19s club, SW and GD, age 11 – 19 * We are hoping to have up to 12 more children joining this club in the near future

35 @ Adult Friendship Scheme, Uttlesford age 19+ -

23 @ Holiday Project – Uttlesford * Children attending Holiday Project may also attend other Accuro services

Harlow

10 @ Cool connections – Harlow, age 11 – 19

25 @ Adult Friendship Scheme, Harlow, age 19+

24 @ Holiday Project – Harlow * Children attending Holiday Project may also attend other Accuro services

Epping Forest

12 @ Loughton Youth Group, age 11 – 19

17 @ Holiday project, EF * Children attending Holiday Project may also attend other Accuro services

Total Children and Young People attending Accuro: 71

Total Adults attending Accuro: 60

Total service users: 131

Who/what does your organisation support and in what way?

Accuro supports children, young people and adults with disability and their families / carers by providing much needed short breaks and respite, helping promote thriving, safe and healthy communities.

Accuro provide a wide range of social activities for local people with disability.

In Uttlesford we run

Saturday Play Club (SPC) - for children age 8 -19,

- in Saffron Walden, every Saturday during term time, 10am – 2pm, for up to 14 children with complex needs

U19 project (U19s) – youth clubs for children aged 11 – 19,

- Saffron Walden, Mondays during term time 6.30 – 8.30pm, for up to 12 children
- Great Dunmow, Wednesdays during term time 6.30 – 8.30pm, for up to 12 children

Holiday Project - for children age 8 – 19

- Over school holidays - activities within local community

Adult Friendship Scheme (AFS) – over 19s

In Harlow we run

Cool Connections - for children aged 11 – 19

- Mondays 7 – 9pm, for up to 12 children

Adult Friendship Scheme – over 19s

Holiday Project - for children age 8 – 19

- Over school holidays - activities within local community

In Epping Forest we run

Loughton Youth Group (LYG)

Holiday Project - for children age 8 – 19

- Over school holidays - activities within local community

We know that by providing these services Accuro makes a difference.

Accuro

- helps avoid loneliness and social isolation
- improves self-confidence, self-esteem
- increases independence and help prepare children for adulthood
- increases happiness, wellbeing
- develops potential and help teach new skills, including life, social, communication skills
- provides much needed short break respite for families.

Why is it important?

Friendships are important to people, but particularly those with a learning disability as they tend to have fewer friends and opportunities for socialising.

Children with Special Educational Needs and Disability (SEND) are twice as likely as other children to be bullied regularly (IoE 2014). 8 out of 10 children with a learning disability are bullied or a victim of hate crime. (Mencap). 85% of disabled young people feel lonely (Scope)

Almost 1 in 3 young people with a learning disability spend less than 1 hour a day outside their home on a Saturday (Mencap).

Adults with learning disability tend to have smaller, more restricted, social networks than other adults. Their social networks are often characterised by relationships with the people they live with and support staff. 50% of adults with a learning disability experience chronic loneliness compared to 15 - 20% of general population (Mencap). For some service users, their trip to Accuro can be the only time they leave their home all week.

The Co-ops "Breaking the Silence" report on loneliness says that a simple act of friendship and kindness between people can make a powerful difference and that group activities based on shared interests are one of the most popular solutions to loneliness. Accuro provide these opportunities.

An active social life can help people with a learning disability to feel happier, healthier, included and valued. Having friends can help people with learning disabilities to be more confident and independent, improving health and wellbeing. It may also encourage them to take part in more social activities in the community. This also helps improve social attitudes towards learning disability as positive, direct, contact with people with learning disability is a great way of increasing diversity and improving attitudes, encouraging thriving, safe and healthy communities.

How do we support families?

It is also important to consider the need for respite for families and carers.

Having a child is tiring, having a child with additional needs can be exhausting. Siblings of a child with a disability are also vulnerable and often report a lack of 'me' time with their parents.

8 out of 10 disabled families haven't had any short breaks in the last year (Mencap). A short break is considered 2.5 hours of respite – not a weekend away. Often short break respite, as provided by Accuro, can make the difference between being able to cope and families reaching a crisis.

What does Accuro do?

Accuro provides opportunities and an environment where our service users can belong, contribute and thrive.

Our stakeholder survey told us that 100% of respondents were proud of Accuro and would recommend us to a family in need.

"My daughter looks forward to going every week." And "The only youth club that specifically caters for his needs. I feel that he is safe and well cared for when he is there." (Source: Accuro Stakeholder Survey Nov 16)

A few other comments included....

"The staff are fantastic, providing my daughter and ourselves with well needed respite. She thoroughly enjoys her days out with staff and also the activity days at Accuro in Saffron Walden." "My daughter enjoys her time at all clubs. It gives her independence. The staff are fantastic, very supportive."

"All Accuro staff and volunteers go the extra mile to make sure all young people engage in activities which meet their needs and are engaging. We always know our son will be enjoying himself which means we can too."

"It offers so many opportunities to families and young people that they would never have had the chance to experience otherwise."

"Staff genuinely care about and accept the children, offering the opportunity to socialise and have activities that they couldn't otherwise find."

"Because my daughter enjoys her time with Accuro so much I can relax about her being there. She has made most of her friends through the group."

"You are a highly valued support for our family and have helped us cope in the darkest of times when we felt alone."

Service users at Accuro have made lasting friendships. Families told us that "Accuro has provided fun and friends for my son that he didn't have before", "my daughter was very isolated and lonely when she arrived at Accuro and I have seen her grow in confidence", "she has made most of her friends through Accuro" and that "Accuro has given my child a chance".

A young volunteer also said "Thank you for helping me get out of my shell and meeting new people"

We know that Accuro make a real difference to the lives of local people with disability, their families/carers, and the wider, local community. To ensure we continue to meet needs identified we plan to undertake a new stakeholder survey as part of our rolling 3-year strategic review.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£20,000	Yr 2	£20,000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.			

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Any funding provided by Uttlesford District Council will be used to cover revenue funding for the operational and core costs of delivering Accuro's services in Uttlesford.

This funding will be restricted to Accuro's Uttlesford Clubs:

- Saturday Play Club – Saffron Walden
- U19s Projects – Saffron Walden and Great Dunmow
- Adult Friendship Scheme – Uttlesford
- Holiday project - Uttlesford

Your support will enable us to continue to deliver our services, helping make a real difference to the lives of local people with disability.

We believe that the services provided by Accuro help promote thriving safe and healthy communities.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

We aim to

- help avoid loneliness and social isolation by providing safe, welcoming environments for local people with disability to meet and make friends
- increase happiness and wellbeing by providing a wide range of fun, stimulating, inclusive activities and opportunities for local people with disability to enjoy like their non-disabled peers do – encouraging them to "Live life to the full"
- develop potential and help teach new skills, including life, social and communication skills whilst improving self-confidence, self-esteem and helping increase independence and prepare children with SEND in the transition to adulthood. Helping local people with disability to "Achieve their dreams"
- help keep families together and avoid crisis by providing much needed short break respite.

With your support we will be able to continue to provide a wide range of services, providing safe, stimulating environments for local people with disability to contribute, belong and thrive.

Accuro's strategic vision is to eliminate loneliness and the social isolation of people with learning disabilities within their local communities, enhancing their confidence to cross bridges into a wider world. Together, with financial aid from UDC, we can achieve this.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

UDC's research shows that the number of people living in Uttlesford, with disability is steadily increasing and indicated that the number of 16 – 64-year olds with moderate / serves disabilities living in Uttlesford is due to rise by 8% by 2020 from 4947 to 5330.

Accuro supports people with disabilities, one of the protected characteristics as defined by the Equality Act 2010. Accuro has an equal opportunities policy ensuring we meet our moral, social and legal obligations to put equality at the heart of everything we do.

Accuro can help UDC meet its equality objectives by developing engagement with people with disability, as defined by the Equality Act 2010. We provide inclusive, accessible opportunities for people with disability, living in Uttlesford and West Essex.

UDC also includes 'Rurality' as an additional protected characteristic, due to the nature of the district.

Accuro remains aware that many people with disability live in rural areas across Uttlesford and we are very mindful of this when planning our activities. Many of the adults who attend our Adult Friendship Scheme in Uttlesford are unable to access public transport and rely on Accuro to provide transport to enable them to attend planned activities. For some service users their trip to Accuro may be the only time they leave their house and it is essential that we provide a transport service to help reduce loneliness and avoid social isolation. When appropriate we work in co-production with Uttlesford Community Transport.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Accuro have been providing support to people with disability in Uttlesford for 35 years.

Demand for our services is well established and the majority of our clubs are full, some with waiting lists but we are aware that Accuro is one of "Essex's best kept secrets"!

We are working hard to raise awareness of Accuro, the services we provide and the challenges we face. Raising awareness of Accuro will ensure that those in need of our services are aware of what we do and how we can help them. It will also help us to recruit volunteers and to raise funds, diversifying our income sources to ensure we are sustainable.

Action for childrens service summary shows that currently 2166 families have registered with ECC to access short breaks and we work hard to ensure that we meet the demand in Uttlesford. Essex and UDC research shows demand is increasing and there is a shortage of services in some areas. We

work closely with Action for Children to ensure that we meet the identified need and we are considered the primary service provider for children's short breaks in Uttlesford and West Essex. *Due to Budget cuts with ECC, Action for children are unable to fully fund our children's short breaks services and we need to secure additional funding to ensure we are sustainable.*

Views of our Service Users

We recognise that it is important to incorporate the views of our services users into our plans to ensure we deliver the services they require.

In 2016 we undertook a "stakeholder survey" and the results of this have shaped our services. For example, we were asked to extend the age range of our Saturday play club from 16 to 19 to meet the need. We have done this. We were asked to provide more opportunities for children and young people with complex needs in Saffron Walden and to meet this we now run our Saturday Play Club across 2 venues, enabling us to provide more support and a wider range of activities to meet the individual's needs.










It was identified that there is a shortage of "life skills" services / opportunities for 19 – 30s, helping them gain greater independence as they transition into adulthood and we are currently looking into launching a new "Transitions" service to meet this need. (This NEW "transitions" project has not been included in this application but if this is an area that UDC would be interested in funding we would be happy to discuss it further and provide additional details)

We are planning to undertake a new stakeholder survey in Winter 2019 as part of our rolling 3-year strategic review.

We also regularly speak to our service users and their families to get feedback to help us continually improve our services. This can be done via informal conversations and we have also recently developed a "tool kit" to enable us to identify needs and monitor and evaluate.

Tools to identify the need include the use of flash cards, "Cool Walls", smiley face surveys and our giant foam thumbs to find out what our service users would like to do at Accuro.

accuro
What would you like to do at Under 18s?

Name	Club	Date		
ACTIVITY	DETAILS	IMAGE	LIKE	DISLIKE
	PARIA			
	ZOO			
	PARK			



Evaluating Outcomes

We also have tools to help us evaluate our outcomes and enable us to monitor and evaluate the impact we have. These include sessional diaries, smiley face surveys and the use of our popular giant foam thumbs!

accüro
Session Diary

Club Name: _____ Club Leader: _____

MEMBERS NAME: _____ DATE: _____

Activities:

At club today I liked: doing:-

I completed my own Diary. ☐
 I dictated my words to a staff member. ☐
 Completed by a member of staff on my behalf. ☐

Today I was:

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MEMBERS SURVEY

Name (optional): _____ Date: _____

Club: _____

How do you feel at Name of Club?

I am: HAPPY OK SAD

Do you have fun and a good time at Name of Club?

Yes Sometimes No

Do you feel confident and good about yourself at Name of Club?

Yes Sometimes No

Do you meet and make friends at Name of Club?

Yes Sometimes No

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Do you spend more time with friends at Name of Club?

Yes Sometimes No

Do you do more of the fun things that you like to do at Name of Club?

Yes Sometimes No

Do you learn new things at Name of Club?

Yes Sometimes No

Do you look forward to coming to Name of Club?

Yes Sometimes No

Thank you for completing this survey

I completed this on my own ☐ I completed this with help ☐
 Someone completed it on my behalf ☐

HOW AM I FEELING TODAY?

MEMBERS NAME: _____ DATE: _____

Club Name: _____ Club Leader: _____

accüro
helping people with a disability

Mark the ones you agree with

ENJOY	SAD	SAFE	SCARED
WITH FRIENDS	ALONE	HAVING FUN	BORED
CONFIDENT	SHY	RELAXED	STRESSED



We will continue to monitor and evaluate to identify needs and ensure that our services continually develop to meet the need.

We also recognise that it is important to be able to demonstrate our impact to our funders.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

We are keen to start working closely together with UDC to raise awareness of Accuro and to improve the services we currently offer benefiting Uttlesford residents with disability.

Other Partnerships in Uttlesford and West Essex

We receive some funding from Essex County Council via Action for Children to support our children and young people's short break services. Due to Budget cuts with ECC, Action for Children are unable to fully fund our children's short breaks services and we need to secure additional funding to ensure we are sustainable for the future

- 1) We work closely with Essex Children's Services who provide venues for our children's services. We value their support and the benefits co-production brings to us both
- 2) We access the services of the specialist healthcare team, "Provide", to ensure we have the latest training for those we support who have complex needs.
- 3) We work with Essex Cares Limited at the ECL centre and Dame Bradbury's school in Saffron Walden.
- 4) We work with Rainbow Services in Harlow and link into the Essex community and voluntary centre network. We are also members of the Essex Council voluntary youth sector organisation. We share resources and information with our partners to ensure we are delivering the highest quality services to make the biggest impact to local people with learning disability, avoiding waste and duplication.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Accuro would contribute to UDCs corporate plan by helping to promote thriving, safe and healthy communities.

Accuro is well placed to deliver local, targeted programmes across Uttlesford.

Accuro provides short breaks for local people with disability.

We provide a direct benefit to the individuals attending Accuro's services in Uttlesford, reducing loneliness and preventing social isolation. Increasing happiness and wellbeing (social, mental and physical). Developing potential, increasing self-confidence, self-esteem and independence.

It is important to also consider the benefit of short break respite to families and carers, helping keep families together, reducing additional pressure and costs to the council, NHS and social services.

Accuro provides a wide range of activities and we actively promote healthy lifestyles to our service users. We run dance workshops, walking groups and encourage participation in sports, leisure and cultural activities by holding many of our activities in the local community e.g. bowling, swimming, cinema, theatre etc.

Accuro supports people with disability from age 8 upwards. We are proud that a number of our children and young people continue attending Accuro's Adult Friendship Scheme, meeting and making lifelong friendships.

Our new transitions project will help local people with disability gain greater independence and develop healthy lifestyles as they transition into adulthood. *

By working with Accuro, UDC will demonstrate its continued support for the voluntary sector, in line with the corporate plan delivery plan, by helping develop communities that are strong, self-sufficient, resilient and supportive. By supporting Accuro you will also be supporting disadvantaged, vulnerable individuals, families and communities, helping make them thrive.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

Accuro is recognised as the main provider of short breaks services for children and young people (CYP) in Uttlesford and Essex. We are unique in the wide range of short break services that we provide for CYP within the local community

We are also unique in our varied offering for adults as we arrange fun activities and events within the community e.g. bowling, cinema, theatre, concerts, meals out, discos, rather than a regular weekly social club.

Other organisations supporting people with disabilities in Uttlesford include

- Saffron Walden Mencap provide a weekly, term time, social club for adults with learning disabilities in Saffron Walden.
- The HUW Johnson club is a social group for adults with learning disabilities which meets on Thursday evenings, during term time in Stansted.
- Home Farm Trust, in Ugley provide residential and supported living for people with learning disability.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We look for opportunities to work in partnership wherever possible to avoid duplication of time and cost to ensure the best opportunities are provided for local people with disability.

We are currently working with Council for Voluntary Service Uttlesford (CVS) and Volunteer Uttlesford to raise awareness of Accuro and the volunteering opportunities we provide. Our objective is to encourage more people to get involved and volunteer, helping to make a real difference in their local communities.

Your project costs

Please give an estimate breakdown of your revenues costs

Accuro (Care Services)

2020/21 Forecast

	Total Accuro		Accuro Uttlesford Clubs				
			Saturday Play Club	U19s	Holiday	AFS	Head office allocation (full cost recovery)
Direct Expenses							
Club Activities	18,500		4500	2000	2500	2500	
Club Transport	5,150		150	1000	1000	1000	
Staff Club Expenses	3,600						
Fundraising	6,000		1000		1000	300	
Gross wages	327,000		38000	29000	20000	9000	85000
Staff Motor Expenses	9,600		250	250	2500	1500	
	369850		43900	32250	27000	14300	85000
Overheads	allocation		21950	28250	13500	12150	
Rent & Rates	34,800						
Volunteer Expenses	300						
Publicity & advertising	600						
Heat Light & Power	4,900						
Printing & Stationery	4,800						
Telephone & Computer Charges	15,300						
Equipment Hire & Rental	1,800						
Maintenance	9,000						
Insurance	7,000						
General Expenses	600						
Bank Charges & Interest	600						
Recruitment	600						
Training	2,400						
Professional Fees	9,700						
DBS	1,800						
Depreciation	12,000						
Total overheads	106,200		-	-	-	-	-
total Expenditure	476,050		65850	60500	40500	26450	85000
Total Uttlesford Expenditure			278300				
% of Accuro Expenditure			58%				

Budget for 2021/2022

We expect costs to rise by approx. 4% in 2020 / 2021.

We also plan to start our NEW "Transition" service providing life skills training and opportunities for over 19s with disability. This project will cost approx. £30,000 pa to run. We will start this project earlier if funds become available as there is an identified need and a real shortage of these services in Uttlesford and West Essex.

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Accuro has an experienced business development team focused on raising awareness and funds and recruiting volunteers for Accuro.

We work with the local community and companies organising events and partnerships across Uttlesford and West Essex.

We are pleased to be supported by Action for Children (AFC), who provide funding for children's short breaks on behalf of Essex County Council.

We have just secured £238k funding from AFC for October 2019 to March 2021 to support our children and young people's services across West Essex. This is a contribution to the overall cost for Accuro and we must fundraise and apply for additional grants to ensure we can continue to run our current clubs and services.

We have secured funding from ACT foundation, Garfield Weston, EALC, Children in need, BIG Nationals Lottery, Openwork's foundation, St James Place, Clothworkers, Essex Community Foundation, Maypole House, Games aid, Aviva and other funders in recent years.

We continue to identify trusts and foundations which we can apply for funding from to ensure that we are sustainable for the future.

We do not receive any funding for our adult services from ECC due to recent changes in how they fund adult services in Essex.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

	FYE 31.3.2017	FYE 31.03.2018	FYE 31.03.2019
Action for Children	£ 155,000	£ 216,000	£ 216,528
4 children	£ 50,000		
ECC adult services	£, 55,000	£ 48,000	£ 0
Garfield Weston	£	£	£ 25,000
Games Aid	£ 95,000	£ 69,000	£ 23,680
Clothworkers	£	£	£ 15,000
Local sustainability fund	£ 38,000	£	£
Baily Thomas	£ 15,000	£	£
ECC – Short breaks capital	£	£	£ 12,000
Children in need	£	£	£ 10,000
BIG Lottery	£	£	£ 10,000
Other grants and fundraising activity and fees for project activities	£ 125,874	£ 95,802	£ 179,169
Total income	£ 533,874	£ 428,802	£ 459377

What percentage of your users are Uttlesford Residents?

Children and young people

45% of CYP service users attend Accuro's CYP Clubs in Uttlesford and are Uttlesford residents

*We hope to have approx. 12 more CYP starting at our Uttlesford U19s project within the next 6 months.

Adults

58% of Adults service users attend AFS in Uttlesford and are Uttlesford residents.

How many people benefit from your service(s) each year?

Accuro have 71 children and young people passported and accessible Essex Short Breaks. 28 live in Uttlesford

Accuro have 60 Adults accessing our Adult Friendship Scheme. 35 live in Uttlesford.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We will continue to apply for funding from trusts, foundations and other grant providers and we will run fundraising events and look for partnerships / sponsorship to ensure that we raise funds to ensure we can continue to deliver our services.

If UDC are unable to support us and we are unable to secure alternative funding, we may have to review our services and consider reducing the services we currently provide.

We are committed to delivering our services and making a difference to the lives of people with disability in Uttlesford and across West Essex and we thank you for considering our application.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

N/A we are not currently in receipt of a grant from UDC

Check List

- **Most recent Audited financial accounts**



- **Most recent balance sheet**



- **Medium/Long term business plan**



- **Copy of the organisation constitution**



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOSG/20/012

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme

Application Form

Details of your Organisation

Name of organisation	Support 4 Sight
Address:	2&4 George Street Saffron Walden Essex
Postcode:	CB10 1EQ
Contact Person	Gary Hyams
Position in Organisation	CEO
Telephone Number:	01799 588897
Fax Number:	
E-mail address:	ceo@support4sight.org.uk
Website address:	www.support4sight.org.uk

Charity Registration No: 1169324

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:  Date: 4/9/19

Name: Gary Hyams

Position: CEO support 4 Sight

Details of Application

Description of work undertaken by the organisation

Support 4 Sight exists to support, empower and inspire people affected by sight loss in Essex, through delivering high quality services. Our services include our resource centre in Saffron Walden from which we provide information, advice and guidance, demonstrate and provide suitable equipment to help with everyday living, run telephone and face to face befriending services, produce and distribute Uttlesford Talking News service(weekly), give employment support for blind and partially sighted people of working age. Operating across West Essex we also host coffee mornings, operate information desks at local hospital eye clinics (including Addenbrookes), provide social trips, exhibitions and talks. We regularly offer training to skill up our volunteers and offer the chance for some visually impaired service users to become peer mentors, able to use their own experience and training provided by us to support others with sight loss. We also provide training for local employers and their staff to assist them in employing staff with visual impairment and for dealing with the public who may have some form of sight loss.

How many paid employees does your organisation have?

11

How many volunteers does your organisation have?

136

How many members does your organisation have (if applicable)

120

Who/what does your organisation support and in what way?

Support 4 Sight provides information, advice, guidance and support with low vision and everyday living aids to those with sight loss and their families and carers. Our services aim to provide those with a visual impairment with better physical health and emotional wellbeing, reduce social isolation, as well as improve daily living skills, financial wellbeing and help with overcoming the barriers faced by those with sight loss in everyday life.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£15,000	Yr 2	£15,000

Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

In Uttlesford there are currently 3,070 (RNIB 2018 statistics) visually impaired people, which represents 3.5% of Uttlesford's population. Financial aid provided by Uttlesford District Council is essential to help us maintain our Resource Centre and continue our presence in Uttlesford.

We have recently had severe reduction in our funding with a continuing grant with Essex County Council being reduced by circa £10,000 and a further grant with West Essex CCG for £25,000 ending completely and not being renewed due to their financial constraints. If we were also unable to receive the financial aid from Uttlesford District Council, we would likely be forced to close our Resource Centre in Saffron Walden and withdraw from Uttlesford.

Support 4 Sight has changed the lives of a huge amount of people over the last 25 years and without the support being available for those that need it, there is a large risk that blind and partially sighted people would have to attempt to cope alone or be unable to locate support, leading to a severe reduction in both their mental and physical wellbeing, increasing their social isolation and leading to an increase in the number of slips, trips and falls resulting in far more hospital stays. As the quality of life of those with sight loss decreases there is a greater risk of support being needed from Social Services and the NHS, causing the costs to support people with sight loss to go up.

As stated above, there are currently over 3,070 blind and partially sighted people in Uttlesford and we are seeking support to help continue being there for them and offering the vital support that enables them to be an active part of our community of Uttlesford. Our Resource Centre is also the heart of our services which allows us to offer information, advice, guidance and training on equipment that is need for everyday living. However, it is also from our Saffron Walden hub that we are able to carry out home visits, offer local coffee mornings, befriending services, social activities, support in local hospitals and record and send out the local Uttlesford Talking Newspaper. Our resource centre also allows us to provide volunteering roles to local residents of Uttlesford and is used as a venue for Hearing Help Essex to provide regular hearing aid maintenance to local residents. We also employ 11 people locally in Uttlesford, as well as giving opportunities to people with learning difficulties. Demonstration of the value of our work is our recent award from CVSU, 2019 Winners of Council of Voluntary Services Uttlesford "Making a Difference Award" as the Organisation Making Significant Contribution to the Lives of those Living in Uttlesford"

In detail we are applying for funding for contribution towards our rent (£16,000), landlord's insurance (£600), charity insurance (£2,217) and volunteer costs – DBS checks & training for befriending (£500) and some overheads (telephone, internet (£3,110), heating, lights & water- £2,247). The total cost of running our Saffron Walden centre is actually over £30,000 a year without the cost of staff being included. The intention is that this funding will be used as a firm foundation for the charity, covering vital overheads, and it is estimated to represent 5% of the Charity's annual expenditure. Funding for additional overhead costs, such as low-vision equipment, salaries, marketing, fundraising, travel and other running costs will be sought from other funders on a project-by-project basis.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

The aim of the financial assistance is to secure Support 4 Sight's current core services and allow us to continue to provide a befriending project. Consequently, the outcomes we plan to achieve are as follows:

- 1) Support 4 Sight will operate its Uttlesford Resource Centre, Monday to Friday each week, offering high quality support and advice to people with sight loss in Uttlesford including people who work and volunteer for the charity.
- 2) Support 4 Sight will offer volunteering roles and ongoing training to our team of 136 Volunteers.
- 3) Support 4 Sight will work with local organisations, community groups, facilities and businesses to launch a befriending service to socially isolated elderly people with sensory loss (sight, hearing and deafness), which we anticipate will support approximately 200 people per annum in Uttlesford

The first two aims will be achieved directly from Uttlesford District Council's financial aid and will support the third aim by covering the cost of DBS checks and training for volunteers on the befriending service

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Support 4 Sight works hard to achieve its responsibilities under the Equalities Act 2010 and is mindful of its obligations. We acknowledge that it is unlawful to discriminate against people because of any of the protected characteristics in the Equality Act 2010. The nine protected characteristics are age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. We are also a disability confident employer.

Support 4 Sight takes its legal and moral obligations very seriously in respect to ensuring equality in all areas of the organisation. Our Equality & Diversity Policy and all our policies specifically state that Support 4 Sight won't discriminate in its recruitment or employment practices because of any of the protected characteristics. This covers the recruitment of trustees and volunteers. It also includes our charity's commitment to ensure equality of access to services is equitable for all our members, service users and people with sight loss that we are committed to serve. Our policies also include a complaints procedure where people are encouraged to feedback any concerns relating to breaches of the Equality Act in the delivery of any of services.

Many of the local people that our Charity assists encounter inequality in accessing services due to rural isolation. The withdrawal of driving licenses and being reliant on others for transport means many of our service members have poor access to services. Support 4 Sight appreciates that people with sight loss are particularly prone to difficulties they encounter because of rural isolation. With irregular transport services, combined with the loss of a driving license, blind and partially sighted people are often confined to their homes and cannot access services. Our organisation supports the Council's decision to include rural isolation as a protective characteristic; especially in light of the rural nature of Uttlesford. Our charity endeavours to address the rural isolation experienced by visually impaired people by offering outreach services in local day centres (Thaxted, Great Dunmow and Stansted), as well as offering home visiting throughout Uttlesford - so that people in rural areas have equal access to our services. We also use our charity vehicle to ferry those who would not otherwise be able to attend events due to either their lack of mobility or lack of alternative transportation.

Our current policies include: Absence Capability Policy, Acceptable Use of IT and E Safety, Bribery Policy, Complaints Policy, Confidentiality Policy, Contingency Policy, Disciplinary Policy, Environmental and Sustainability Policy, Equality and Diversity Policy, Financial Controls Policy, Freedom of Information and Data Protection Policy, GDPR Policy, Grievance Policy, Harassment, Bullying and Victimisation Policy, Health and Safety Policy, Lone Working Policy, Quality Assurance Policy, Reserves Policy, Safeguarding and Children Policy, Travel, Subsistence and Expenses Policy, Volunteer Guidelines Policy, Whistle Blowing Policy, Working from Home Policy, Privacy Policy. Our policies are reviewed at least annually or if legislative changes occur prior.

We are a disability confident employer level 2!

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Demand for Support 4 Sight's services is high, and we have established the exact nature of the needs of our service users both quantitatively and qualitatively. We collect regular feedback from our service users on current services and desired additional services. We also have a committee made up of people with visual impairment who feed back to our trustees on our current service delivery and their suggested future service options.

Sight loss is one of the severest disabilities and also one of the most common. One in 30 people are likely to experience visual impairment problems throughout their life, a figure that rises to one in 12 in the over sixties, one in 5 for age 75+ and 1 in 2 for 90+. It is estimated that in Uttlesford alone that there will be an increase of 30% in the number of people with sight loss by 2030 and that does not even take into account the current local plan and the additional houses likely to be added to the district. We have found over the last two years demand for our services has increased by an average of 20% per annum. We feel this is due to a decline in services from statutory organisations and above average elderly residents in Uttlesford compared to other districts.

In Uttlesford there are over 3,070 people with sight loss (source: RNIB). The RNIB's Needs Survey indicates most vision impaired people are unable or excluded from accessing support; 85% of respondents wanted personal contact and support with their concerns and were unable to get relevant assistance. Sight loss impacts on people's daily lives and the RNIB estimate that in Uttlesford in 2015, 1,294 people aged 65+ experienced a fall directly attributable to their sight loss. The biggest causes of sight loss are age related macular degeneration and side effects of diabetes and strokes.

In addition, RNIB maintains that people with sight loss are four times more likely to suffer clinical depression than sighted people, because of their social isolation.

The views of our service users help shape the design of our services and how they are delivered. Internal research undertaken by Support 4 Sight, through our User Panel (Focus Group) which consists of visually impaired people and carers, indicated that two key areas of assistance were needed. What members require is advice with equipment to remain active and secondly, on-going emotional support to cope with their sight problems:

- Help to boost their confidence and self-esteem in coping with sight loss,
- To acquire new life skills to cope with poor vision,
- Equal access to opportunities and services as sighted people,
- Practical solutions, in terms of equipment, computer and daily skills training,
- A support system, where they can talk to others about their concerns
- Support to remain in employment,
- Ways of coping emotionally with the depression and psychological effects of sight loss,
- Opportunities for social interaction with others with sight problems,
- Local access to support and many need assistance in their own home to remain living independently.

Feedback on our services in relation to user's satisfaction levels are collected through a postal survey. In this survey our service user views are collated regarding how useful each of our services has been and whether our services have enabled them to be more independent. The results of this survey are presented to Support 4 Sight's Board of Trustees, in order to inform the strategic development of our charity, as well as helping to make operational improvements.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

We believe that Uttlesford District Council plays a very important role in the success of Support 4 Sight. Our organisation undertakes a lot of fundraising activities for our services each year and to that end we frequently use the funding advice from CVS Uttlesford. It is our understanding that the Council financially supports the CVS to offer a Funding Officer to give advice to voluntary organisations such as ours. Consequently, the Council has indirectly supported us to achieve a number of successful applications for funding which has helped with our financial situation and help our Charity to develop. Even so we have had to rely on our reserves to support the demand for the services.

The support of local Councillors, the chair of the council, other officers and the Chief Executive has been extremely useful at our charity events, such as our exhibitions, which has helped raise awareness of our charity's services and the profile of our organisation. We thank you for your continuous support.

The current Health and Wellbeing Board has recently given us a grant to help us towards renewing our existing vehicle which is used to take local residents to events and hospital sight clinics.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Corporate plan: <https://www.uttlesford.gov.uk/corporate-plan>

Support 4 Sight is very committed to working with the council to contribute to the Council's corporate objectives and will assist in the following ways:

1. Maintain and improve management of finances

- We will operate our services for the local community in the most cost effective way possible through the use of volunteers and optimising the use of technology to reach isolated people. In this manner we will ensure our Charity is able to demonstrate good value for money from the grant we will receive from the council.
- Support 4 Sight is one of the largest voluntary organisations in Uttlesford with an army of trained volunteers. We will use our volunteers to support local people with information, advice and guidance, thereby reducing the need for local people to seek support from the Council's services.

2. Health and Wellbeing

- We will engage with the Council and our partners in the voluntary sector to ensure value for money, Health and Wellbeing, democracy and localism are included in our strategic planning and the delivery of our services.
- We will work with our members in Uttlesford to ensure they stay safe and healthy while living independent lives.
- We will work with the Council and all our service users in Uttlesford to promote better health, emotional wellbeing, social inclusion, independence and financial wellbeing, as per our latest strategic plan 2016-2021.

3. Creating and maintaining healthy and thriving communities

- We will work with our Health sector partners to support Uttlesford residents to remain healthy.
- We will operate services that support Uttlesford's residents with sight loss to cope independently at home and at work.
- We will continue to play an active part in Saffron Walden Town Centre, where we hold information stalls and recruitment drives to encourage local residents to volunteer.
- We will continue our partnership working with Stansted Airport to ensure it is accessible and meets the needs of blind and partially sighted travellers.
- Support 4 Sight's goal is to encourage visually impaired people to remain independent which includes being in control of finances. Visually impaired people under-claim on their benefits and entitlements and many do not claim for Disability Living Allowance or Attendance Allowance. Consequently, many local people with sight loss are living in poverty unnecessarily. Our Community Support Workers work hard with local people to ensure that they claim their benefit entitlements and increase their income levels.
- As an employer in the local community, Support 4 Sight now has five full-time employees and four part-time employees, which has been achieved through extensive fundraising. We have attracted grants in the order of £960,000 in the last five years, much of which is ploughed back into the local economy within Uttlesford. This contributes to the Council's objective of improving prosperity of local people and assisting the local economy. Where possible we work with local businesses who supply us with products and services such as printing and IT etc. We are active members of local business forums in both Saffron Walden and Stansted.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

No there isn't another organisation in Uttlesford providing the same or similar support to people with sight loss. Other organisations that do provide some support to those with a visual impairment (such as long cane training by ECL) usually refer into Support 4 Sight's services.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work in collaboration with Mind in West Essex to provide counselling for people with sight loss. We also work with Enterprise East to give opportunities to people with learning difficulties. We run a project on behalf of Active Uttlesford to encourage people with sight loss to become more physically active. We work very closely with CVSU and are members of their organisation and support many of their initiatives such as the Digital Boomers project. We run Essex Vision which is a collaboration of all sight loss organisations operating throughout Essex.

Your Project Costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs		
(Please specify posts and grades)	£230,400	£237,312
Rent	£ 29,000	£ 29,000
General running expenses (phone, Post, room hire, insurance etc.)	£ 25,000	£ 25,000
Producing information, education and Promotional materials	£ 5,000	£ 5,000
Training	£ 3,000	£ 3,000

b) Volunteers	£ 3,000	£ 3,150
Recruitment costs	£ 500	£ 500
Total revenue costs	£299,900	£307,562
Total revenue costs		
Capital costs		
Total capital costs	£0	
Total Organisational costs	£299,900	

Essex County Council via Essex Cares Limited
National Lottery Community Fund
Various foundations and trusts where appropriate.
Corporate and private / individual donations
Uttlesford District Council

Community Organisations	£820.14
Craft	£2,433.60
Ebay Sales	£163.30
Essex Lottery Income	£648.15
Fundraising Events	£8,133.57
Participant Events	£10,545.01

Recycling	£1,368.76
Social Events	£2,966.88
Stalls	£2,646.25
Static Tins	£3,680.14
Street & Store Collections	£8,609.05
Total	£44,015.65

What percentage of your users are Uttlesford Residents?

65%

How many people benefit from your service(s) each year?

Between April 2018 and March 2019 we recorded:
 5821 calls and visits to our resource centre
 129 Home visits
 302 Befriending calls were made
 244 visually impaired people attended coffee mornings in Uttlesford
 192 people with sight loss joined social trips
 98 people were seen at our Saffron Walden Hospital desk

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We would have to reduce our services considerably, possibly make redundancies and closing our resource centre.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

As explained previously having received large reduction in funding from both ECC and WE CCG without continuing support from Uttlesford District Council we would likely be forced to close our resource centre and make locally employed people redundant. The effect this would have on our services in Uttlesford can be seen if we look at our actual numbers for last year.

This would not be possible if we didn't have our resource centre:

5821 calls and visits to our resource centre

129 Home visits

302 Befriending calls

244 visually impaired people attended coffee mornings in Uttlesford

192 people with sight loss joined social trips

Check List

☐ **Most recent Audited financial accounts**



☐ **Most recent balance sheet**



☐ **Medium/Long term business plan**



☐ **Copy of the organisation constitution**



I confirm that:

- ☒ to the best of my knowledge the information given above is accurate;
- ☒ I am authorised to make this application on behalf of the organisation named overleaf;
- ☒ Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOSG/20/011

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Citizens Advice East Herts
Address:	74 South Street
Postcode:	Bishop's Stortford CM23 3AZ
Contact Person	Laura Hyde
Position in Organisation	Chief Executive
Telephone Number:	01279 755557
Fax Number:	
E-mail address:	hydel@citizensadvicееastherts.org.uk
Website address:	www.citizensadvicееastherts.org.uk
Charity Registration No:	1083211

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:

Laura Hyde

Date: 14/10/19

Name

Laura Hyde

Position Chief Executive

Details of Application

Description of work undertaken by the organisation

Citizens Advice East Herts is an independent, local charity and a member of the Citizens Advice network. We provide free, confidential and impartial advice on any subject; the most common issues we see are benefits and tax credits (including Universal Credit), debt, housing, employment and relationships.

We operate from 2 main locations (Bishop's Stortford and Hertford) with outreach in Buntingford, Sawbridgeworth and Ware. Our opening hours vary by location but our Bishop's Stortford office, the closest to Uttlesford, is open 4 days a week for both drop-ins and appointments and is located on the main high street within very easy reach of rail and bus links. In addition, we offer a telephone and email service and advice is also available on-line. We provide on-going and detailed casework on behalf of our vulnerable clients and have the services of two pro bono solicitors.

In 2018/19 Citizens Advice East Herts helped 5,849 unique clients with 11,914 recorded issues. People need different types and levels of support depending on their circumstances and many of our clients required more than one appointment. Of the 2,517 clients receiving advice from our Bishop's Stortford office who gave a postcode, 264 (10.5%) lived in Uttlesford.

We hold the Advice Quality Standard mark and are authorised by the Financial Conduct Authority to provide debt advice. We know that we help 70% of people solve their problem and four out of five people said that our advice improved their lives, including their health and finances¹.

"They were amazing when our life fell apart. Without them I don't think I would be here"

We have a long track record of providing quality advice to residents of Uttlesford through support from Uttlesford District Council.

How many paid employees does your organisation have?

2 full time and 15 part time staff

How many volunteers does your organisation have?

83 (4 volunteers plus 1 trustee live in Uttlesford)

How many members does your organisation have (if applicable)

28 company members

Who/what does your organisation support and in what way?

We support our clients and our volunteers.

Our Clients:

Our vision is that our service should be accessible to everyone who needs us.

In addition to East Herts residents and workers, our service is available to Uttlesford residents and workers who seek help in East Herts rather than Uttlesford. This might be because of where they live or work (Stansted Airport is the largest single site employer in the East of England) or due to better transport links.

The clients we help include those most in need – they are 5 times more likely to live on low incomes than the UK average. They are less likely to be in employment or own their own home. 44% of our clients state that they are disabled or have a long term health condition (2018/19). However, in addition to providing a vital service to disadvantaged people and those living in poverty, we do not forget that problems and their consequences are not confined to the most deprived in our society and our advice is therefore available to anyone who needs it.

Citizens Advice research has shown that the problems people face have a severe impact on their lives and can make every day harder. They can have drastic consequences. Solving them stops these situations escalating but knowing how to take action isn't always obvious. Our quality, independent, confidential, impartial and non-judgemental advice helps people deal with their problems, improving their overall wellbeing and health.

“Having arrived feeling very worried, emotional and confused, the adviser [at Bishop’s Stortford] was very calm, informative, understanding and helpful. Thank you very much for a fantastic service. I now have the information needed to help me move forward and resolve my problem”

Case Study

Ali came to see us in our Bishop’s Stortford office. She lives in Uttlesford but her Jobcentre is in Hertford. She came to see us because of an over payment of £500 working tax credits when she moved from Job Seekers Allowance to Universal Credit. She has no money to live on because the overpayment was taken from her bank account. She has recently lost her job and she has no money to pay for travel or food. We worked with the client to help her maximise her income (including applying for Pension Credit), inform all authorities of her change of circumstances and apply for a bus pass as she is of pensionable age. We also gave her vouchers for the food bank. We have seen this client on 11 separate occasions on various issues since July 2018 which demonstrates the complexity of this client’s circumstances. We estimate that the client is now better off by £20,488 pa.

Our Volunteers:

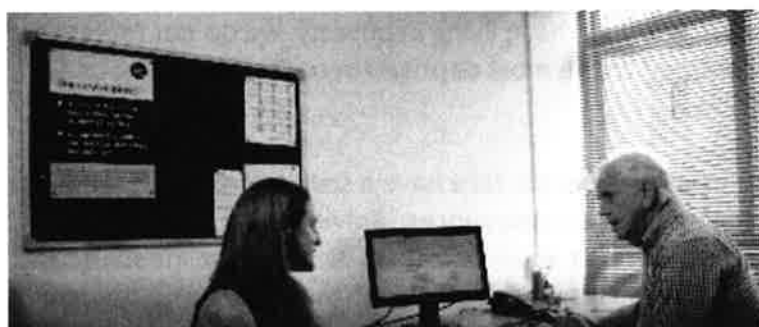
Our face-to-face, telephone and email advice on any subject is delivered by local volunteers with support from a paid Advice Session Supervisor. Our volunteers give around 21,000 hours of their time

per year. However, volunteering does not only benefit us as an organisation. National research shows that our volunteers benefit too²:

- All our volunteers gain at least one practical skill from volunteering
- 4 in 5 believe that they have increased their employability and volunteering has had a positive effect on their health.
- 9 in 10 have an increased sense of purpose of self-esteem and feel more engaged with their community

Each volunteer receives training and ongoing support specific to their role. At Citizens Advice East Herts it takes approximately 12 months to train a Generalist Adviser. The average initial cost of training and recruiting a volunteer is £2,800 with an ongoing annual cost of £1,600. This investment of time and resources ensures that each volunteer is fully prepared for their role and that our clients receive quality advice and support.

Our [short film](#) shows the range of our work.



Face-to-face advice session at Bishop's Stortford

How much money is your organisation requesting?

2020/21

Yr 1 £11,730

2021/22

Yr 2 £11,965

Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.

² The value of volunteering with the Citizens Advice service The benefits to individuals, communities and society Citizens Advice Impact Team, March 2014

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Historically Uttlesford District Council has recognised that some Uttlesford residents choose to seek advice at our Bishop's Stortford office, and been financially supportive of the advice that we give to them.

We are requesting funding towards the cost of operating our advice service at Bishop's Stortford. This includes the cost of a paid Advice Session Supervisor and overheads relating to the running of the building. It also includes a contribution to the cost of our volunteer advisers including recruitment, training and travel expenses. The annual cost of running our advice service across East Herts is £225,000 comprising of salaries, volunteers, and premises costs.

The funding requested includes a 2% uplift to cover staff salaries and pensions.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

1. Improve access to ensure our services are there for those who need us – to be achieved with financial aid from UDC and generally.
2. Be more sustainable – to be achieved generally
3. To enhance internal and external communication – to be achieved generally

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Equality underpins everything that we do as an organisation. Our work is about achieving the breakthroughs and improvements in services that our clients need; and about using our clients' evidence and stories to contribute constructively to policy making and discussions. We also value diversity as an employer and a volunteer agent.

We represent clients regardless of race, gender, sexuality or ability. We are an organisation for everyone and one of our key values is impartiality (alongside being free, independent and confidential).

Our 2019 Advice Needs Analysis demonstrates that we provide equality of opportunity particularly in terms of access. Where we are under representative of a particular demographic we have an action plan to address this. We carry out work to ensure we are accountable to the wider community. We have carried out three pieces of community engagement to ascertain the specific needs of certain groups and

respond to their needs. These include an area of deprivation, an area with a high number of EU nationals, and a rural area. We are currently promoting and giving advice on the Settled Status application scheme to EU nationals.

Our face to face service is vital for vulnerable clients and those with complex problems, however we also provide a range of ways that people can access advice and information, including phone, email, online and will soon introduce webchat.

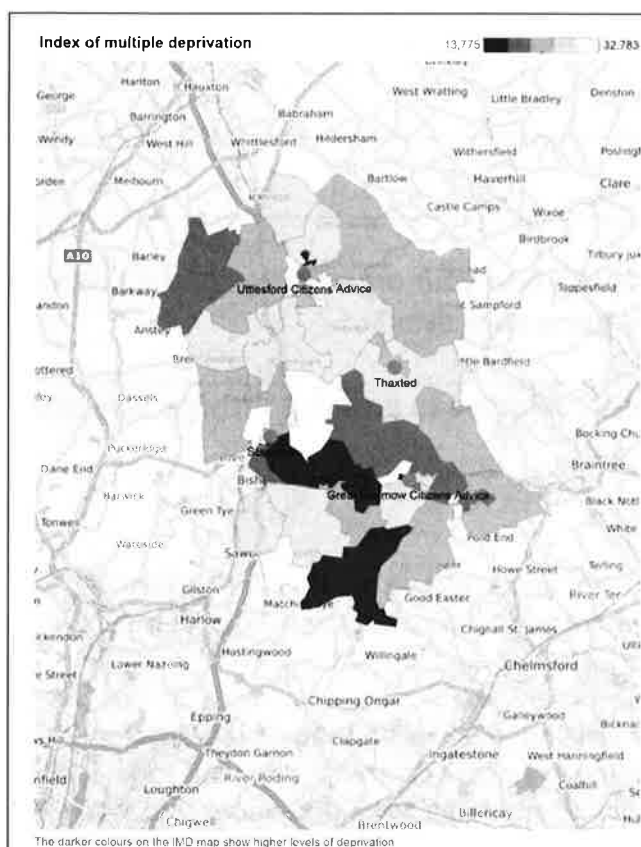
Our Stand up for Equality strategy aims to champion equality and challenge discrimination through advice and research and campaigns. This goes beyond the five protected characteristics of race, sexual orientation, sex age, religion / belief and also the four other areas of disability, gender reassignment, marital / civil partnership status and pregnancy and maternity. We help clients who face discrimination for many reasons and champion equality and tackle discrimination in all areas of advice. We challenge unfairness beyond the Equalities Act 2010 including social exclusion, poverty, rural isolation, class and being a prisoner. Rural isolation has particular relevance in our geographic location.

We have a British Sign Language adviser to help clients who have hearing impairments, and employ a specialist adviser to help people who have mental health and debt problems. All our buildings offer accessible advice space. This is important as 44% of our clients are disabled or have long-term health conditions. Several of our staff / volunteers are disabled including one wheelchair user. We recognise that everyone is unique and tailor our advice accordingly but that some clients need a specific service or advice delivered in a particular location or in a certain way.

We have been given the highest rating for equality leadership at our recent audit by national Citizens Advice. We also hold the DWP mark as a Disability Confident Employer.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Of the 2,517 clients receiving advice from our Bishop's Stortford office who gave a postcode, 264 (10.5%) lived in Uttlesford.



Our records show that 22% of our Uttlesford clients live in Takeley, 18% in Stansted South & Birchanger, 15% in Elsenham & Henham, 13% in Broad Oak and the Hallingbury's and 12% in Stansted North. Other clients live in other Uttlesford wards.

This map of the Uttlesford wards and associated indices of multiple deprivation shows that for a number of the wards where a large number of our Uttlesford clients live, in particular Stort Valley, Stansted North, Stansted South & Birchanger and large parts of Takeley and Broad Oak & The Hallingburys, have Bishop's Stortford office as their closest drop-in service.

The map also shows that the indices of multiple deprivation for Stansted South & Birchanger, together with Takeley (the Uttlesford wards with the highest number of clients seeking advice from Citizens Advice East Herts) are amongst the highest in Uttlesford.

Therefore, in addition to a demand from clients who live in East Herts, evidence shows there is a demand and a need for us to provide an advice service for Uttlesford residents.

We find out the views of our clients in a number of ways:

- National Citizens Advice carry out client experience follow-up surveys with clients via email and text on a quarterly basis.
- We regularly collect feedback from our clients via waiting room surveys and social media – below is an example:

"I couldn't have done this on my own and the help I received was excellent. Very comfortable with everything that was done for me as I was very, very stressed."

"I use the service regularly and the people who work there are very helpful and put me at ease as I get quite anxious at times."

"I cannot praise the CAB enough. I was going through an extremely traumatic time 2 years ago and they were amazing.... Total respect."

"Thank you so much, without your help I would be really stuck"

Does the Council encourage or support your organisation in any way other than financially?
Please give details.

No

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

We will contribute to the Council's Corporate Plan objective to promote thriving, safe and healthy communities in the following ways:

1. The need for Citizens Advice

Research shows that East Herts and Uttlesford are affluent areas relative to others in the East of England. There are good levels of health, high employment and home ownership. Why, therefore, is the Citizens Advice service needed at all?

The Community Foundation reminds us firstly that we will find "pockets of disadvantage in every district ... and it's important to remember that not everyone living in a deprived area is deprived and not all deprived people live in deprived areas", but also that "It's often harder to be poor in the midst of affluence than it is to be poor in stereotypical 'poor' areas. Services, funding, staffing, grants etc. all gravitate to the poorer areas, even within the County, and so those who are in poverty in 'richer' areas are left even more isolated and excluded."³

In a previous section it was noted that despite Uttlesford being a generally affluent district there are some areas with higher indices of multiple deprivation, specifically Stansted South & Birchanger and Takely.

Given that the problems people face have a severe impact on lives, it is therefore important to preserve advice services for everyone, but in particular the disadvantaged whose existence may be masked by prevailing affluence, and hence enable thriving, safe and healthy communities.

2. Helping communities be strong, self-sufficient, resilient and supportive to support vulnerable individuals and communities

We encourage the local community to support itself through volunteering. Our 83 volunteers, ranging in age from 19 to 80 are the backbone of our organisation. Without them we could not exist. In return we help our volunteers:

- Have the experience and confidence to move into work, improve employment prospects and salaries through skill development
- Better manage mental health conditions, such as depression

- Improve their self-esteem, reduce isolation and have an increased ability to get on
- Experience a sense of belonging, through working with local people, increasing community trust

Our commitment to value diversity and promote equality means we can encourage individuals who might not otherwise volunteer.

All this has a value in terms of volunteer contribution to society, as well as reduced costs of provisions for those people that otherwise might have required state support, through the NHS or benefits system. In 2018/19 the financial value of our volunteers was at least £361,000. Also, by strengthening communities and bringing people closer together, this improves social cohesion and gives people a greater stake in their local area.

"It really helped the transition from full time work to retirement in so far as one day you are doing a professional job, next day you need an identity" Volunteer

"Every day I work at Citizens Advice is different: you never know whom you are going to meet or talk to, or what the challenges are going to be. I love this kind of work – it keeps me on my toes!" Volunteer

3. Promoting healthy life styles

We will contribute to the Council's health and wellbeing agenda through our advice work. The main determinants of health are socio-economic. If we want to promote good health, prevent ill health and reduce inequalities in health, we must act on the social determinants that are likely to impair people's health (Marmot 2010). Our advice helps and supports people on a wide range of issues that comprise many of the social determinants of health, for example, income maximisation, debt management, homelessness and housing problems, employment problems and domestic abuse.

9 in 10 people told us their problem affected their lives negatively in 1 or more ways including becoming stressed, depressed or anxious, having health difficulties or money worries. 70% of clients, after advice, say they feel less stressed, depressed or anxious; they have better physical health (46%) and more money to spend (44%).⁴

We also often enable clients to make material differences to their lives, helping mitigate social inequalities that can lead to health inequalities.

4. Housing and homelessness support

We advise people on a range of issues however in 2018/19 11% of all the issues we dealt with concerned housing. We support the local community to be able to afford suitable housing by helping them with income maximisation and benefit checks. We help people who are in debt retain their accommodation or calculate more affordable housing. We play a key part in homelessness prevention and help clients navigate private and rented housing legislation and benefits regulations.

⁴ Citizens Advice Outcomes and Impact Research 2017

We will also contribute to the Council's Corporate Plan objective to maintain financially sound and effective council, in the following ways:

Due to our volunteer model and tight financial management, our service offers excellent value for money.

We have a diverse funding portfolio including district, town and parish councils, funding from trusts and foundations and unrestricted income raised by a range of community fundraising activities including a long-running '100 club', marathon runs and birthday donations. Our treasury model calculates that in 2018/19, for every £1 invested, Citizens Advice East Herts itself delivered £4.23 in fiscal benefits (i.e. savings to government and public services) and £26.71 in public value (i.e. wider economic and social benefits), in addition to the £22.22 in financial outcomes to the people we help. With regard to preventing homelessness and housing evictions alone, the savings we made for our local authorities totalled £152,398.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

Uttlesford Citizens Advice provides a similar service to our organisation in Uttlesford. However, due to the geography of Uttlesford and the location of Stansted Airport some Uttlesford residents – particularly those living in wards near the East Herts border - choose to visit our service based in Bishop's Stortford. Uttlesford District Council has historically chosen to recognise this by giving our organisation a grant.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We communicate regularly with Uttlesford Citizens Advice to ensure that there is minimum duplication of service and that clients are able to access advice at the location of their choice.

We are working with Uttlesford Citizens Advice to meet the unmet client advice need in Stansted.

We liaise beforehand to ensure that our presentations to the Council's Community evening are complimentary and not repetitive.

We have recently started a conversation with Uttlesford Citizens Advice about adopting the Frontline model in East Herts.

Your project costs

We are requesting funding towards the cost of operating our advice service at Bishop's Stortford. This includes the cost of a paid Advice Session Supervisor and overheads relating to the running of the building. It also includes a contribution to the cost of our volunteer advisers including recruitment, training and travel expenses.

		2020/21 £	2021/22 £
<u>Revenue Costs</u>			
Salaries, NI and Pension costs (please specify posts and grades)	Advice Session Supervisor, NJC Scale 22, 7.5 hrs pw	6,062 (including NI and 3% pension)	6,183 (assumes 2% uplift)
	Training Supervisor, NJC Scale 23, 3.75 hrs pw	3,062 (including NI and 3% pension)	3,123 (assumes 2% uplift)
Rent		0	0
General running expenses (rent, phone, post, insurance, publicity etc.)		1,736	1,789 (assumes 3% uplift)
Producing information, education & promotional materials		0	0
Training		350	350
Travel expenses	Staff	130	130
	Volunteers	390	390
Recruitment costs		0	0
<u>Total Revenue costs</u>		11,730	11,965
<u>Capital Costs</u>	None	0	0
<u>Total capital costs</u>		0	0
TOTAL ORGANISATIONAL COSTS		11,730	11,965

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Grants and donations 2018/19 (unrestricted)

East Herts Council £150,793
Town and Parish Councils £2,285

Grants and donations 2018/19 (restricted)

Big Lottery Fund £9,960
Isabel Hospice £25,664
Hertfordshire County Council £30,799
Hertfordshire Community Foundation £10,970
Ware Charities £8,250
East Herts Council £60,355
Town Councils £2,625
Citizens Advice £18,876
Hastoe Housing Association £750

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Friends of East Herts Citizens Advice Service	£5,250
Brazier Trust	£1,500
Public sponsorship / donations	£7,201
Gilfrere Fund	£1,750
Henry Smith Charity	£35,600
Hertfordshire Community Foundation	£15,970
East & North Herts CCG	£8,750
Big Lottery Fund	£19,231
Ware Charities	£29,885
Parish & Town Councils	£18,872
Total:	£144,009

What percentage of your users are Uttlesford Residents?

2018/19 Of the 2,517 clients receiving advice from our Bishop's Stortford office who gave a postcode, 264 (10.5%) lived in Uttlesford.

How many people benefit from your service(s) each year?

In 2018/19 Citizens Advice East Herts helped 5,849 unique clients with 11,914 recorded issues. People need different types and levels of support depending on their circumstances and many of our clients required more than one appointment. Of the 2,517 clients receiving advice from our Bishop's Stortford office who gave a postcode, 264 (10.5%) lived in Uttlesford.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We have requested funding for a contribution towards the cost of operating our advice service at Bishop's Stortford. This includes the cost of a paid Advice Session Supervisor and overheads relating to the running of the building. It also includes a contribution to the cost of our volunteer advisers including recruitment, training and travel expenses.

If we were not fully successful in our funding application then, depending on how much the reduction in funding was, then we would have to look at reducing the opening hours at Bishop's Stortford from 4 days per week to 3 days.

A reduction in funding would also have an impact on the number of new advisers we could recruit and train. It takes approximately 12 months to train as an adviser. The average initial cost of training and recruiting a volunteer adviser is £2,800 with an ongoing annual cost of £1,600. Our volunteers stay with us for an average 9 years. Without investing in recruiting and training of volunteer advisers we would not be able to help as many clients per day, or help them with complex, or ongoing issues.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

Please see above

Check List

- ✓ **Most recent Audited financial accounts**

(These are draft 2018/19 yet to be formally approved. 2017/18 also available)

- ✓ **Most recent balance sheet**

- ✓ **Medium/Long term business plan**

- ✓ **Copy of the organisation constitution**

I confirm that:

- ✓ to the best of my knowledge the information given above is accurate;
- ✓ I am authorised to make this application on behalf of the organisation named overleaf;
- ✓ Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Uttlesford Community Travel (UCT)
Address:	Unit One Flitch Ind Estate Chelmsford Road Gt Dunmow Essex CM6 1XJ
Postcode:	
Contact Person	Malcolm Barrell
Position in Organisation	General Manager
Telephone Number:	01371 875787
Fax Number:	n/a
E-mail address:	malcolm@uttlesfordcommunitytravel.org
Website address:	www:uttlesfordcommunitytravel.org
Charity Registration No:	Charity Registration No:1072529

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: Malcolm Barrell Date: 24th October 2019

Name: **MALCOLM BARRELL**

Position: **General Manager**

Details of Application

Description of work undertaken by the organisation

Uttlesford Community Travel (UCT) is a registered Charity providing a door to door transport service for individuals, groups and operating a hospital car service scheme delivering transport solutions for the residents of the Uttlesford District who, for various reasons, over 60's, disabled or those unable to use public transport or no public transport provisions available because of rural isolation.

How many paid employees does your organisation have?

Total of Eleven paid employees – Three full Time (1 manager- 2 drivers) and eight part-time (4 part-time office staff – 4 part-time drivers)

How many volunteers does your organisation have?

Total of Forty one Volunteers – 36 Volunteer Hospital Car Drivers – 2 Volunteer Bus drivers – 3 Volunteers office.

How many members does your organisation have (if applicable)

754 Individual Members / 81 Group members (supporting their total Membership)

Who/what does your organisation support and in what way?

UCT supplies and supports transport needs of the members for all Day Centres within Uttlesford when requested, Thaxted Centre for the Disabled, Alzheimer's – Singing and Gardening group, Blind and Housebound, Stroke clubs, Memory clubs, Dunmow disabled, Huw Johnson club and all WI groups in the district and many more from our database of 81. Without the service provided many groups would not have attendance numbers due to the lack of transport provision within Uttlesford. UCT also supports Frontline and Community Agents referral service.

How much money is your organisation requesting?

2020/21	2021/22
Yr 1- £46,200 plus 17K (Vehicle Replacement) Yr 2– £48,300 plus 17k (Vehicle Replacement)	
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.	

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

The grant from Uttlesford District Council is a vital part of our income which contributes to the cost of providing our service to the residents of Uttlesford, which is increasing and with more of UCT's members moving into the 80-100+ age category.

Uttlesford Community Travel aim to replace one vehicle every year and the vehicle replacement grant is a major contributor of allowing us to do this. Due to the increase in mileage it is important that the vehicle replacement programme remains to avoid safety concerns, high maintenance charges and reliability issues preventing UCT delivering the service at its current level.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

Actively maintain and support the level of increase demand placed on the service already provided to the community as indicated by the key performance indicators.(attached).

Actively carry out further staff training, increase volunteer numbers to help meet the demand being placed on all areas of the service.

Update out of date IT equipment.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

UCT operates within the policies of the Equality ACT 2010 preventing discrimination for Age, Disability, Gender, Reassignment Marriage and Civil Partnership, Pregnancy and Maternity, Race Religion or Belief, Sex, Sexual Orientation and Rurality, with the service being available to all Communities within Uttlesford.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Key Performance Indicators are produced monthly and presented to a Board of Trustees monthly and Advisory committee by-monthly.

All activities are monitored monthly so changes can be made to meet the need with the changing Demographics of the area.

The Advisory committee has service users with committee members giving feedback.

UCT also produces an Annual Newsletter containing a questionnaire with key questions.

How Satisfied are you with the service.

How would you make your journey without UCT.

Charges- for the services provided.

Key Performance Indicators attached.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

Uttlesford Community Travel has no support from the Council other than the Annual Grant received.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

UCT supports the corporate plan maintaining value for money, UCT is always looking for funding opportunities from other sources to help support the service which UCT already provides, this is demonstrated by the figure in the fund raising question.

Keeping Uttlesford safe and healthy is one of UCT key priorities for the Communities with the cuts and restrictions to other services and an increasing frail and aging population UCT are the first into the areas and to the most venerable who need assistance.

UCT provide services which support people with choice for independent living within the community.

Working in partnership the West Essex Clinical Commissioning Group.

The organisation also provides employment for local people and the service provided brings people into the local towns to support business commerce.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

Uttlesford Community Travel services has very little competition within the district on the scale of its current operation. This is demonstrated by the requests now being made by the residents and the increase in members joining the service where no other services available to them with choice becoming increasingly harder and costly for those on limited income.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

UCT works in isolation and is supporting the community with transport solutions by taking referrals from other commercial operations/taxi operators requesting specialist accessible vehicles to help assist those who are wheelchair user or are unable gain entry into conventional vehicles.

It is becoming more apparent that a trend is emerging due to the lack of specialist transport or even commercial services for people with restricted mobility or wheelchair users as they are unable to attend social events within the district, funerals or family weddings.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)	226,000	230,000
Rent	16,000	16,000
General running expenses (phone, Post, room hire, insurance etc.)	116,000	118,000
Producing information, education and Promotional materials	5,000	3,000
Training	500	600
Travel expenses a) Staff	700	800
b) Volunteers	-	-
Recruitment costs	-	-
Total revenue costs	364,200	368,400

Total revenue costs

Capital costs

Total capital costs	75,000	76,000
Total Organisational costs	364,200	368,400

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Working in Partnership with:

Essex County Council – Currently under review.
 West Essex Clinical Commissioning Group – Currently under review.
 Saffron Walden Town Council - applied for.
 Gt Dunmow Town Council – applied for.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Fund Raising events	£ 9,000
Donations / Grants UCT have applied for	£ 8,000
50/50 club	£ 5,400
	£
	£
Total:	£ 22,400

What percentage of your users are Uttlesford Residents?

100% of Service Users(members) are Uttlesford Residents

How many people benefit from your service(s) each year?

754 Registered Individual members

81 Registered groups supporting their members. (Recorded as non- scheme members).

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

To note currently operational work carried by volunteers from April to September 2019 who have dedicated their time to help the service equates to **£96,405** if sourced at commercial value, excluding vehicle costs.

Reductions to UCT's funding would have a huge impact on the service which we could deliver and the only real solution would be to make a reduction in all areas of the operational service, creating potential job losses and reduced working hours.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

To note currently operational work carried by volunteers from April to September 2019 who have dedicate their time to help the service equates to **£96,405**

Reductions to UCT's funding would have a huge impact on the service which is delivered, with the only real solution being to make a reduction in all areas of the operational service, creating potential job losses, reduce hours,

There is still a significant proportion of the population living in Uttlesford without vehicle access and are reliant on public transport which is always under review in many areas for being withdrawn.

At Twenty minutes per journey, Uttlesford District has the 2nd highest travel time in Essex to public transport or walking to reach any key services. This is reflective of the rural nature of the area which may impact the quality of living in Uttlesford.

Check List

- **Most recent Audited financial accounts**

☒

- **Most recent balance sheet**

☒

- **Medium/Long term business plan**

☒

- **Copy of the organisation constitution**

☒

V056/20/009

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Volunteer Uttlesford
Address:	c/o Uttlesford District Council Offices London Road Saffron Walden Essex
Postcode:	CB11 4ER
Contact Person	Lizzie Petrie
Position in Organisation	Manager
Telephone Number:	01799 510525
Fax Number:	
E-mail address:	volunteer@volunteeruttlesford.org.uk
Website address:	www.volunteeruttlesford.org.uk
Charity Registration No:	1114907 A company limited by guarantee. Registered in England. Company No. 5801122

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: Lizzie Petrie.....Date: 24th October 2019.....

Name: Lizzie Petrie.....

Position: Manager.....

Details of Application

Description of work undertaken by the organisation

Volunteer Uttlesford carries out the 6 core functions of a Volunteer Centre:

- Volunteer Brokerage
- Marketing Volunteering
- Good Practice Development
- Developing Volunteering Opportunities
- Policy Response and Campaigning
- Strategic Development of Volunteering

How many paid employees does your organisation have?

Currently 3 part time staff
Manager – 24 hours per week
Volunteer Co-ordinator – 10 hours per week
Administrative Officer – 18 hours per week

2 freelance workers
Time Bank Co-ordinator – 10 hours per week for 42 weeks
Dementia Café Co-ordinator 5 hours per week

How many volunteers does your organisation have?

We currently have 5 office volunteers and 5 trustees

How many members does your organisation have (if applicable?)

1428 registered service users.

Who/what does your organisation support and in what way?

Volunteer Uttlesford supports all voluntary and statutory organisations in Uttlesford that involve volunteers or may wish to do so, and any members of the community who may want to become volunteers.

We also run:

- Time Bank programme, promoting good neighbourliness, working with individuals in this rural area who may require a volunteer to assist on a one off or short term basis.
- A weekly dementia café for those living with or caring for someone affected by dementia
- Helping Hands project – for young people aged up to 13 years old. Introducing them to volunteering as a way of helping and supporting others in their community.
- Working with young people aged 14 – 19, placing them into volunteering opportunities such as: Saffron Walden Community Hospital, ACCURO, charity shops and animal charities
- Petal Wave Intergenerational Art Project – groups and individuals decorate paper forget me not petals and display in the community to raise awareness of dementia. This is a growing project, now taking it into primary schools.

How much money is your organisation requesting?

2020/21	2021/22
Yr.1 £20,000	Yr.2 £22,000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021	

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Financial aid given to Volunteer Uttlesford will be used as part of our essential core funding, to enable us to continue to offer the level of service expected of a successful Volunteer Centre.

Uttlesford is a large rural area which has a growing population with an ageing demographic.

Demands for our services are ever increasing due to cuts in funding for other statutory services. In addition to our core work we are frequently being asked to work with the following groups:-

Socially Isolated – We are asked by various agencies such as social services, the housing department, community nurses to supply volunteers to visit people who are socially isolated..

Those with additional needs - We are seeing a number of clients with additional needs, particularly mental health issues, who wish to volunteer and who are often using the experience as a stepping stone to getting them started back into society.

Young People – aged 14 – 25 years seeking volunteering opportunities to complete their National Citizens Service, D of E and to provide valuable experience for their futures.

At this time, many statutory and voluntary organisations throughout Uttlesford are also busier than ever and are urgently seeking extra help, for example: Home Start, Support4Sight, Community Day Centres, Saffron Walden Community Hospital, Dementia Action Alliance, Uttlesford Community Travel, Age UK, UDC Social Services and Housing departments.

Funding we receive will contribute to and ensure continuity of:-

- Salaries and general running costs of the Volunteer centre and ongoing training for staff
- Continuing to raise the profile of volunteering in the district
- Working to ensure that the enormous contribution made by voluntary and community organisations in the district is fully understood by our community
- Encouraging the development of a strategy for greater co-operation and joint working with Uttlesford District Council so that both infrastructure organisations like ourselves and front line organisations can make an even greater contribution to the health, wellbeing and quality of life for residents of this district
- Community engagement, expanding on volunteer opportunities to enhance and promote good

neighbourliness

- The health and wellbeing of the residents of Uttlesford

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

Promoting volunteering as a means of enhancing health and wellbeing in the population of Uttlesford by continuing to build on the current projects and increasing our presence in the local community e.g The Dementia Cafe

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

Helping those who need volunteers to ensure they get them, which means mean they can continue to offer their valuable services whether it be a one-off piece of work, or if the organisation needs help on a regular basis.

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

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

We have a full Equal Opportunities Policy and a copy of this is available for inspection if required. It covers the ten protective characteristics under the Equalities Act 2010. The wording covers those who might be discriminated against because of rural isolation. Indeed this is an issue about which Volunteer Uttlesford is constantly aware, and anxious to overcome.

As stated above, our organisation increasingly provides opportunities to younger people, people who are socially isolated, and those with additional needs, to make an active contribution to society via volunteering.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Our statistics for the financial year ending March 31st 2019 showed that we had dealt with **1278** Enquiries about volunteering. Worked with **355** organisations that rely on volunteers, many of whom needed many volunteers.

We have been established in the district since 1995. The service we offer is well known but we take every opportunity to publicise it, using social media, local press, attending local events, meetings etc.

Does the Council encourage or support your organisation in any way other than financially? Please give details.

We are beneficiaries of an office space within the UDC building; we have a two year lease ending in June 2021

The Council has always been hugely supportive of Volunteer Uttlesford and of our work in the community, our Manager has been invited to attend and participate in meetings with the Local Strategic Partnership board, Health & Wellbeing, EESET, Children & Families groups, the Voluntary Sector Board, Uttlesford Dementia Alliance. Various departments throughout the Council including housing, performance and leisure and health and wellbeing make good use of the services we have to offer.

Our work in the community is being far better understood and acknowledged throughout the Council than ever before. Council employees took part in and embraced the Petal Wave Art project.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

The work of Volunteer Uttlesford contributes to the following objectives in the Council's Corporate Plan:

Increasing the emphasis on demonstrable value for money

Over the last 5 years, according to the NCVO the average time spent by individual volunteers is 11.6 hours per month. **Based on the minimum wage of £7.83 per hour our 508 referrals last year is equivalent to over £470,000 of paid work.**

Further funding, or indeed increased funding for us as an infrastructure organisation recruiting volunteers and supporting organisations in the community will show further value for money, demonstrated by our annual statistics referred to above and the fact that after 21 years our services are in ever increasing demand.

Funding Volunteer Uttlesford's very successful core work with potential volunteers and voluntary and community organisations is a clear example of value for money.

Promoting equitable, diverse, healthy and safe living.

A flourishing voluntary sector is a sure sign of a flourishing community. Volunteer Uttlesford's work will continue to play a significant part in achieving the underlying values which make Uttlesford a vibrant community and a desirable place for people to live, where we strive to encourage 'neighbourliness' i.e. volunteering to become 'the norm'. We will strive to promote the benefits of volunteering as an aid to achieving less social isolation.

Enhancing economic prosperity through partnerships of local authorities and businesses and working with local businesses to encourage future skills and growth

We actively seek to work in partnership with both local authorities and local businesses to encourage volunteering as a means of skills development and growth.

We are working closely with Stansted Airport as part of their employee volunteering scheme. They have already participated in three very successful group exchanges, assisting a local charitable organisation.

Illumina (Bio Technology Company from Granta Park) took part in employee volunteering at Bridge End gardens and fully intend to do more.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

No none

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work collaboratively with as many local organisations as we can. Some examples are:

CVSU - working in partnership on joint projects, in the process of setting up others including a men's shed project and business skills exchange.

Uttlesford Foodbank – Instrumental in the set up from the start of the local Foodbank, including providing well qualified suitable volunteers such as the current manager.

St Clare Hospice – running joint workshops for mentors and befrienders

Faircroft House – a community interest company, we are working together to open a drop in centre to encourage volunteering for young people.

Voluntary Sector Training – a joint venture offering an accredited training programme for those wishing to support others into volunteering.

Community Partnerships/ community safety/Health & Wellbeing Board, Children & Families Board an EESET

Working with agencies that support people with special needs, such as housing associations, Employability, ECL Saffron Walden wellbeing activity centre, IPSEA, Riding for the Disabled, Support 4 Sight, Alzheimer's Society, and Saffron Walden Mencap.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
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Salaries, NI and Pension costs

(Please specify posts and grades)

Part time Manager – NJC Scale 27

Part time Volunteer Co-ordinator – NJC Scale 17

Part time Office Administrator – NJC Scale 9	£36,147	£37,231
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Rent

General running expenses (phone, Post, room hire, insurance etc.)

	£16,442	£16,771
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Producing information, education and Promotional materials

	£ 1, 200	£ 1,224
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Training

	£ 250	£ 255
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Travel expenses a) Staff

	£ 1,335	£ 1,423
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b) Volunteers

	£ 215	£ 226
--	-------	-------

Recruitment costs

	£ 350	£ 368
--	-------	-------

Total revenue costs

	£55,939	£57,498
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Capital costs

Computers

	£ 2,500	
--	---------	--

Total capital costs

	£ 2,500	
--	---------	--

Total Organisational costs

	£58,439	£57,498
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Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Essex Community Foundation – restricted for a project

Essex County Council – restricted for working as part of Volunteer Centres Essex

National Lottery – Restricted for Timebank

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Saffron Walden Rotary Club	150.00
Saffron Walden Town Council	900.00
Tesco Donation	4000.00
Dunmow Town Council	500.00
Hatfield Heath Parish Council	200.00
Waitrose	432.00
Cllr Light & Morris	484.00
Membership	1312.00
Donations	687.00
Collection	155.00
Total:	8,820.00

What percentage of your users are Uttlesford Residents?

95% the other 5% of users are from Cambridgeshire, Hertfordshire and Suffolk

How many people benefit from your service(s) each year?

It is difficult to give an exact figure for how many people in total benefit from our service each year. We are an infrastructure organisation and we refer potential volunteers to a very wide range of front line organisations. Our beneficiaries include all those who are helped by the organisations for which we recruit volunteers and also the benefits that the volunteers themselves gain from their involvement.

We know that we directly support **355** organisations working in Uttlesford and that in the last financial year we provided **508 potential volunteers for these organisations**.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

It is currently almost impossible for us to expand on the services we offer, despite the fact that demands on our service are greater than ever. This is in part due to cuts being made in public sector services.

The result of a reduction in the amount applied for would mean, we would have to make redundancies, offer a more limited service, with fewer hours and less staff and that we would be unable to take on new challenges as and when they inevitably arise.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

A reduction in grant from UDC would undoubtedly mean that we would have to reduce our services; this would have a negative effect on local volunteer involving organisations, their services and ultimately the local community.

Check List

- **Most recent Audited financial accounts**

☒

- **Most recent balance sheet**

☒

- **Medium/Long term business plan**

☒

- **Copy of the organisation constitution**

☒

VOSG/20/008

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Home-Start Essex
Address:	Unit 16D Reeds Farm Estate Roxwell Road Writtle Essex
Postcode:	CM1 3ST
Contact Person	Sam Bailey
Position in Organisation	Fundraising Manager
Telephone Number:	01245 847410
Fax Number:	None
E-mail address:	sam.bailey@home-startessex.org.uk
Website address:	www.home-startessex.org.uk
Charity Registration No:	1170940

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:  Date: 28/10/19

Name: Sam Bailey

Position: Fundraising Manager

Details of Application

Description of work undertaken by the organisation

Home-Start Essex vision (HSE) is: "For every child and young person in Essex to grow up in a family that is strong and resilient and able to access support when and where it is needed".

We provide emotional, practical support and guidance to parents of young families, who are struggling with the demands of family life. Typically they will be experiencing one, or more, of the following: social isolation, mental health issues, post-natal depression, domestic abuse, children with additional needs and financial difficulties.

Our work falls into the following categories:

- Individualised family support, providing tailor-made help and guidance in the home.
- Family groups - informal, welcoming environments for parents to meet and make friends, develop support networks and share experiences
- Well-Being groups - parents struggling with self-esteem and mental health issues meet to share their own experiences to learn strategies and support each other.
- Special projects, or targeted programmes, and events, which include:
 - o School Readiness Programme - to prepare parents and their children for nursery or school.
 - o Wellbeing Groups – to teach and explore self-care and wellbeing for those with emerging mental health issues;
 - o Fitness & Fun – family exercise and craft classes.

How many paid employees does your organisation have?

38

How many volunteers does your organisation have?

162

How many members does your organisation have (if applicable)

10 (this constitutes the members of our board)

Who/what does your organisation support and in what way?

We aim to support families facing challenges which are adversely impacting on their ability to parent their children. Typically, whilst not an exhaustive list, the families supported will be affected by:

- Poor Mental Health
- Post-Natal Depression and Anxiety
- Low Self-Esteem
- Isolation
- Health or Learning Difficulties
- Children with Disabilities
- Financial Stress/Pressures
- Family Bereavement
- Significant Life Events
- Reliance on Benefits and Food Bank Vouchers
- Domestic Abuse
- Challenging Child Behaviour

Findings from a large scale Mumsnet survey concluded: '71% of parents said that loneliness was a problem....and 63% agree that they feel lonelier since becoming a parent.' Particularly, mothers not in employment can become isolated in their own home. Isolation significantly lowers the self-esteem of a parent and thus perpetuates the risk of developing mental health problems such as anxiety and depression. Poor parental mental health can have a significant detrimental impact on young children, especially in their developmental years, which if left untreated or unmanaged, creates problems for the next generation. 'More than two-thirds (parents) feel 'cut off' from friends and family since having children' Action for Children 2017.

The impact of poor wellbeing in parents has a significant adverse impact on child development. According to NSPCC, poor parental wellbeing increases the risk of children developing behavioural problems, mental health difficulties and taking on caring roles at a young age. Specifically, our experience has shown that:

- Low self-esteem (a commonly identified factor for the parents we support) is often fuelled by a combination of environmental, personal and practical difficulties.
- Mental Health (the number one identified cause of concern for the majority of the families we support) is an area of growing prominence. Over 70% of referrals to HSE present mental health as an identified concern.
- Parents receiving support from HSE, regularly cite economic hardship as being a principal concern, along with isolation (62% of referrals) caused by lack of mobility.
- Often isolation and mental health issues go hand in hand; perpetuating each other within a vicious cycle.
- for parents with young children, maintaining a healthy support network is difficult, often because child care, finances and confidence act as significant barriers.

Whilst in order to prevent risks of families falling into patterns of behaviour that can have an adverse impact on child development, parents need access to early help. However, the following barriers to access exist: Long waiting lists for services; High thresholds / criteria; Limited finances; Child care costs; Unable to access service; and Stigma. As such, particularly with statutory mental health services under growing pressure, the need for early help from the voluntary sector becomes a priority.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£10,500	Yr 2	£10,500
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.			

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

We are seeking financial aid to support our delivery of our unique Home Visiting service in Uttlesford.

We will deliver individually tailored support to meet the practical and emotional needs of c. 40 families per annum. The financial aid we are requesting would support a little over 25% of our work in Uttlesford, providing 12 months' worth of 1:1 home visiting support for 11 families each year.

Support is provided in the family home for 2 hours a week, on a 1:1 basis, by a professionally trained volunteer. Our experienced coordinators will conduct an initial visit to families to assess their needs, and together with the family, will devise a Family Support Plan. Once an appropriate volunteer has been matched, the coordinator will oversee the process, completing reviews at 12 weekly intervals to ensure that the support being offered meets the family's needs. During support the volunteer and coordinator aim to build family's confidence enabling them to access external support and create networks to assist them once HSE support is withdrawn. Upon mutual agreement that their outcomes have been achieved the coordinator will sensitively discharge the family from our service. Support is offered for between 6-9 months with a maximum term of 12 months.

Our Home Visiting programme, recruit parent volunteers to be matched with families in a way that allows them to draw on their own experiences and their knowledge/skills to help other parents. This creates a trusting and helping relationship between the family and volunteer, allowing the family to be receptive to support and guidance that enables them to change existing practices/behaviours and enjoy their family life. Experienced and highly skilled Co-ordinators provide confidential support and supervision to all of our volunteers on an 8 weekly cycle to ensure compliance to our safeguarding policy as well as ensuring progress is being made with the family, and if necessary our work is refocused.

Referrals are accepted from a wide range of sources including health visitors, children's centres, social care and nurseries, with families also able to self-refer. At the initial visit the Co-ordinator gains an overview of the holistic needs of the family providing us with a unique insight into what other HSE services would benefit the family, e.g. well-being group or the school readiness programme. All of our services are led and delivered by suitably qualified and trained staff and volunteers. In order to support families to achieve their goals, we work collaboratively with a range of agencies and organisations, to address specific needs such as Housing, CAB, Job Centres, Food Banks, Libraries, Essex Child and Family Well-Being Service (ECFWS) and Adult Community Learning.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

With your financial aid we would aim:

1. To continue to support families living in Uttlesford through our home-visiting service. We endeavour to help families grow in confidence and develop their personal skills to build resilience and independence. The families’ outcomes will be measured using our 13 outcomes of need.

Over the last year, the following needs have been identified by families living in Uttlesford. The percentage, represents the percentage of families with this need who have expressed an improvement at the end of Home-Start support.

Managing children’s behaviour: 86% reported improvement
Involvement with children’s development: 86% reported improvement
Coping with own physical health: 67% reported improvement
Coping with own emotional health: 85% reported improvement
Isolation: 83% reported improvement
Parent’s self esteem: 88% reported improvement
Coping with Child’s physical health: 100% reported improvement
Coping with Child’s emotional health: 100% reported improvement
Managing household budget: 100% reported improvement
Day-to-day running of the home: 75% reported improvement
Stress caused by conflict in family: 100% reported improvement
Coping with multiple births/ multiple children under 5: 100% reported improvement
Use of services: 75% reported improvement

Subject to separate funding from regular supporters and donors:

2. To host 2 volunteer preparation courses to ensure we are suitably equipped to deliver our home-visiting service. Our preparation course has 8 sessions that cover safeguarding, school readiness, confidentiality and other topics that address the potential difficulties faced by our vulnerable families. Our course builds upon our volunteers personal parenting skills and experience enabling them to deliver bespoke, emotional and practical assistance to our families.

3. To deliver a Summer family outing and Christmas family party for all our parents and children. We aim to enable our families to come together in a safe environment, supported by our staff and volunteers, to strengthen their community participation and increase their social networks.

5

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

At all stages of work with families, we aim to ensure that all referrals and families receiving support are treated equally and we give full consideration to any additional support that may need to be put in place.

Our referrals and support are open to any parent, step-parent or guardians of children that feel they would benefit from Home-Start support. Support is open to individuals regardless of age, gender, gender reassignment, marital status, maternity status, disability, race, religion or sexual orientation.

Addressing rural isolation specifically, we are very mindful of this challenge in particular for families in Uttlesford. This isn't particularly an issue for our home visiting service, as volunteers are able to visit families directly in their own home.

To ensure equal opportunities for our volunteers, we always seek to place them with an appropriate family or volunteering opportunity. The vast majority of our volunteers' drive – and for those that don't, we would prioritise families that are walking distance from them, or would offer volunteering opportunities in groups which are easier to access by public transport or with lifts.

To ensure families are able to access groups, we consider this when planning their location and always try to locate them in a place which has good access by public transport.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Home-Start has had a presence in Uttlesford since our predecessor organisation was launched in 1984. Home-Start has been providing support to local families for the last 35 years.

Referrals into our service in Uttlesford come from a variety of sources including health visitors, GPs, statutory services, other voluntary sector agencies and families themselves. Of the 453 Essex families supported in the last year, 44 live in Uttlesford. We currently have a short waiting list of families waiting to be matched with a volunteer, so there is a need and request for our services from local families.

The views and opinions of service users are taken periodically in review visits from co-ordinators to ensure that our support is working for families and understand if there are ways in which our service could be improved.

We also get regular feedback from all service users who are part of our groups through review meetings and through surveys. All of this informs the support plans we put in place for families and also how we can access additional support from the local communities in form of group speakers and other information useful to parents.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

Our offices are located within the Uttlesford District Council Office Building. We are grateful to be able to use this space rent free.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

The support that we are seeking to deliver fits directly within the council's corporate plan – specifically the focus on providing Thriving, Safe and Healthy Communities. Whilst Home-Start support is open to any family that requests it, families that we have supported tend to skew towards more vulnerable groups such as single parents or military families.

The support given by volunteers as part of our home visiting service is led by the family and specifically focused on the particular needs that they identify at the start of support. As such this support can be highly localised and targeted to the specific and individual needs of the particular family. Examples of this include:

- Supporting parents to get out of the house and to access services in the local community, including gyms, doctors' surgeries and encouraged local family trips. At the end of Home-Start support, 83%* of parents expressing a problem with isolation reported an improvement.
- Volunteers give both practical and emotional support to parents, and are able to sign post to more specialised well-being and mental health support where appropriate. 85%* of parents that requested support coping with their own emotional and mental health showed an improvement at the end of support.
- Volunteers support parents to put in place routines around mealtimes, help budgeting for family shopping and encourage parents to take their children to outdoor spaces to play – all contributing to healthier children. Supported families showed improvements of 100%* with needs around children's physical health, 100%* with needs around managing household budget and 75% with need around running of the home.

*All stats represent data from families supported in Uttlesford during the time period September 2018 to September 2019.

At its core, the work that we seek to do with families is about providing early intervention to facilitate parents giving their children the very best start in life. If it is required the early additional support can be put in place for a child the better, as this significantly reduces the likelihood of more intensive interventions being made further down the line (in the form of social services etc.), and seeks to avoid families struggling with generation to generation challenges including social deprivation and poor parenting experience.

Our ultimate aim is to empower families, and communities more broadly, to be stronger and have the self-confidence to be self-sufficient, resilient and supportive to their parenting peers.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

ECWBS have a legal responsibility to provide a range of child and family services throughout Essex that are free at the point of delivery.

We work in partnership with ECWBS to deliver focused support to families through our school readiness programme, Big Hope Big Futures (BHBF), building resilience in families through our home-visiting volunteer service and reducing isolation through our group work. The work we do is complimentary to ECWS, not a duplication.

This work would also be more specialised and targeted support than the core support that we provide in home visiting, as an initial support point for families to access.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work in partnership with ECWBS, as detailed above.

We also work collaboratively with local organisation, “We Are Thrive,” in the provision of our Uttlesford well-being project. They present no competition to HSE as they are a well-being service that act as a third party and match the public to well-being services.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)	£7,280	£7,280
In both cases, this would be a contribution to the salary of Family Co-ordinators that cover Uttlesford families.		
Rent	£0	£0
General running expenses (phone, Post, room hire, insurance etc.)	£1,140	£1,140
Producing information, education and Promotional materials	£0	£0
Training	£0	£0
Travel expenses a) Staff	£184	£184
b) Volunteers	£1,896	£1,896
Recruitment costs	£0	£0
Total revenue costs	£10,500	£10,500
Total revenue costs		£21,000
Capital costs		
NA		
Total capital costs		£0
Total Organisational costs		£21,000

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Grants provide 65% of our funding. Funders include Big Lottery, Children in Need, Garfield Weston and The Henry Smith Charity as well as Essex Community Foundation. Commission income including from the Essex Child and Family Wellbeing Service provides a further 26% of our income.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Total Fundraising for the financial year 2017 – 2018 Charity Day at Fire Station, Easter Egg Hunt, concert with Chelmsford Male Voice Choir, Charity Dog Walk, Halloween Disco and other activities.	£29,040
Total Fundraising for the financial year 2018 – 2019 Including but not limited to sponsored walk at Barleylands Farm, events in the community including quizzes and curry nights, donations from community groups including Rotary Clubs and Round Tables, designer clothes sale and sponsored 5k run.	£32,444
Fundraising for the financial year 2019 – 2020. Including but not limited to charity quiz nights, Summer family fun day, donations from parish councils, churches, Rotary Clubs and Round Tables, collection buckets at Chelmsford Beer and Cider Festival, support from Maldon Orchestra and collections and sponsorship from various volunteer events.	£21,868
Please note – Home-Start Essex was formed in February 2017, so no fundraising took place for the charity before this point.	
Total:	£83,352

What percentage of your users are Uttlesford Residents?

7% of our beneficiaries over the last year were Uttlesford residents. For context, we deliver our services in 10 districts across Essex.

How many people benefit from your service(s) each year?

Between August 1st 2018 and 31st August 2019 a total of 631 families benefited from our service

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

In calculating the budget for this application, we have calculated that the funding we are requesting equates to 25% of the cost of our service delivery in Uttlesford. Should there be a reduction in funding to our organisation, this would unfortunately be reflected in our ability to deliver services in Uttlesford.

Based on our calculations, it costs £950 to fully support a family and any reduction of grant means that we would not be able to continue at our current rate of delivery.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

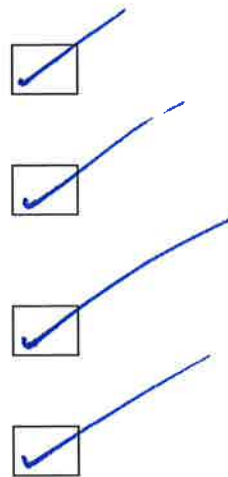
We are presently in receipt of a grant of £8250 per year from Uttlesford District Council. This primarily contributes to the funding of our core work in Uttlesford, the recruitment, training and deployment of volunteers to work directly 1 on 1 with families in need, in the home.

As stated above, the current grant provided by Uttlesford District Council makes a significant contribution to the overall service delivery we are able to provide Uttlesford.

Based on our calculations, it costs £950 to fully support a family and any reduction of grant means that we would not be able to continue at our current rate of delivery.

Check List

- **Most recent Audited financial accounts**
- **Most recent balance sheet**
- **Medium/Long term business plan**
- **Copy of the organisation constitution**



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOSG/20/010

Application deadline: Midday – Wednesday 30 October 2019


Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Uttlesford Buffy Bus Association
Address:	Walnut Tree Cottage, Littlebury Green, Saffron Walden
Postcode:	CB11 4XB
Contact Person	Rosie Juhl
Position in Organisation	Project Manager
Telephone Number:	01799 522130
Fax Number:	
E-mail address:	rose.juhl@btconnect.com
Website address:	www.buffybus.co.uk
Charity Registration No:	1180905

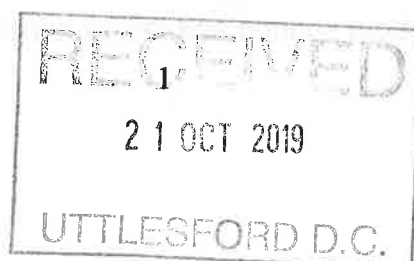
Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:  Date: 18/10/2019

Name:.....Rosie Juhl.....

Position:.....Project Manager.....



Details of Application

Description of work undertaken by the organisation

The main work undertaken by our organisation is to reduce social isolation and loneliness by providing a unique opportunity for pre-school children and their parents and carers to come together within their own community to make supportive friendships, learn new skills and most importantly have fun.

Our specially designed double-decker bus travels throughout Uttlesford visiting 15 different rural and urban communities each week. The district is a large, sparsely populated area which is rural in nature and has some small pockets of deprivation which are amongst the 25% most deprived in England. 7% of the children in Uttlesford live in low income families and the indices of multiple deprivations in the district have worsened since 2010. In order to address this disadvantage and provide regular contact our charity follows a weekly timetable which is well-publicised through our website, social media and village and town newsletters.

Having been established for 25 years our organisation has just launched our wonderful new double-decker bus which has a wide variety of educational activities and stimulating resources such as painting, playing with sand, mark making, role play, cooking and sensory toys. These are linked to the Early Years Foundation Stage (EYFS) and have a broad child focussed approach. We recognise that every child is a unique child and therefore provide an enabling environment which responds to their individual needs.



At present we have over 280 families registered with our service throughout the district, many of whom come to the bus on a weekly basis. With the launch of our new service we anticipate a rise in these numbers due to the increase of resources such as our sensory den and extended soft play area.

We measure the effects of our service by asking parents and carers to complete a simple questionnaire in March and November each year. We are then able to compare our impact, track our benefits and develop our service according to the needs of the families and carers. The comments below reflect data collected in March 2019.



The play environment on the bus provides a good balance of practitioner led and freely chosen activities that extend children's learning opportunities. 58% of the families questioned said that their child had developed new abilities on-board Buffy, such as making marks on paper and in sand, all of which are transferrable skills for primary education. 83% reported that their child's confidence had increased due to interaction and play activities on-board the bus. Over 75% of the families attending Buffy, reported that their child had become better at communicating with other children through attending our service.

The stimulating and supportive surroundings of a service like ours helps to increase a child's independence and concentration levels, aiding peer interaction and collaboration. Recent comments such as "Buffy teaches my child about sharing and taking turns" "Buffy has taught my child hand and

eye coordination skills” “Buffy teaches my child skills for life and feeling proud of their achievements” support the positive long term impact of our service.



By creating a welcoming, fun and inspiring environment our playleaders encourage families and carers to initiate new friendships, learn new skills alongside their children, build on their self-confidence and self-esteem and develop feelings of belonging within their own community. Of the families questioned, 92% reported that they had made new friends by coming to Buffy and 87% said that the activities and support on Buffy had enabled them to develop better parenting skills. Comments such as “ An

excellent local facility and a wonderful unique setting” “A lovely relaxed safe place where I feel comfortable” “ My community is very lucky to have such a novel place for my children to come and have fun and for adults to socialise together” support the results of our service.

Isolation remains a very real difficulty for many families within Uttlesford, due to inadequate transport services, lack of infrastructure for families to come together within their community such as village halls, restricted incomes, being unable to drive, no familial support close by and many other factors. Nearly 1/3rd of those families questioned said that they felt isolated within their community and a similar amount said that they sometimes felt isolated from their friends. On-board Buffy we make an effort to welcome families and introduce them to other people on the bus. 75% of our service users reported that our inclusive and welcoming environment had helped them to improve their self-confidence which had empowered them to access other local support services. We have a wide range of materials about local supportive organisations and 71% of those questioned said that Buffy had helped them to have a better knowledge of these facilities. Comments such as “The regularity of the Buffy service gives me something to look forward to each week” “I’ve made new friends by coming to Buffy” “Buffy signposted me to a twin’s support group nearby” show the value of our service.

The number of Fathers attending Buffy is now 8%, with Grandparents making up over 30%. Over the 10 years that we have tracked this metric we have seen a steady increase in these groups. Many of the families that visit us from Carver Barracks have partners away on active service so the fact that we have a male play leader offers children an opportunity to have positive male interaction whilst on-board the bus.



User led development of our service is vitally important to our organisation. Our cooking activities originally began because of this and remain one of our most popular activities with over 75% of our service users attending the sessions. The range of food that we prepare has a bias towards healthy, low cost, easy to prepare recipes. Children love the opportunities to chop, mix, feel and taste food some of which they may not have eaten before. The food is taken home, to cook if necessary and we provide a laminated recipe card. 50% of our service users reported that they had used the recipes again at home with their wider family. Comments such as “The cooking activities have taught my child to try different foods which I haven’t given him at home” “My kids have gained patience, cooking skills and a pride in what they have made” emphasise the importance of this activity.



We organise a range of Summer holiday activities throughout the district in locations such as Hatfield Forest so that children have an opportunity to play outside our bus within a safe enclosed area. We encourage children to be active and interactive: and to develop their co-ordination, control and movement by providing trikes, pop up dens, water activities and messy play.

We request a voluntary donation of £2.50 to attend our service however we try to ensure that no family or carer is excluded from our Playbus. We do this by training our staff to be approachable and non-judgemental and ensure that everyone whatever their background or circumstance is welcome.

How many paid employees does your organisation have?

7

How many volunteers does your organisation have?

15

How many members does your organisation have (if applicable)

280 families

Who/what does your organisation support and in what way?

Families and carers living in rural and isolated communities
Pre-school children

Single/ Young parents

Grandparents who care for their grandchildren

Families from different ethnic backgrounds

Service families and families with limited family support nearby

Families and children with disabilities

Parents and carers who lack confidence to go to other larger support services

Families experiencing poverty and financial hardship

Families that are excluded from services due to geographical distance from larger communities and poor transport infrastructure.

- Regular friendly mobile service that is easily accessible
- Good range of play and educational activities including healthy eating awareness
- Well publicised timetable
- Collaborative working with organisations like Spangles Family hub, Homestart and Accuro
- Wide range of resources suitable for families from all ethnicities
- Disabled ramp and toilet facilities
- Welcoming and non- judgemental service that does not appear like a statutory service
- Provision for families on low incomes to have discreet financial support to attend our service
- Service available during school holidays

How much money is your organisation requesting?

2020/21

2021/22

Yr 1 £11,418

Yr 2 £11,698

Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Financial aid from UDC would be used towards the full costs of delivering our service at two communities within the district

In Year 1 the costs per 39 visits (term time + half term) to each community = £5709 therefore each visit costs £146

Most sessions have between 15 – 20 people

Over the next 4 years we have been awarded approximately 50% of the funds that we need for revenue costs from The National Lottery Community Fund, this equates to £41,565 in year 2020 and £43,299 in Year 2021.

We are also in receipt of funding from Children In Need until the end of 2020 for the service that we offer to Carver Barracks, this equates to approximately 1/15th of the full cost of delivering our service.

We have a good track record of financial support from Essex Community Foundation and anticipate their support in the future and our applications to local organisations such as the local Round Table and Rotary Clubs are generally successful.

Our expenditure during April 2018 – March 2019 amounted to £83,335. This included bus depreciation. We anticipate at the end of this financial year April 2019 – March 2020, that this amount should reduce slightly or remain fairly static due to the acquisition of our new bus and therefore a saving on bus costs.

Our budgets are carefully prepared using data from previous end of year accounts and this gives us an accurate forecast of our financial commitments for the year ahead and beyond. Our accounts are independently examined in accordance with directions from The Charity Commission and are then publically available and also printed in our Annual Report.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

Due to the opportunities that our new bus has created we foresee a quantifiable increase in our activities and a rise in support from service users. Because we have measured our impact over the last 10 years we can easily track a range of metrics to illustrate our achievements in the coming year.

We anticipate that there will be:-

- An increase in the families and carers attending the service – we have forecast 10% growth therefore an additional 28 families benefiting from our support
- An increase in parents and carers feeling less isolated
- An increased awareness of a healthy balanced diet and more opportunities to be active

Long term revenue funding is vital to the on-going sustainability and development of our organisation. The National Lottery Community Fund have given us a firm foundation with their promise of partial funding for the next four years and we therefore seek the support of Uttlesford District Council to continue providing our service throughout the district. The above achievements can only be realized with adequate financial aid.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Due to our mobility we are able to provide easily accessible play opportunities for many isolated and vulnerable families in 15 different communities throughout the district and we have evidence that nearly 60% of the families and carers who use our service walk to the bus within their own neighbourhood. We regularly evaluate our sessions and change our timetable to reflect demand within the different parishes. We aim to foster good relationships with the local community and work alongside parish councils and other organisations to ensure that this happens.

We acknowledge that some children come from families who experience social exclusion, severe hardship; discrimination and prejudice because of their ethnicity, disability and/or ability, the languages they speak, their religious or personal beliefs, their sexual orientation and marital status. We also appreciate that some individuals face discrimination linked to their gender and some women are discriminated against because of pregnancy and maternity status. We understand that all these factors can affect the well-being of children within these families and may adversely impact on children's learning, attainment and life outcomes. In order to address these issues our staff team are conversant with our "Valuing diversity and promoting equality policy" and everyday our play activities reflect this awareness and show our respect of diversity and opportunity. We have a variety of resources, activities and games that positively celebrate different cultures and the natural flow of the bus design enables all families and carers to socialise together and feel included and valued.

We have evidence that the ethnic background of the families who come to Buffy is slowly changing

and our last questionnaire indicated that Chinese, African, Caribbean, Nepalese, Polish, Italian and Romanian carers all attend our activities.

A comment that we often receive on our questionnaires is about, "feeling safe on Buffy" and the enclosed environment on-board the bus elicits these sentiments. When we offer Summer holiday activities we always have our mobile fencing around our play area so that families can see a physical boundary around their children and know that they are safe.

Should the need arise we have procedures to deal with discriminatory behaviour and our equality policy states how this is dealt with. All families and carers who register with our service are made aware of this consideration.

All the information that we provide to our service users such as registration forms and questionnaires has clear and concise language, and we endeavour to express other information whether in spoken or written form in a comprehensible and transparent way.

Due to our disabled ramp we are able to ensure that disabled children and their families or carers can participate successfully in our service and our activities can easily be adjusted to accommodate their additional needs.

Our questionnaires show a steady increase in Grandparents using our service and we are aware that the welcoming and non-judgemental environment on Buffy strengthens feelings of belonging for the older generation. One recent comment illustrates this:- "Buffy gives me a chance to speak to other people such as young parents and other carers as I am a Granny and often feel left out in other groups, I look forward to bringing my grandson to the bus in Newport each week"

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

The demand for our service grows year on year. During the 25 years of our existence we have welcomed over 100,000 on-board the bus and with the recent development of our service due to the new bus we expect this demand to keep on rising especially with the increase in the local population, the reduction in transport infrastructure, financial constraints due to the uncertainties of Brexit and the increasing caring demands on Grandparents.

Forward projections made recently for the Lottery indicate a 10% growth in demand for our service in the first year of the new bus and a 7% increase the following year.

Our comprehensive targeted questionnaires have been designed to elicit responses that show performance indicators and soft outcomes as well as measurable effects. These findings form the basis of our service and future development. The twice yearly questionnaires are discussed at our organisations management meetings and our regular staff gatherings. Changes to our service are made when necessary and feedback to our service users is given through social media and included in our Annual Report.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

The Council support our organisation in facilitating the two networking groups that I attend, The Uttlesford Children and Families Group and The Family Hub Advisory Board. These meetings are an invaluable way for a small organisation like ours to keep up to date with relevant changes to the local strategies that affect the families that we work with and also enable us to have a voice within the community. The opportunities to network with other agencies and collaborate have led to many developments of our service such as Spangles Family Hub offering Healthy Family Drop-ins on-board Buffy during the next 3 months.

We were also delighted recently that the Chairman of the District Council, Cllr Richard Freeman was able to help some of the younger members of our Buffy family cut the ribbon at the official launch of

our new bus.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Buffy Playbus contributes to the Council's Corporate Plan in three specific areas:-

Promoting Healthy lifestyles

- Through our cooking activity and raising awareness of healthy food being made easily and simply at home using ingredients that are easy to obtain and can be made within a limited budget
- By providing a welcoming environment that promotes feelings of belonging and self-esteem
- By providing opportunities for children to exercise and have fun
- By enabling children to learn new skills and have increased opportunities to be successful and fulfilled in their future lives
- By working with other partner organisations such as Uttlesford Family Hub to facilitate Healthy Family Drop-ins on-board the bus raising awareness of the dangers of childhood obesity.
- Due to the enclosed area on the bus families have a positive perception of feeling safe
- Due to the regularity of the service families are less likely to feel isolated and lonely

Working with the Voluntary Sector

- By attending Uttlesford Children and Families Group and The Family Hub Advisory Board and disseminating information about signposting families to other voluntary support services
- By encouraging other groups to use the bus as a platform to get their message heard

Improving Community Engagement

- By consistently providing our service to 15 different communities throughout Uttlesford
- By encouraging the community who use our service to have a voice in the management of our organisation
- By taking part in community events such as fetes to showcase our service and inspire community commitment

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

No other organisations provide an outreach service like ours. Spangles Family hub organise limited outreach support by using village halls etc however they have recently worked collaboratively with us to use our knowledge and expertise in accessing families who are unable or unlikely to attend formal support groups.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

Our organisation enjoys working collaboratively with organisations such as Uttlesford Family Hub, Homestart, Accuro, Health visitors and other health professionals such as a local dentist as we are keen to provide the best possible support for our families and realise the potential of partnership

working.

The design of the new bus lends itself well to providing areas for additional family assistance and we are always looking for potential partners to offer this.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades) Project Manager, Play leaders, Marketing executive	54130	55634
Rent		
General running expenses (phone, Post, room hire, insurance etc.)	30000	31000
Producing information, education and Promotional materials	500	550
Training	500	550
Recruitment costs	500	
Total revenue costs	85630	87734
Total revenue costs for two years	£173364	
Capital costs		
Total capital costs		
Total Organisational costs	£173364	

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Recently our organisation has been supported by The National Lottery Community Fund, Children in Need, Essex Community Foundation, Fowler, Smith and Jones, The Kelly Family Trust, The Little Butterflies Foundation, Various UDC councillors, Waitrose, Tesco, The Co-op, Great Dunmow Town Council, Great Dunmow and Saffron Walden Rotary Club, Great Dunmow and Saffron Walden Round Table, Various private donors, Broxted Parish Council, UCVS through their Dragon's Den Initiative, Essex Lottery and Amazon Smile

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

2018/19 Quiz, Car boot sales, Street stalls	£3125
2017/18	£923
2016/17	£3332
	£
	£
	£
	£
	£
Total:	£7380

What percentage of your users are Uttlesford Residents?

100%

How many people benefit from your service(s) each year?

Approximately 700 people

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

The effect of a reduction in the amount that we have applied for would inhibit our ability to provide our full service over a five day period visiting 15 different communities within Uttlesford.

If you were only able to give us 50% of our request we would consider dropping one of our sessions unless funding could be found from other sources.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

UDC have supported us with Capital funding towards our new bus. £15,000. This capital funding alongside that from The National Lottery Community Fund has enabled us to create a wonderful resource for isolated families and their pre-school children and we are very grateful for this opportunity.

Check List

- **Most recent Audited financial accounts**



- **Most recent balance sheet**



- **Medium/Long term business plan**



- **Copy of the organisation constitution**



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VO SG/20/666

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation	
Name of organisation	Hearing Help Essex
Address:	Suite 2, 158 Moulsham Street Chelmsford Essex
Postcode:	CM2 0LD
Contact Person	Sophie Ede
Position in Organisation	CEO
Telephone Number:	01245 496 347
Fax Number:	/
E-mail address:	Sophie.ede@hearinghelpessex.org.uk
Website address:	www.hearinghelpessex.org.uk
Charity Registration No:	1113498
<p>Declaration:</p> <ol style="list-style-type: none"> 1. I am authorised to make the application on behalf of the above organisation. 2. I certify the information contained in this application is correct. 3. If the information in the application changes in any way I will inform Uttlesford District Council. <p>Signed: <u>Sophie Ede</u> Date: <u>29/10/19</u></p> <p>Name: <u>Sophie Ede</u></p> <p>Position: <u>CEO</u></p>	

Details of Application

Description of work undertaken by the organisation

Hearing Help Essex (HHE) exists to alleviate the isolation and loneliness that hearing loss can bring by providing practical help (hearing aid cleaning and maintenance) support and guidance to those living with hearing loss in Essex.

How many paid employees does your organisation have?

1 full time
6 part time

How many volunteers does your organisation have?

55 volunteers
plus 5 Trustees.

How many members does your organisation have (if applicable)

NA.

Who/what does your organisation support and in what way?

HHE support those living with hearing loss in Essex, of any age. We provide practical help, advice and guidance not only to the individual living with hearing loss, but also to their carers, friends and families so that relationships and social situations are less isolating.

How much money is your organisation requesting?

2020/21	2021/22
Yr 1 £2,000	Yr 2 £2,000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.	

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

This financial aid will contribute towards our NHS Hearing Aid Support Service in Uttlesford with the aim of supporting 250+ residents at drop in sessions, home visits to the housebound and visits to care and residential homes across the district.

Our Information, Advice and Guidance service is funded by Essex County Council and funding is confirmed through to June 2021 for this.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

To be achieved with financial aid from UDC:-

- 1) To recruit an additional 2 volunteers each year to further expand our service across the district
- 2) To ^{provide additional} ~~extend~~ training to current volunteers so that they can maintain a newer style of NHS hearing aids. (Corda/open fit aids)
- 3) To build a relationship with local AGPs of NHS hearing aids.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Yes. HHE are proud that their staff and volunteer team has over 80% with hearing loss or another disability. We enable those who experience hearing loss to use their experience to benefit others. We welcome volunteers from a huge variety of backgrounds, and provide home visit and drop in sessions to those living in rural areas. HHE has its own HR Policy which is reviewed annually and includes equal opportunities and inclusion sections.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

We have run this service for almost 30 years across the County, and every year the demand, need, and numbers accessing the service increases. We have regular conversations with local hospital audiology services, our service users and volunteers to collate feedback for future planning, and ask service users to provide comments on our services at each session either in writing or verbally.

Does the Council encourage or support your organisation in any way other than financially?
Please give details.

We have a good relationship with three of the council run day centres via Linda Steer - Thaxted, Saffron Walden and Gt Dunmow and run services from each of these venues.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

We think this project contributes to your objective of promoting thriving, safe and healthy communities by:

- providing local accessible support to those with hearing loss.
- Providing volunteering opportunities locally.
- by delivering the service, reducing the feeling of social isolation that those with hearing loss so often feel, thus reducing instances of poor mental health in those living with disability.
- Working with local GPs to support their patients with this long term condition.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

No. Individuals can book NHS appointments for hearing aid maintenance, but this can often involve quite a wait, and the appointments are time limited so whilst practical help is provided there isn't time for the advice, guidance, emotional and peer-to-peer support provided by our volunteers

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work collaboratively with Local hospital audiology departments. We report to them every 3 months on how many of their patients we have supported, and they provide to tubing + sundries our volunteers use to maintain the hearing aids.

* The costs of running the project in Uttlesford are taken a 9% of our overall overheads, plus Uttlesford project specific costs.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)	1168	1208
Rent	540	540
General running expenses (phone, Post, room hire, insurance etc.)	590	590
Producing information, education and Promotional materials	130	130
Training + Governance	300	300
Travel expenses a) Staff	100	100
b) Volunteers	80	80
Recruitment costs	120	120
Total revenue costs	£3028	£3068

Total revenue costs

Capital costs

2 x New Volunteer kit boxes	£160	£160
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Total capital costs £160 per yr.

	20/21	21/22
Total Organisational costs	£3,188	£3,228

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Confirmed for 2020

Mid. Essex CCG
Chelmsford City Council
Maldon District Council
Braintree District Council.

Applications Pending for 2020-21

Brentwood Borough Council.
The Gannett Foundation
Essex Community Foundation

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Friend of MHE	£11,000
Collection Tins	£12,000
Community Fundraising	£9,000
Donations + Legacies	£30,000
Other Trusts + Foundations	£5,500
	£
	£
	£
Total:	£67,500

Plus other Project grants.

What percentage of your users are Uttlesford Residents?

9%.

How many people benefit from your service(s) each year?

Approx. 6,500 across Essex

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We would struggle to continue running this service in Uttlesford without the requested support due to not receiving and other income specific to supporting Uttlesford residents. Current volunteers will likely retire within the next few years, and without a local contribution to our fundraising we would not have the resources to concentrate on recruiting new volunteers locally.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

We took Hearing Help Uttlesford in to our organisation when they folded 5 years ago and recieved a grant from ECF to help support the merger. If we had a reduction in funding we simply would not be able to expand our current services to meet demand in Uttlesford district, ~~unless~~ and would need to review our business plan accordingly.

Check List

- Most recent Audited financial accounts



- Most recent balance sheet



included in accounts

- Medium/Long term business plan



- Copy of the organisation constitution



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

V6SG/20/005

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form**Details of your Organisation**

Name of Organisation	Uttlesford Citizens Advice
Address:	Barnards yard Saffron Walden CB11 4EB
Postcode:	
Contact Person	Kate Robson
Position in Organisation	CEO
Telephone Number:	01799 526557
Fax Number:	
E-mail address:	manager@uttlesfordcab.cabnet.org.uk
Website address:	www.uttlesfordcab.org.uk
Charity Registration No:	1078222

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:  Date:29th October 2019

Name: Kate Robson

Position: Chief Executive Officer – Uttlesford Citizens Advice

Details of Application

Description of work undertaken by the organisation

Uttlesford Citizens Advice provides non-judgemental advice to help people deal with a diverse range of problems, including debt and money advice, benefit support, housing issues, community health worries, relationship law, and emergency support. We aim to 'provide the advice people need for the problems they face' and also try to improve the policies and practices that affect people's lives. We are free, confidential, independent, and impartial; this is important so that we can act as a trusted and effective advocate for our clients and remain accessible to everyone.

In 2018/19 we helped 2,537 clients - many came to us with complex, multi-dimensional problems that take time, patience, skill and the tenacity of our trained volunteers and paid caseworkers to resolve. Although it's important that we are available to everyone in our community, with limited resources, we aim to signpost the most able people to self-help options where appropriate, allowing us to focus our efforts on supporting the most vulnerable members of the community. As a result of this strategy, many of our clients' problems can take several appointments to work through. 47% of our clients state that they have a long term illness or disability; 34% of these describe themselves as having a mental health illness.

- We offer 88 face to face generalist and money advice appointments a week across offices and outreach locations in Saffron Walden, Great Dunmow, Stansted and Thaxted.
- We offer a telephone service five days a week from 9.30 to 3.30 with an average first time pick-up rate of 73%.
- We run a home visit service to help people who are housebound (as a result of disability or frailty) to access benefit and community support advice – last year we made 278 home visits.
- We provide specialist casework support to our clients in the areas of debt and disability benefit appeal work.
- We use social media and press releases to raise awareness about local issues. In the last 12 months we have covered topics including fair pay, scam awareness, Universal Credit, the benefits of volunteering, overpaying on bills, children's services, warm homes, energy saving, homelessness and childcare costs.

Getting the best outcome and support for our clients means working with multiple agencies and partners. We are active in Uttlesford's Health and Wellbeing Board; work in partnership with the District Council on 'Keeping Warm in Uttlesford' activities; support DWP's Multi-Agency Centre hosted in the Council office; are members of the Think Families Platform, Homelessness Partnership and Children and Families group and try to support work on EESET group specifically related to transport and DWP. As part of our drive to improve joint working with the NHS and social care in the district we have led the development of a multi-agency referral and signposting service called 'Frontline', which has now expanded to cover the whole of west Essex. Over the last 12 months Frontline in West Essex supported 86 organisations to make 1358 referrals and 4780 signposts to 227 different health and wellbeing services.

How many paid employees does your organisation have?

We have a team of 13 part time members of staff working a total of 244 hours a week, the equivalent of 6.6 full time equivalent positions. Staff hours are broken down as follows:

- Management, quality assurance and training support (67 hours)
- Supervision of Advice (73.5 hours)
- Specialist Debt casework (49.5 hours)
- Help to Claim Project – Universal Credit (18 hours)
- Benefit Take Up Project / Specialist disability appeal support (21 hours)
- Frontline Project (15 hours)

In 2019-20 the Benefit Take Up Project is funded by Essex Community Foundation and Cheffins Grassroots Endowment Fund. The Frontline Project is funded by West Essex Clinical Commissioning Group and Essex County Council. The Help to Claim Project is funded by Department of Works and Pensions.

How many volunteers does your organisation have?

Our service is delivered primarily through 76 dedicated and well-trained volunteers, who work approximately 430 hours a week for the charity. In 2018-19 the value of this volunteering was calculated to be £345,456 a year. Our volunteer workforce comprises of:

- 11 Trustees
- 20 advisers
- 12 gateways advisers
- 9 adviser trainees
- 14 home visitors
- 9 support roles (admin, language friends, projects)
- 2 Money advice support volunteers

How many members does your organisation have (if applicable)

As a Charity and Company Limited by Guarantee, our trustee board is accountable to a membership body of 35 local people, our 76 volunteers, our funders and local supporters, all of whom are committed to the aims and principles of Citizens Advice Services.

Who/what does your organisation support and in what way?

In 2018-19 we helped 2,537 unique clients with 8,840 separate issues. To achieve this we handled 8,266 phone calls and visits.

As clients' problems become increasingly complex, with limited resources we aim to signpost the most able people to self-help options where appropriate, (web-based services such as ACAS for employment law information, Citizens Advice Consumer Helpline and Step-Change Debt Charity), and focus our efforts on supporting the most vulnerable members of the community. This change is reflected in our statistics. Last year 47% of clients using our core service described themselves as disabled or with a long term illness 34% of whom had a mental health condition; by comparison in 2012, 29% of our clients stated that they had a disability or long term illness.

The remaining clients are often dealing with serious life changing circumstances, such as bereavement, job loss, family separation or the loss of a home, situations in which one problem can very often lead to another. As an example, a long-term illness can lead to job loss, debt and homelessness. It is our aim to work with clients to prevent difficulties from escalating and help them to manage a sudden change in circumstances, as we know that problems can adversely affect a person's mental or physical health. Evidence from the national body of Citizens Advice shows that 3 in 4 clients felt less stressed or anxious after they received advice and 3 in 5 felt better able to manage their health condition. With GPs in England spending 19% of their appointment time on social issues, not principally about health, we can demonstrate that our advice reduces the need for public services such as health, housing and out of work benefits, generating savings to government services of £548,938 in 2018/19.

A small internal survey of our clients revealed that 30% of our clients were uncomfortable using, or do not have access to the internet. With many services moving online, our Benefit Take-Up, our core service and Help to Claim services support clients who suffer from digital exclusion or who find it difficult to claim benefits or apply for additional support due to illness, poor literacy or computer skills and aims to address the low benefit take up rate in Uttlesford. Going forward we feel our role will increasingly be to help clients bridge the digital divide as more services expect their clients and customers to transact in this manner – this development is reflected in our desire to deliver our service from the libraries in Great Dunmow and Stansted. A practical example of this issue is demonstrated by the elderly couple who came to our office to ask for help with a Blue Badge application because the on-line application was simply impossible for them to access without a smart phone or computer. We helped them by taking their picture, scanning supporting documents and completing the on-line form on their behalf.

It is increasingly recognised that social isolation and loneliness can trigger low confidence, poor physical and mental health and affect overall well-being. Our service helps clients address some of the key factors that contribute to loneliness, such as a lack of disposable income and difficulty accessing transport and supports them to manage life events such as relationship breakdown and bereavement. When we are not best placed to support a resident we connect and members of the public to other community groups and support through Uttlesford Frontline. Furthermore, our outreach and home visit services address hardship and rural isolation by helping people access free advice and support when illness, disability, caring responsibilities and low income prevent them from travelling to our offices in Saffron Walden and Great Dunmow.

During the last year we have advised 43 people on immigration issues, with 17 of these coming to us in the

last three months for help with nationality / citizenship issues and advice on EU settled and Pre-settled status. Many of these clients were extremely worried about their rights and status. Support required included help to check eligibility for EU settled status, help with downloading the application app, collecting the necessary information together and making an application; a number of clients also sought advice about driving in the UK after Brexit. We expect this element of work to increase over the next year.

Transport continues to be a contributory factor in many of our clients' problems. A lack of affordable and available public transport prevents people from finding or staying in work, getting to shops and services, attending appointments and engaging fully in the community, contributing to loneliness and mental health problems. High transport costs put an even greater strain on families' budgets and can limit access and choice with regard to education and training for young people. We are seeing increasing numbers of families who are struggling with the cost of school buses where transport is not funded by Essex County Council because their children do not attend the closest school or are in post 16 transport. We make use of local publications to raise awareness of school transport policy and enable parents to make an informed choice and we are also working with schools to investigate alternative transport options and identify additional financial support that may be available for students

Over the last year, with the help of local charities, we distributed £6,235.00 in emergency funds to help people buy food, heat their homes and pay for essential transport. This represents a steep increase from previous years (£4,058 in 2018 and £2,264 in 2017). Around 25% of these requests related to help with transport costs, for example to medical appointments, accessing UDC housing options team, the job centre in Braintree or to shelters located outside the district.

How much money is your organisation requesting?

Core generalist & debt advice services

	2020/21	2021/22	Other funders
Core Salaries (inc NI + Pension)	149,395	154,937	
Project Salary costs			✓
Rent & Mortgage (inc service and depreciation)	16,308	16,715	
All direct running costs			✓
Sum requested	165,703	171,652	

As a service delivered primarily by volunteers it should be noted that volunteer time is currently worth £345,456 a year. Staff costs to deliver projects managed and operated through the organisation currently represent an additional 20% of salary costs that are funded through other, non UDC, grants.

Increases over the two year period are based on a budgeted inflation rate of 2.5%. We have not assumed an increase in staff hours, however our salary policy is in line with standard LGA negotiations and include spine increases for 2 members of staff that are expected to achieve further competencies and skills over the period.

Expansion of core outreach services in Stansted

	2020/21	2021/22	Already in core
Salary for Supervisor			✓
Use of Stansted Library	2,000	2,050	(not yet agreed with Parish)
Volunteer travel / parking	1,500	1,540	(£30 per day)
Additional audit/ checking/ training	875	895	(assume 150 clients a year)
Additional IT/ phone/ printing overheads/ kitchen	400	410	
Sum requested	4775	4895	

Frontline

A fee for www.uttlesfordfrontline.org.uk	£5000 + vat per year.
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Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Before explaining how we will make use of any financial aid given by UDC, we believe it is important to explain levels of funding requesting in context to our last grant with UDC.

Comparing our costs in running the service in 2017/18 (when our fixed grant was last set) against our budget for 2020/21, it is evident that fixed and running costs have been tightly managed within budgeted levels – although at a cost of maintaining annual IT upgrades and with the help of many of our volunteers generously not claiming expenses (a practice not encouraged). In reviewing salary movement however it is clear that although average salary levels per hour have remained constant at between £13.53-£13.60 – hours have increased, resulting in a 15% increase in the core staffing bill between 17/18 to budget 20/21.

To explain the increase in hours - in 18/19 we lost an experienced Supervisor. However we were fortunate that two solicitors applied for this part-time position, so we took the decision to recruit both candidates. This allowed us to increase our training and supervisor capacity at a time when more rigorous audit requirements with the National Body of Citizens Advice and The Financial Conduct Authority were beginning to absorb a greater element of paid staff time. The Board felt it was essential for us to maintain and evidence our quality of advice whilst ensuring that volunteers were effectively supervised by paid staff at all locations.

Hours further increased at the start of 2019/20 when the Board made the decision to recruit a trainee debt specialist. This decision was based on both the growing need to manage demand for face to face debt support together with concern about our ability to recruit experienced debt specialists at a salary level the charity could afford.

We are in a challenging position in delivering debt advice because we are unable to secure MAPs Money advice and Pension Service funding due to the 'affluence' of the district – yet we see need very clearly both in terms of preventing evictions and managing the impact on households and mental health. We are watching developments on the proposed 'Breathing Space' scheme, which are likely to further increase pressure on our service whilst also having an impact on the Council in the requirement for collection action to be delayed by up to 60 days if a resident seeks and qualifies for this scheme. We have again asked National Citizens Advice to support our argument for a fair allocation of debt funding across all parts of the country.

Core generalist and debt advice services funding

Broadly, we try to allocate UDC funding to cover fixed salary, office rental and mortgage costs associated with providing generalist and debt advice services with. We then aim to cover operating costs (phones, IT insurance, postage, stationery, travel and training) with income generated from Town and Parish Councils, other funders and through donations.

Funds from UDC ensure we have the staff necessary to **manage a large volunteer resource** and keep the **quality of the advice we provide at a high level**. The importance for our service to be **accessible across the district** is vital. Many of our clients struggle with barriers to access support – for example due to physical disabilities, mental health challenges, lack of funds for travel, lack of availability of public transport, caring responsibilities, work hours. We currently provide 36 weekly generalist advice (benefits, housing, family, employment, community/ health support, legal, consumer, immigration) face to face and phone appointments in Saffron Walden. We also provide 18 generalist appointments in Great Dunmow. An outreach worker works two days a week covering appointments in 3 appointments in Stansted weekly and 2 in Thaxted and 1 at the 'MAC' (multi-agency centre in Saffron Walden) on a fortnightly basis. Our 20 advisers, 12 gateway assessors and 9 current trainees are supported by paid supervisors on all sessions. We work closely with Carver Barracks welfare staff and will provide outreach when requested.

We also employ one part-time Debt Specialist, one trainee Debt Specialist, a debt admin and two volunteers to support residents to become debt free with the help of Debt Relief Orders, Bankruptcies and negotiated settlements – our team helped clients write off over £332,000 debt last year. We provide appointments in Saffron Walden and Great Dunmow.

Where possible we **use technology to extend our reach**. Last year we provided advice to 477 clients via email, supported 29 clients using Webchat services and fully utilized 'Frontline' to send and receive referrals and signposts; we continue to aspire to a video link with Takeley (when the Parish Office moves into their new building with high speed internet – possibly end of Jan 2020?) Paid administration staff manage our internet presence and engage with social media campaigns such as scam awareness, energy saving and clever consumer, which often signpost to other services and aim to empower people and help prevent problems from occurring.

Funds from UDC allow us to provide **quality advice** to ensure that both clients and partners have confidence

in our service and so that we achieve the best outcomes for our clients. Paid staff check volunteer case write-ups on a schedule based on the competences of individual volunteers. Each quarter we also review 30 randomly selected cases in detail, benchmarking our supervisors to ensure that we are consistent in the way in which we assess and measure quality. These assessments are audited by the national body of Citizens Advice to ensure that our local procedures are in line with national service expectations. Anonymous client feedback is collected by a third party and shared with Trustees and staff members on a quarterly basis.

In addition to staff costs supervising advice and delivering casework, administrators and managers are paid to ensure that the service is run in a **professional, safe manner**. We are audited annually by the national body of Citizens Advice to assess our leadership performance in the areas of Governance; Strategic Business Planning; Risk Management; Financial Management; People Management; Equality Leadership; Operation Performance Management; Partnership Working and Research and Campaigns. Our most recent audit, which took place on 16th January 2019, concluded that we had "*provided the evidence needed to demonstrate good or excellent leadership.*" **Financial and budgetary control** and **good governance** of the Charity is overseen by ten Trustees, all volunteers drawn from the local community, who provide a wealth of knowledge and experience and include three solicitors, two accounts, a youth worker, and specialists in HR, risk management and marketing and strategic planning. Trustee tasks include producing board papers and financial reports, overseeing policies, assisting with recruitment, awareness building and organising bi-annual strategy days.

Funds from UDC ensure that we have a **paid training resource**. In the last 12 months we have supported 9 trainee advisers and gateway and provided ongoing training and development for our existing volunteers and staff. Training areas have included Universal Credit, settlement and pre settlement status, GDPR, hate crime, aggressive client processes, safeguarding, debt best practice and a carers update; Adams Harrison Solicitors have also provided pro bono training on child contact and access. In addition volunteers and staff utilize specialist external courses and online training.

In addition to delivering core and debt work, the structure that is funded by UDC allows the charity to engage fully in the community, attend council led partnership meetings, network and coordinate with other statutory and voluntary bodies and legal services and apply for additional grants for projects. We work with 7 local solicitor companies to facilitate a pro bono service for our clients and utilise our links with associations including FRU (Free Representation Unit) and the BAR Probono to try and arrange free representation or the services of a Barrister for our clients when legal aid is unable to be secured.

Finally, core funding provides the foundation and structure which enables us to apply and run other services that are of value to the district. Our disability home visit service is supported by 14 volunteers; last year the team gave advice to 420 local residents, supported 267 benefit applications, 110 reconsiderations, 82 appeals and 13 tribunals. Additional annualized income for clients totaled over £850k. Our 'Help to Claim' Universal Credit service, which started in April, has already helped 99 vulnerable residents understand and apply for the benefit.

Expansion of our core outreach services Stansted

At the moment Uttlesford Citizens Advice serve the village of Stansted through a member of staff providing 3 outreach appointments a week from the GP practice in Stansted. Our experience in the village however is that we are regularly unable to cope with local demand for appointments and find that providing emergency support is particularly challenging. For example in just the last month we have struggled to facilitate the

supported use of a computer for a client to apply for Universal Credit, found it difficult to provide a client with a bus warrant to attend a Job Centre appointment and been challenged to provide appropriate support to an elderly resident with language barriers. In a number of cases we have been unable to build reliable relationships with clients - this means making referrals for finite Stansted foodbank resources becomes more difficult to correctly 'police' or administer. We do refer clients that are unable to get to our offices in Saffron Walden or Great Dunmow to the Bishops Stortford branch of East Herts Citizens Advice, and we are aware that some Uttlesford residents find this location easier – particularly people from Takeley, Airport Staff, Birchanger and Stort Valley – however we believe there is unmet need for a core of residents in the village for whom accessing advice from Bishop Stortford, Saffron Walden or Great Dunmow is a barrier to getting help. It is worthy of note that Lower Super Output Area 006A – Stansted South has the worst Income deprivation index after Saffron Walden Castle 002C and the 3rd worst health deprivation index in Uttlesford, according to 2019 figures. Furthermore, Stansted Parish Council report that 1 in 6 children attending Stansted's Forest Hall School currently qualify for free school meals.

Securing UDC funding will allow us to re-deploy our existing outreach worker to instead supervise volunteer advisers in Stansted for one day a week in order to increase weekly advice provision from three to nine appointments. We plan to utilize the new library and train three local volunteer advisers and a gateway worker to provide appointments and support digital access for people that need help with applying on-line for housing, benefits, blue badge applications, utility switching etc. We are in discussions with the Parish Council at the moment and have placed a somewhat reduced figure on the amount of contribution that they are currently suggesting for use of space in the library – ideally we would like the district council and parish council to come together on this matter.

'Frontline' Funding

Frontline is a local referral and signposting online platform that was originally built and designed by Uttlesford Citizens Advice using Big Lottery funding secured by a partnership agreement with Uttlesford District Council and other local partners. The project is now funded across west Essex by Essex County Council and WECCG, however we continue to work to expand the use of Frontline across other areas of the country to facilitate the social impact of utilizing a tool of this type in local communities whilst also providing a positive revenue stream for the charity going forward.

A £5,000 license fee from UDC will be allocated specifically to fund an existing member of staff to continue to focus on expansion. At the moment we are in talks with Essex County Council about a project in Jaywick and Hertfordshire County Council and the Herts / West Essex NHS Sustainability and Transformation Partnership. Our Trustee Board is confident that Frontline has the potential to generate significant income over the long term, which would allow us to become less reliant on grant income.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

The maintenance and development of the service is to a large extent governed by the funding available both for core services and projects. Subject to funding, a number of areas have been identified for development and improvement including;

1. To move from our current private rented office in Great Dunmow to Great Dunmow Library. We feel a move to the library improves our accessibility to users, whilst also improving the environment for our volunteers and staff to work in. We are passionate supporters of the library service and we hope that in using this space we also increase the perceived value of these establishments for the community. The growing reliance on digital and the barriers this creates for many people is also another strong driver in our strategy to move into libraries – when viable and advantageous to do so.
 2. To create a new volunteer led advice service in Stansted. This has four advantages:
 - i. Better access and more appointments for Stansted clients
 - ii. Creation of new local training and volunteer opportunities in Stansted
 - iii. Improved utilization and integration of local services within the new library setting
 - iv. Provision of supported digital access for Stansted residents
 3. To utilize high speed internet access and the new Parish Council office in Takeley by piloting video conferencing facilities. (Previous attempts to use video conferencing in the district have been blighted by lack of suitable internet infrastructure.)
-

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Uttlesford Citizens Advice is committed to providing a supportive and inclusive culture for all those who need our services, our volunteers, staff and other stakeholders. As a fundamental principle of Citizens Advice we recognize the positive value of diversity, promote equality and fairness and challenge discrimination. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities. Please find attached our Equality and Diversity Policy.

Where gaps are identified, positive steps are taken to address any perceived or actual shortcomings. Activities currently being undertaken are:

- Attract and support younger clients - we continue to look at opportunities to increase awareness and uptake of our service by younger people and are keen to discuss the feasibility of partnership working with local groups or perhaps training young people to provide peer support and signposting.
- Continue to attract and support clients with mental health issues – particularly in the area of debt.
- Implementing ASK to support and identify more clients dealing with domestic violence.
- Work collaboratively with GPs and other health workers to improve access to advice through the development of Uttlesford Frontline.
- Develop services that better support people without access to broadband.
- Work collaboratively with other voluntary and statutory organisations to maximise reach of services.
- Continue to utilise social media and traditional print for service promotion and prevention of problems.

We actively reach out to people with disabilities by offering a home visit service. We also actively recruit 'Language Friends' – who have used CAB services and have language skills, to help other users access the service. We have a trained Polish speaking adviser and Polish welcome and introduction letters in our office waiting area. We are actively trying to find a British Sign language user who would consider training as an adviser.

We also work with partners like Support 4 Sight and RAD to also extend our reach into more hard to reach segments of the population.

What is the demand for the service and how is this being established?

In 2018/19 we helped 2,537 individuals with 8,840 separate issues. We receive referrals from all parts of the community; doctors, social services, other charities, psychiatric nurses, occupational therapists, parish and district councillors and many people self-refer.

People initially call or drop into the office and have a 10 minute 'chat' with a gateway assessor. This discussion allows us to identify if the matter is urgent (e.g. eviction order, domestic violence, bailiff) or if the client is very stressed, depressed or vulnerable. We will then either signpost the client to self-help or specialist support services, arrange a generalist advice appointment with the client at a convenient time or allocate an emergency appointment. We aim to provide appointments within a week, however at certain times of the year, waiting periods for non-emergency situations may slip to two weeks due to high demand or lack of appointment capacity.

We monitor our telephone volumes and pick up rates with an aim to achieve a first time pick up of 80%. In the last year we achieved a 72% pick up rate. We continue to closely monitor this performance and are currently promoting new volunteer training opportunities to try and allocate more resources to the phone.

Our debt specialist services are under continual pressure due to the vulnerability of many of the clients that we work with. We have recently introduced a debt assessment process when clients first contact us. This allows us to relatively quickly assess the client's level of vulnerability and their ability to engage with alternative phone (National Debtline) or web based (Stepchange) debt advice services. This allows us to target our limited debt specialist resources to those clients who are the most vulnerable or who are in the most precarious situations and at risk of losing their homes.

Pressure on services delivered through project funding also has an impact on demand for core support. For example, our disability benefit specialist is currently unable to support approximately 50% of the current requests for disability benefit appeals. As a charity we have therefore taken the difficult decision to only support appeals where Citizens Advice volunteers have completed the initial application. This results in many clients instead being offered generalist advice support with scribing services, further increasing demand on appointments.

How will your project/service find out what the views of its users are and about the services they (will) receive?

A quarterly client satisfaction survey is undertaken by the national body of Citizens Advice on our behalf. The Results and analysis are reported to the Council on a quarterly basis and to our Trustee Board with recommendations, where appropriate, which are incorporated into the Business and Development Plan. Of clients surveyed over the last 12 months, 94% rated our service as good or very good. Please find below a selection of the comments made by clients taking part in the survey:

'At the time that I approached CA I was in a very difficult place. Unable to see a way out, I was guided every step of the way and all of the many problems that I was incapable of dealing with were taken over by your advisors who went above and beyond the call of duty. I can never repay all the help and support I have received but will be eternally grateful and will do everything I can to support your work in the future that I now have. I have asked a good friend to help me compose this, which expresses my feelings entirely. Thank you.'

'The team at Saffron Walden have always helped me when I've found myself isolated in the system. Everyone is really on board with advice. All my questions are answered and a resolution is always given at the end of appointments.'

'I had been trying to make contact with my electricity supplier (by telephone, email and letter) for 6 months without success. The staff at Citizens Advice contacted them direct and arranged for them to contact me. My problem (I wanted to setup a new Direct Debit) was resolved within 24 hours following the intervention of the staff at Citizens Advice. Many thanks.'

'The lady who dealt with my case was both kind and helpful and I left feeling so much calmer and a lot less worried than when I arrived.'

Comment forms are available in waiting rooms along with details of the Bureau complaints procedure. The Bureau has fully adopted the national body of Citizens Advice procedure for dealing with both internal and external complaints.

We regularly receive letters of thanks and include here three comments which illustrate that our service is meeting a real need:

"Thank you for the brilliant help that you gave me last month. I found out last week that my son will be getting free school meals – a huge, huge relief for me because I have been under a lot of financial strain following the breakdown of my marriage."

"I was at a very low ebb when I came to see you, but felt much better when I left thanks to your help and kindness. I can't tell you how much I appreciate it."

The increased mobility award will greatly help my son access the wider community more easily. Finding funding for transport has always been a problem and the poor bus service in the area does not make it possible for him to access activities easily."

We regularly take part in community events such as Armed Forces Day, 'Surround the Town, 'Keep Safe and Well', Saffron Walden and Great Dunmow carnivals and Christmas Shopping evenings. At the Saffron Walden event last year we ran a 'penny for your thoughts' stall, where we gathered feedback on our service from the public in exchange for chocolate money – asking 'what is good', 'what is bad' and 'what should we change?'; responses indicated a desire for longer opening times, more outreach locations and more promotion of our activities.

Uttlesford Citizens Advice continues to work in community partnership initiatives to ensure we capture the views of other partners on the services we provide and the support that their users need. We are active in Uttlesford's Health and Wellbeing Board, the Children and Families' group and the Homelessness Strategy Group

Uttlesford Citizens Advice works hard to promote its service. We tweet and post on facebook almost daily to raise awareness of topical issues and ensure residents are aware of the full range of our services. We regularly circulate articles to local press, parish magazines and website administrators and undertake awareness campaigns on social media such as 'Scam Awareness' and 'Energy Saving'. Over the last 8 years, with the support of the Council, we have run a 'Keeping Warm in Uttlesford' Campaign.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

We find the officers and councillors very supportive – all officers accept that as advocates for our clients we may on occasions challenge council decisions, however we also believe they appreciate that our work can help prevent or mitigate problems – particularly in connection with housing, benefits and debt issues.

The charity is regularly asked to comment on changes in policies and is often invited to respond to consultations. We are actively asked to participate in strategic partnerships.

Referrals are received and generated to/from the homelessness team, housing option team, environmental health team, tenancy support and revenue and collection team.

Joint working in relation to Universal Credit between the Council, DWP and Citizens Advice has been very positive. National Citizens Advice are actually considering using Uttlesford as a case study and example of excellence in this area.

The council media team is supportive of our campaign work, encouraging us to submit stories to Uttlesford Life and re-tweeting our campaigns. The benefits team will regularly add flyers to benefit letters promoting our money and debt service and are currently supporting us to target clients who may benefit from Warm Homes support.

Many Councillors and officers are interested and supportive of the work we do. We are grateful for their input and attendance at specific strategy days and at our Annual General Meeting. Prior to the recent elections we held information sessions for prospective Councillors, which were well supported and from which we received positive feedback.

In the vast majority of cases, when we advocate for clients, council staff are sympathetic, compassionate, caring and helpful.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

- **We help the Council to promote thriving, safe and healthy communities.**

We actively help the community stay healthy. Many of our clients come to us depressed and worried about their circumstances or their future; we provide one to one support and advice over the whole spectrum of welfare advice areas and, where appropriate, we have the knowledge and experience to refer or signpost clients to other organisations if they are in a better position to offer support. As members of Uttlesford's Health and Wellbeing Board we actively work with the Council, helping them to achieve health and wellbeing priorities including combatting loneliness and social isolation; supporting people to age well and alleviating winter pressures and fuel poverty.

Loneliness is not an issue that exists in isolation, it is often a symptom of a myriad of issues such as life events which can trigger low confidence, low income/poverty, limited transport options, and individuals having no control or ability to exercise choices in their lives. As a service we help our clients to build resilience – for example, by working with them to solve their money worries through benefits maximization or debt management or by tackling practical issues such as problems with housing or employment, which can **prevent and improve feelings of loneliness and social isolation**. Many of our clients experience major change in their circumstances before coming to us and therefore are vulnerable when they seek our advice. Advice which reduces debt by keeping people in employment or which helps people access their welfare rights can also reduce demand on statutory and public services.

30% of the clients who came to us last year were aged over 60, furthermore this age group represented 43% of enquiries relating to health and community care. The most common reason for clients of this age to contact us was in connection with benefit issues - last year our disability benefits team helped 154 people aged over 60 with issues relating to disability benefits. With our help, these clients receive an award of £80 a week, on average - this extra income is commonly used for mobility aids, transport, special diets, adequate warmth and adaptations to the home, allowing them to continue to **live independently and achieve a better quality of life**. Clients in this age group also commonly come to us for help with housing and debt issues, many also have a requirement for legal advice, particularly in relation to capacity to act issues, such as drawing up a power of attorney.

In the course of providing advice, we often find out about other problems and concerns in people's lives, for example, people in debt who are unable to eat properly, pay for school meals for their children or who have aspirations to improve their health by getting fitter. Using Uttlesford Frontline we are able to address our clients' needs holistically, referring or signposting them to a range of services, from support groups for carers and people with long term illnesses or disabilities to befriending schemes, care services, social activities, weight management services and activity groups. The system also offers fact sheets to download on a range of topics including local transport options, befriending and support for the housebound, which provide information and links to both local and national services. Uttlesford Frontline is an invaluable tool in **improving community engagement** – helping clients, partners and members of the public to access the full range of health and wellbeing services available to them across the district and beyond.

For the last 8 years, Uttlesford Citizens Advice has worked in partnership with Uttlesford District Council, **delivering warm homes advice** including fuel bill reduction, energy efficiency and home improvements to over 2,000 households each year, via leaflets and door knocking activities. Last year, 108 vulnerable households were targeted through the use of Building Research Establishment data and were sent letters offering assistance with matters related to warm homes; warm homes work over last winter increased by 33%, jumping from 178 issues in winter 2017/18 to 237 issues in winter 2018/19. This may have reflected increased outreach work undertaken by a paid member of staff, however is concerning given that it was a mild winter. All generalist advisers have been trained to recognise clients who may be vulnerable to cold home issues and offer support in this area, even if that was not the client's initial reason for making contact.

As a volunteer led organization, we regularly promote opportunities for new volunteers to join our team. Our comprehensive training course helps people build confidence, learn new skills, make new friends and often leads our volunteers to explore further training or a change in career.

- **In line with the priorities of the Council's Community Safety Partnership, our service protects vulnerable people.**

Many of our clients are vulnerable and we believe we play an important role in providing support for our clients in partnership with the Council and other statutory and non-statutory organisations. We have rigorous policies in place around safeguarding for children and adults and for dealing with vulnerable clients and have recruiting and DBS policies in place to reflect our commitment.

We positively promote the values of diversity, equality and fairness, and challenge discrimination in all forms. We speak up on rural access issues, for example changes to public transport in the district, which can disproportionately affect people on low incomes and try to represent, communicate and lobby around challenges and unfairness that our clients face. Where clients are disadvantaged by lack of internet access, we support them to access a better deal.

We actively help the community stay safe. Although for many, advice on consumer law is better accessed through the internet or via national help lines, 3% of the issues we deal with relate to consumer problems and many will involve elderly people and scams.

Last year we helped 48 clients who came to us for help with issues relating to discrimination, hate crime and domestic abuse. All staff and volunteers have been trained to identify hate crimes and discrimination, which often is not identified by clients themselves.

We are a hate crime reporting centre and are currently working with the Police to pilot the use of Frontline for all units across west Essex, which will further improve partnership working for all services using the platform.

- **We work with the council to help preventing homelessness and improve private sector housing conditions.**

We work closely with the housing options team to support early intervention and identification of families and households that may be at risk of homelessness. We also act as a critical friend in the council's difficult allocation procedures. We are particularly active with regard to vulnerable clients (e.g. people suffering domestic violence or living with a disability). We regularly assess client's affordability of different housing options and will discuss non-council led solutions. We are active in helping people access emergency housing options – this task is particularly challenging in this district. During the last 6 months we have advised 23 homeless clients and 37 clients threatened with homelessness. This number does not include members of a clients' household who are also affected.

We also work with the wider community, for example, local Churches, charities and trust funds, for example the Vicar's Relief Fund, to support clients where there is no statutory duty to do so or where there is no access to the public purse. For example, we recently provided a homeless client with a donated smartphone to enable them to communicate with the Council and family to help them on their journey to re-establishing roots in the local community.

Last year we helped 361 clients with issues related to housing, the majority relating to issues with private sector rented and social housing. We are active in promoting the Council's disability facility grants and home improvement grants, whilst working with other schemes including Npower's 'Health through Warmth' and the British Gas Trust.

When asked to do so, we continue to share our insights in working within our community, and sharing the challenges faced by our clients, to help the Council in formulating plans for the future development of Uttlesford.

- **We support UDC to maintain a financially sound and effective council.**

We appreciate the importance of the Council effectively collecting revenue and charges from residents and continue to work hard to inform clients of both their rights and responsibilities. We work closely with the revenue Collection team and where feasible we will always try to minimize the Council taking costly court action in favour of finding a realistic repayment mechanism. We are watching developments around potential 'Breathing Space' legislation that may have further impact on how we work with the Council going forward.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

Uttlesford Citizens Advice provides the **only free and independent comprehensive advice** and information service in the district. In addition, Citizens Advice are the only financial conduct authority approved provider of debt advice services delivering in the district.

Other Essex based services, for example Peasbody Trust, Smart Life and Essex Community Agents provide floating support services in Uttlesford (where they see people in their homes). However, members of staff are rarely accredited advisers and numbers supported are small.

There are a number of local organisations that provide leaflets or signpost to advice services, (including our own) for example, Uttlesford CVS, Alzheimer's, Mind in West Essex, domestic violence and drugs and alcohol services.

There is a statutory duty for the Council to provide a certain level of housing advice and homelessness support. We work closely with the Council to support this provision and will signpost and refer clients that we are supporting with housing issues to the Council where we identify that they may be at risk of losing their home or becoming homeless.

As highlighted, we make use of both Step-Change and National Debt Line when we feel that clients are able to manage their situations with remote support.

We make use of the ACAS helpline when we feel that clients are able to manage their situation with remote advice.

We make use of the Citizens Advice Consumer helpline when we feel that clients are able to manage their situation with remote advice.

There are other statutory bodies involved with delivering benefit advice including the district council, department of work and pensions and HMRC. We however regularly advocate for clients in dealing with these agencies.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work closely with all local services to achieve the best outcome and support for our clients as we know that sometimes advice is only part of the solution.

Last year we made over **900 referrals and signposts to over 122 different services.**

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries (NI & Pension costs)	149,395	154,937
Rent and Mortgage (inc service charges)	16,308	16,715
Running costs (inc phones, post, insurance, utilities)	26,690	27,357
Printing, stationery, leaflets	6,335	6,493
Training	1,435	1,471
Travel	4,946	5,069
Depreciation	6,146	6,300
Total revenue costs	211,254	218,342

Costs for delivering projects have been excluded from these calculations. Additional costs for expanding advice provision in Stansted have been excluded. Running costs for working in Great Dunmow Library have been assumed equal to running costs in our current building. Costs for moving and work in Great Dunmow Library to build interview rooms is assumed to be funded through third party grants and, if necessary, charity reserves.

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

In 2018/19

Essex County Council	6,864	Core
South Cambridgeshire District Council	5,950	Core
Saffron Walden Town Council	12,500	Core
Great Dunmow Town Council	5,000	Core
Parish Councils	3,065	Core
Hastoe Housing	2,000	Core
Private donations	4,462	Core
National Citizens Advice	586	Core
Sundry grants	15,249	Restricted project
WECCG (NHS)	15,000	Restricted project
Essex Community Foundation	10,000	Restricted project
Essex County Council	15,000	Restricted project
National Citizens Advice/ DWP	13,318	Restricted project

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

The role of event fundraising and user based fundraising was discussed at length after the charity hosted a rather wet 'Musical Extravaganza' at the Jubilee Gardens on 20th May 2017. Trustees and staff agreed that fundraising efforts are best focused to secure grants that both deliver additional services into the district whilst off-setting overheads. It is reasonable to suggest that although Citizens Advice is recognized as an important service for many in our community, it does not necessarily engage with people emotionally like a hospice service, a cancer support service or indeed a dog or cat charity. We also have the additional hurdle that the people who use the service are rarely in a position to support the charity. We are watching with interest a number of Citizens Advice pilots across the country that are using social media to develop new funding streams and already engage with free fundraising tools like the Essex Lottery and Amazon Smile. We also regularly apply to be considered for local charitable support – through Waitrose tokens, Tesco Bags of Help, Saffron Walden's Golf Club, the Quakers, Rotary, Round Table etc.

We continue to support local opportunities to raise awareness of our service to deliver and promote prevention messages, support the recruitment of volunteers, raise goodwill and identify private and corporate donation opportunities. We also support a number of community events including Carnival and Christmas Shopping in Saffron Walden and Great Dunmow.

What percentage of your users are Uttlesford Residents?

87%

How many people benefit from your service(s) each year?

Last year 2,537 clients came to us for advice, either by telephone, email or face to face. Campaigns and information articles reached many more people through the local press, community magazines and online, via both our website and social media presence. We currently have over 1,500 followers on twitter and last year our website received over 14,000 hits.

In addition, last year Uttlesford Frontline supported 74 local organisations to refer or signpost 3,629 people to 184 local organisations – a 24% increase on the previous years data.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We have written this application to reflect our current opening hours and paid staff cover because we are aware that the funding situation will be challenging within the district council. However we are very conscious that our services are consistently in high demand and that we already target our resources to the most vulnerable. Sadly, the economic environment for many of our clients is not expected to improve and we believe that the shift to more demanding casework is likely to persist. We will continue to try and deliver preventative and early intervention measures for our clients, however if funding is limited, volunteer and staff time will focus on those clients who are in most immediate need (such as suspensions on evictions, managing serious debt likely to lead to homelessness, benefit issues for people with disabilities, those in abusive situations). Services will also be delivered in a manner that focuses on reducing the cost of delivery per client, rather than on the need for everyone to be able to access our service.

If funding to use Stansted Library for local outreach is not forthcoming, we will look at alternative funding mechanisms to fulfill this strategic objective. It is likely that this will delay or may completely curtail this aspiration, continuing to proliferate the challenges we face in effectively and equitably serving this part of the district.

If the Frontline fee is not supported we will review the strategic plan for this project and meet with Uttlesford's Health and Wellbeing Board to gain a greater understanding of the strategic aims of the Council in facilitating joint working between Health, Social Care, the voluntary sector and the district council.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

The core generalist and debt advice costs in this application reflect the actual budgeted costs necessary to maintain current opening times and current services. Over the last three years our success in obtaining project funding has resulted in our ability to partially offset some core overheads to maintain services; however the difficult funding environment we face means that we cannot rely on this situation going forward.

If amounts requested were not supported and alternatively funds could not be secured the trustee board would review options to assess the impact of different cost cutting strategies. Scenarios would include;

Cut management time: This would impact on our ability to work jointly with other organizations in the district and develop new services and funding opportunities. This would seriously risk our project income.

Reduce non-client facing activities: We would cease our involvement with central and local consultations, campaigns and education. We would stop activities such as our regular press releases, work on leaflets and support for campaigns including Energy Week, Keeping Warm, Scams Awareness, School Transport, Benefit Uptake work. As research and campaign work is a key element of Citizens Advice, this would risk our ability to pass national organizational audits.

Stop outreach work: We would stop our involvement in the fortnightly multi-agency centre and stop outreach work in Thaxted and Stansted. This would have an immediate impact on some extremely vulnerable clients, who with disabilities, caring responsibilities or lack of income are unable to travel to Saffron Walden.

Close the Great Dunmow service: This would impact on our capacity to help clients and our ability to support, recruit and train volunteers in the South of the district. To work effectively at minimal cost we use a model where one paid staff member supervises a number of volunteers – this is only possible with a suitable level of accommodation. This would have an immediate impact on some extremely vulnerable clients, who with disabilities, caring responsibilities or lack of income are unable to travel to Saffron Walden.

Reduce debt casework hours: Staff hours would be reduced and more clients would be referred to national debt services – there is a significant risk that vulnerable clients will not manage with phone/web-based support and they will subsequently turn to the Council with more serious debt and a greater threat of homelessness.

Reduce face to face advice sessions in Saffron Walden: Staff hours would be reduced and clients would be further screened for vulnerability when offering face to face support. This would have an immediate impact on our ability to support our community and would be very unpopular with volunteers. We would expect volunteer numbers to drop substantially and further erode our ability to deliver advice.

Check List

- **Most recent Audited financial accounts** ✓
- **Most recent balance sheet** ✓
- **Medium/Long term business plan** ✓
- **Copy of the organisation constitution** ✓

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOS6/20/004

Application deadline: Midday – Wednesday 30 October 2019

**Voluntary Sector Provider Two Year Contribution Fund Scheme
Application Form**

Details of your Organisation	
Name of organisation	St Clare West Essex Hospice Care Trust
Address:	Hastingwood Road, Hastingwood, Essex,
Postcode:	CM17 9JX
Contact Person	Meghan Smith
Position in Organisation	Trust and Major Donor Officer
Telephone Number:	01279 773740
Fax Number:	
E-mail address:	meghan.smith@stclarehospice.org.uk
Website address:	www.stclarehospice.org.uk
Charity Registration No:	1063631

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: M. Smith Date: 29/10/2019

Name: Meghan Smith.....

Position: Trusts and Major Donor Officer

Details of Application**Description of work undertaken by the organisation**

St Clare Hospice was set up by the local community in West Essex and East Hertfordshire in 1990. Hand in hand, we care for people over 18 when a cure for their illness is no longer possible. Each day we help local people who are nearing the end of their life to be as comfortable as possible, at home or at our hospice. We also support patients' family, friends and carers before and after a loved one's death.

Our free of charge services include our Inpatient Unit, Hospice at Home, Day Therapy and Compassionate Neighbours (a volunteer-led programme that ensures fewer people in our community face death on their own). Our Patient and Family Support team assists all those who are connected to the hospice to ensure they are supported for as long as necessary.

Over the next three years, the hospice has four strategic aims to improve the service and support provided by our organisation:

1. We will reach significantly more people who are facing death, dying and loss in our local communities.
2. We will support our communities to become more resilient, to support each other and to remain independent for as long as possible.
3. We will seek partnerships with other organisations to deliver better care for our patients
4. We will grow as a strong, sustainable and effective organisation.

We want to reduce unnecessary hospital admissions to ensure that people are cared for in their preferred place of care and preferred place of death. We will work to reduce the number of end of life patients who are seen and who die in hospital. This will ensure that people with a life limiting condition have more choice and can easily access our services.

How many paid employees does your organisation have?

173

How many volunteers does your organisation have?

533

How many members does your organisation have (if applicable)

N/A

Who/what does your organisation support and in what way?

St Clare Hospice supports people living in Uttlesford and across West Essex who have a life limiting illness of any kind and also each person's relatives, friends and carers. Last year, 17% of our patients were from Uttlesford. All benefitted from our range of specialist services.

Patients we support have cancer, heart conditions, illnesses like lung and kidney diseases and neurological conditions such as motor neurone disease and end stage dementia.

In 2018/2019 St Clare Hospice:

- admitted over 200 patients onto our eight bed Inpatient Unit
- received 391 referrals for our Day Therapy and Outpatient service
- made 781 visits and 6,523 phone calls to provide specialist support via our Clinical Nurse Specialists
- received 682 referrals, made 6,178 face to face visits and 5,001 telephone calls and prevented unnecessary hospital admissions on 644 occasions via our Hospice at Home service
- supported 160 family members via our bereavement services

How much money is your organisation requesting?

2020/21

2021/22

Yr 1 £2,935

Yr 2 £3,750

Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

With the help of a grant from Uttlesford District Council, 2019 saw the launch of our Carers' Group. In our pilot group, we supported six carers and discussed a range of topics to help improve carers' health and wellbeing, as well as the wellbeing of the loved ones they care for. With the two year grant that is being offered by Uttlesford District Council, we aim to develop the service to meet the needs of our community over the next two years.

We want to ensure the sustainability of our Carers' Group and maintain our current quarterly groups at the hospice. Attendees receive practical advice from one of our nurses, as well as from a range of guest speakers. Each group will have at least six carers attending, who will learn about our other hospice services, manual handling and advance care planning. We also offer advice on anxiety management, financial concerns and diet. These Carers' Group sessions will be available to carers of individuals known to the hospice, once they have been referred. Groups at the hospice will be held in conjunction with Café Clare, which is open every Friday morning and is available to any St Clare patient to gain support from their peers on an informal basis. Both the Carers' Group and Café Clare are run by our Day Therapy team, with our staff nurses facilitating the Carers' Group. This means that carers are reassured that their loved ones are in safe hands whilst they receive support.

We will establish additional Carers' Groups for young carers and male carers. At St Clare, we have acknowledged that these particular groups face some unique challenges which require specific support. For this reason, we provide a Children, Young People and Family Bereavement Service and a Cooking with Ed course for male carers who are recently bereaved. Our Young Carers' Group and Male Carers' Group will be of a similar structure to our current Carers' Group, with tailored support to address their specific needs.

We also aim to establish satellite Carers' Groups in the community, which our nurses will facilitate. These community based groups will be particularly useful in Uttlesford, which is predominantly rural. This can often make it difficult for carers to access groups, especially if they lack transport or are restricted by poor health. Our satellite project will make it easier for carers to attend meetings in their local community and so reduce time spent travelling and time spent away from their loved one.

With your funding, we will reach 126 carers. Our Uttlesford satellite group will see six carers in quarter 4 of Year 1 plus an additional 24 carers in Year 2. We will establish our Young Carers and Male Carers Groups in Year 2 (2021/2022) and estimate seeing 24 carers at both. Finally, we aim to continue seeing six carers quarterly at Carers' Groups held at the hospice.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

1. We aim to see at least six carers every quarter at the hospice. This will help establish the Carers' Group within the Hospice and increase the number of referrals to the service from our clinical teams. We aim to achieve this with financial aid.
2. With this increase in referrals and greater word of mouth awareness, we aim to establish our first satellite group in quarter 4 of the first year of funding, to support carers within their local community. By developing social support links with other carers close to them, carers will build their resilience and feel emotionally supported. Our groups will also increase carers' knowledge of other community services that the hospice provides. We aim to achieve this with financial aid.
3. Finally, we want to make sure that all carers attending our groups increase their confidence and also that they feel listened to and understood. We will give carers a feedback form in their final group session. Comments made will be evaluated to ensure our Carers' Groups make a difference and improve carers' health and wellbeing. We aim to achieve this generally.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

St Clare upholds the Equalities Act 2010, in particular the ten protective characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, Sexual Orientation and Rurality.

Our Equal Opportunities and Dignity at Work Policy statement is as follows

"St Clare Hospice is committed to a policy of equal opportunities and equality in employment, not only for legal requirements, which necessitate compliance, but more importantly, the provision of equal opportunities is fundamental to the way in which we function as an organisation. The Equality Act 2010 brings together and re-enforces aspects of previous legislation. The same 'groups' are covered but are now known as 'protected characteristics'."

We plan to expand the care we can give to all people in the community, including those from hard to reach groups. For example, we took part in Pride London 2019 with other hospices under the slogan 'Living and Dying with Pride'. In early 2020, we plan to launch a new volunteer-led service for people living with dementia at home, including in residential and nursing care homes. Over the coming three years, we also wish to support more people who have non-cancer conditions and particularly want to engage with groups who traditionally have not used hospice services like the Muslim, Chinese and Polish communities in Harlow.

With regard to rural isolation, St Clare offers a number of services for people who are unable to reach our hospice. They includes Hospice at Home and members of our Day Therapy team making community visits. Our 24 hour advice line, which is available to all patients, is particularly useful for those in rural communities, as they can get the support they need quickly. St Clare will continue to work hard to reach people who cannot access services at our hospice because we know how much our visits mean to people 'trapped' at home due to their medical needs and/or lack of mobility. Our Compassionate Neighbours service matches volunteers to people with a life limiting illness who have similar interests, hobbies and life choices. In this way, we help to reduce social isolation.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

St Clare Hospice receives around 1,300 patient referrals a year across all our services. Approximately 17% of these people are from the Uttlesford area.

We have long provided services to support family and friends before and after a loved one's death and are very aware of the challenges that people face when a person is diagnosed with a life limiting illness. A great number of our patients are cared for in their own home with our help. Therefore, an extensive network of carers could be supported via our Carers' Groups.

The success of our pilot Carers' Group indicates the demand for the service. We establish users' views via feedback forms and thank you cards we receive. Attendees also have the opportunity to talk about any issues they have with healthcare professionals and other carers in each group. As a result, carers feel supported by our current Carers' Group and by our hospice. We give carers the confidence to provide the best possible care.

A new two year grant from Uttlesford District Council will ensure that we can further develop our groups so we reach more carers, teach them practical skills and offer much-needed emotional support so they can be resilient in the face of death, dying and loss.

Does the Council encourage or support your organisation in any way other than financially? Please give details.

St Clare Hospice is extremely fortunate to have received long term support from Uttlesford District Council. Currently the Council supports our Compassionate Neighbours service by providing referrals and a room for our Compassionate Neighbours training twice a year. In the past, Uttlesford District Council has promoted our services, helped collect donations for our hospice shops and displayed one of our donation tins. All areas of your Council's support ensure that Uttlesford residents who have a life limiting illness are aware of our services.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Uttlesford District Councils' Corporate Plan focuses on working together for the wellbeing of our community.

St Clare Hospice has worked within West Essex and Uttlesford for almost 30 years. We are well aware of the benefit that engaging with our community and partners has on improving the lives of those living in Uttlesford. One of St Clare's strategic aims for 2018-2021 is to seek partnerships with other organisations to deliver better care for our patients. We recognise that we cannot meet the growing need for end of life care alone. We also operate in an area with a range of other providers and voluntary sector agencies in an economically difficult climate. It makes sense to share resources and expertise, working together to provide excellent, seamless care to help local people navigate a complex system. We will seek partnerships with others to deliver better care by developing and influencing palliative and end of life care provision across the health and social care system with strong involvement at the Sustainability and Transformation Partnership (STP) and Clinical Commissioning Group (CCG) level. We will also build working relationships with local health and social care providers and voluntary sector agencies that put patients first.

The Council's corporate plan also seeks to promote thriving, safe and healthy communities by working with the Health and Wellbeing Partnership, to promote healthy lifestyles and to work with partners, including the voluntary sector.

Another of St Clare's strategic aims is to reach significantly more people who are facing death, dying and loss in our local communities. We want to widen access to our services to all patients and community groups who could benefit from our services. We also aim to develop joined up care for patients who are often moving between home, hospital, hospice and community teams. St Clare wants to support our local communities to become more resilient, support each other and remain independent for as long as possible too. We believe that communities have a part to play in supporting each other, reducing loneliness and maintaining independence for as long as people wish. As an organisation, we are investing in our community engagement programme, reaching out to community and patient groups and extending our support for families and carers across West Essex.

Our Carers' Group particularly contributes to promoting a thriving, safe and healthy community as we work with carers of our patients to improve their health and wellbeing during this key time in their lives. Topics in our Carers' Group programme were chosen to alleviate carers' concerns and improve their health and wellbeing. By providing carers with the confidence and the resilience to continue supporting their loved one, more of our patients can remain in their preferred place of care and their preferred place of death, with the support of our clinical teams.

St Clare Hospice is focused on developing a social model of care as we believe that death and dying have become highly medicalised and hidden from public view. Our Carers' Group enables carers to develop social networks of support as they receive emotional support from others in a similar situation in their local community. This too helps build their resilience.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

St Clare Hospice is the only organisation providing holistic hospice care in West Essex, including Uttlesford.

Although there are other carers' wellbeing groups in Uttlesford, no other organisation provides the same service as our Carers' Group. Whilst others offer emotional support, we also provide specific advice with regard to end of life care, as well as caring for people with a life limiting illness. St Clare groups are structured and tailored to give both practical advice and emotional support.

Our Carers' Groups are also unique in that that groups are facilitated by one or two staff nurses from our Day Therapy team. Carers, therefore, can not only discuss topics which may be of a concern for them, but they can also receive advice from healthcare professionals who will be aware of their loved one's condition.

Guest speakers also talk to our groups to ensure carers receive the best advice possible. Guest speakers can be from within our hospice team or external. For example, an NHS dietician provides dietary advice to our Carers' Group.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work in collaboration with organisations to ensure local residents have greater access to our services.

Our current partners include Essex Partnership University NHS Foundation Trust (EPUT), Community Voluntary Services, the Harlow Health and Wellbeing Partnership, councils, 36 GP practices, 50 care homes (residential/nursing) and Princess Alexandra Hospital. We have also joined local networks like Essex County Council Loneliness and Isolation Forum, Rainbow Services voluntary sector forum and Dementia Action Alliances.

In addition, we are building strong working relationships and engaging with community leaders and faith communities and their established group members, as we seek to increase equality of access to our services. Community leaders can also identify potential beneficiaries of our services. By working together in this way, we can eradicate barriers, share knowledge and support people to understand how, when and why they need our specialist support.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/2022
Salaries, NI and Pension Costs (Please specify posts and grades)	£2772	£8870.40
Rent	£0	£0
General running expenses (phone, post, room hire, insurance etc.)	£0	£0
Producing information, education and promotional materials	£0	£0
Training	£0	£0
Travel expenses a) Staff	£163	£652
b) Volunteers	£0	£0
Recruitment Costs	£0	£0
Total Revenue Costs	£2,935	£9,522.40
<hr/>		
Total revenue costs		
Capital Costs	£0	£0
<hr/>		
Total capital costs	£0	£0
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Total Organisational costs	£2,935	£9,522.40

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

The NHS funding covers only 39% of our costs. We need to raise £8,000 each day from voluntary donations. Therefore, we apply to grant makers on an ongoing basis to secure the balance. This year we need to raise £320,000 from Trusts. Other income sources are retail (8 shops, 1 distribution centre, e-Commerce function), lottery, community fundraising and events, challenges, corporate fundraising and events and public donations.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Charitable Trusts, Community, Appeals & Corporate	£ 1,995,355
Legacies	£ 2,161,561
Retail Gift Aid and Gift Aid Scheme	£ 1,013,476
Individual	£ 1,557,157
Total:	£ 6,727,549

What percentage of your users are Uttlesford Residents?

Last year, 17% of our patients were Uttlesford Residents.

How many people benefit from your service(s) each year?

Last year, the hospice helped over 1,300 people across our catchment area.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

A reduction in the amount applied for would mean that we would have to apply to other grant makers to achieve the funding necessary for the continuation and development of this project.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

We are in receipt of a £3,750 grant from Uttlesford District Council for 2019/2020 to fund our first year of the Carers' Group. Reduction in this funding would mean that we would have to apply to other grant makers to achieve the funding necessary for the continuation and development of this project.

Check List

- **Most recent Audited financial accounts**



- **Most recent balance sheet**



- **Medium/Long term business plan**



- **Copy of the organisation constitution**



I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOS6/20/003

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Carers FIRST
Address:	Suite A, Cardinals Court, Bradford Street, Braintree, Essex
Postcode:	CM7 9AT
Contact Person	Karen Johnson
Position in Organisation	Trusts and Foundations Fundraiser
Telephone Number:	07702 882 658 / 0300 303 1555
Fax Number:	
E-mail address:	Karen.Johnson@carersfirst.org.uk
Website address:	https://carersfirst.org.uk/home
Charity Registration No:	1085430

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.



Signed:

Date: 29th October 2019

Name: Karen Johnson

Position: Trusts and Foundations Fundraiser

Details of Application

Description of work undertaken by the organisation

Carers FIRST is a registered charity supporting 19,000+ people (aged 5-105yrs) who look after a relative or friend who due to ill health, physical or mental illness, disability, frailty, or addiction cannot manage without their support. We provide information, advice, guidance, emotional support, training and activities, giving unpaid carers an opportunity to have a break from their caring role and help them to get the support they need.

For many, caring is a rewarding and positive experience, but for others, without the right help and support caring can feel overwhelming. Caring can trigger feelings of loneliness and frustration and many find their physical and emotional health, work or finances often affected.

We aim to be a trusted provider of high quality tailored, localised support to carers and their families so that they are empowered, respected and valued for what they do. Since 1st April 2018, Carers FIRST has been providing carer services to unpaid carers across Essex (excluding Thurrock and Southend) <https://carersfirst.org.uk/essex> on behalf of Essex County Council. (We have contracts with Lincolnshire County Council, Medway Unitary Authority and the London Boroughs of Haringey, Newham, Hackney and Waltham Forest to deliver a wide range of services, including in Lincolnshire Statutory Carers Assessments).

Our core contract does not include training or social events so we seek external funding to cover the costs of these activities.

How many paid employees does your organisation have?

75 full-time and 57 part-time.

How many volunteers does your organisation have?

80 who provide added value to our paid staff. Roles offered include: telephone befriending, administration, peer support groups, mentoring, carer champions, on-line forum moderators <https://carersfirst.org.uk/forum> and forum members.

How many members does your organisation have (if applicable)

19,000+ across our seven localities. We currently support 3,452 unpaid carers across Essex, 153 of whom live in Uttlesford.

Who/what does your organisation support and in what way?

We currently support >19,000 unpaid carers (5-105yrs) across 7 localities who are supported by trained, staff and volunteers. Staff build up established, professional and trusted relationships with unpaid carers of all ages, improving their resilience, confidence, self-esteem and providing them with information, advice, emotional support and guidance to better support them in their caring role. Support is personalised and can be adapted to the requirements of individual carers. We have a successful volunteering programme with >80 volunteers (many ex-carers) that compliments and adds value to paid staff.

Since 1st April 2018, Carers FIRST has been providing carer services to unpaid carers aged 18yrs+ across Essex (excluding Thurrock and Southend) on behalf of Essex County Council (ECC). We have been working to ensure that we're represented on strategic boards and that our services are recognised by both health and social care. In Essex our approach is not "office based" but reaches out into the community to support carers in their homes and localities. We focus on the well-being of carers that is preventative, proportionate and supportive. We tailor our service delivery to the carers individual needs. We are members of the Carers Partnership Board and the Social Isolation and Loneliness Board and have met with ECC Councillors who are keen to promote our services to carers.

We identify unpaid carers in Essex and provide them with advice, information and guidance around their caring role, peer and social support groups and carer learning opportunities. Our staff will help carers to find networks of support in their local community and provide guidance to carers around their rights to a carers assessment and emergency planning. Through working with other voluntary sector and health and social care partners our staff raise the awareness of the need to support carers, encouraging carers to self-identify and to access the information and advice that we provide, not only through telephone and face to face support, but via our website <https://carersfirst.org.uk/?> and online forum www.carersfirst.org.uk/forum Support provided to carers is flexible, person-centred and outcome focussed. We aim to build up carers own resilience and empower them to self-manage and self-care. The length of time they are supported is proportionate to their needs and is placed to connect carers into local networks helping sustain their caring role.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£8,342	Yr 2	£12,044
TOTAL £20,386			
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.			

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Financial aid would create a 2year secondment opportunity for an "Uttlesford Events Co-ordinator". A job description can be provided on request. The post would be offered for two days a week and they will be responsible for:

- Part time administration support to ensure the successful delivery of Carers FIRST events across Uttlesford
- Publicising Uttlesford event and activities to public, private, community sectors alongside individuals
- Work with the Uttlesford Locality Team to co-ordinate all carer events, groups and workshops including booking venues, organising refreshments, booking speakers and completing risk assessments as required
- Ensure all events are accurately detailed on our internal, bespoke carers database and amended as soon as possible if cancelled or changed
- Support the Locality Team Lead to track and report expenditure against any funding streams relating to groups or activities
- Refer carers to our on-line 24/7 support <https://carersfirst.org.uk/home> including "My Navigator" for self-care and self-management
- Liaise with the communications team to promote the events on a variety of mediums, including social media, ensuring all the relevant information is correct and meets any deadlines
- Ensure regular feedback is sought and acted on to ensure constant improvement of services
- Record all group attendees onto our internal, bespoke carers database to ensure that information about the engagement is up to date
- Develop a strong understanding of the database to enable accurate reporting, ensuring that accurate database records are maintained and provide evidence to report back to stakeholders on the services we provide
- Keep appropriate records and take part in regular supervision, appraisal and training
- Be flexible to the needs of the service and be open to changes in their work to support such changes
- Work within all Carers FIRST policies, procedures, accreditations and standards
- All staff should work within the ethos of the Charity, showing respect to staff, professionals, carers and members of the wider community.

These events and engagement opportunities are being planned as we have recently been

successful with grant applications to the Stansted Airport Passenger Community Fund for social activities and have received individual donor contributions towards carer wellbeing activities. We are currently awaiting the outcome of an application to Uttlesford Health and Wellbeing Grant for a series of social activities including meals, afternoon teas and day trips.

The grant would also be spent on:

- Carers FIRST general running costs (including line management at 2hrs week)
- A contribution towards printing and marketing of activities alongside promotional materials e.g. stress balls, mindfulness colouring books and key rings
- Officer training (offered online and in person)
- Contribution towards travel (e.g. bus and taxi fares)
- IT equipment and mobile (to include ongoing mobile telephone, IT costs and a contribution towards IT equipment)
- Carers FIRST management costs at 20% of total project costs.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

- 1) To continue to deliver firstly, successful carer wellbeing activities across Uttlesford including monthly wellbeing groups (two located in Great Dunmow including one specialist psychosis group, one in Saffron Walden where we also have a peer-led group and a new, pilot group in Thaxted). The post would assist in booking speakers and venues. Secondly, organise one-off carer special events e.g. during Carers Week and Carers Rights Day
- 2) To facilitate one off carer activities including social activities and training workshops (externally grant funded) including day trips and health and wellbeing activities
- 3) To consult and co-produce with carers a series of targeted, promotional materials aimed at both specific sectors e.g. professionals, CCGs, GPs and primary care networks and wider community. The aim of these would be to increase the understanding of the needs of carers, generate referrals and raise awareness of our carer support offer.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Carers FIRST have an Equality Policy (that can be provided on request) that was last reviewed in July 2019. We ensure all our services comply with this policy. We recognise that true diversity in service delivery provision and within the staff group involves a willingness to act, where necessary, aimed at combating the effects of existing barriers to fair and equal treatment. We comply with all relevant statutory requirements in respect of non-discriminatory practice, and with partner/funder performance expectations on diversity and equal opportunities.

Within society certain groups are unfairly discriminated against and disadvantaged in terms of their access to services and employment because of a 'protected characteristic'. We recognise that individuals who are perceived to have a protected characteristic, or associated with someone who has

a protected characteristic, may suffer discrimination and therefore have a legal right to protection. We will, where appropriate, take positive action to help redress the effects of discrimination. Any positive action initiatives will be legally compliant and consistent with our approach of making all clients and staff feel valued and respected.

All staff as part of their induction are required to undertake mandatory "Equality and Diversity" training; that is refreshed every three years. The course is offered on-line or classroom-based.

We use a variety of robust tools for providing personalised and proportionate support to carers. Our model is flexible and can be adapted to the requirements of each carer within each locality to ensure that support services are accessible. We never turn a carer away and where appropriate we signpost/refer to organisations that can help. We are committed to providing information in a range of formats to meet the needs of as wide an audience as possible including website, hard copy (e.g. leaflets and booklets), face-to-face, telephone, email and we have translated some of our webpages into British Sign Language www.carersfirst.org.uk/BSL-Videos

We use accessible community venues and don't charge any membership fees.

Our services compliment the Councils Equalities Policy. We have an internal, carers database that records and measures every individual carers "journey" including personal details, all interactions, interventions and resulting actions. This helps us to develop a level of understanding of unpaid carers needs including those living in Uttlesford. Equalities data is captured when a carer is first referred to us and updated appropriately.

We work to improve access to and take-up of our carer support services by engaging with carers across all the protected equality groups. We have recently received a Carers Trust grant to work with young adult carers who identify themselves as lesbian, gay, bisexual, transgender (LGBT).

We recognise that our carers living in rural areas have additional barriers to accessing our services, they can become isolated and/or find it harder to access support services. Transport, cost and distance all exacerbate demands on carers time (many can't leave the house for lengthy periods). Many rural carers remain "hidden" and aren't aware of our services. We recognise that carers shouldn't be disadvantaged as a result of where they live. We work in partnership to deliver rural services, recognise carers as "experts in care" taking a user focussed approach, ensure services are flexible and recognise they may differ to urban support, have improved our digital offer to ensure carers can access support 24/7 and offer telephone support to make our services accessible to all.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Our participatory approach has identified the demand for this project. The project has been designed by carers for carers. We consult regularly with our carers and our beneficiaries to ensure that our services remain effective and meet their needs, interests and aspirations. We have used our own and partners research including our annual carers survey, carers voice at wellbeing groups and forums, Carers Outcome Star scores and our internal, bespoke carers database (Bluebox) that monitors and tracks all interventions with carers and their resulting actions. Carers can also feedback through our secure social media sites, becoming carer champions and representing carers on the Senior

Management and Board of Trustees.

We currently run @5-6 carer activities at present across Uttlesford. Financial aid would enable us to provide dedicated administrative support to deliver ongoing activities and courses to local carers. We have been successful in receiving external grant funding for carer wellbeing activities, their planning and preparation can impact on our current, limited resources. A dedicated post would be an effective way to organise these events giving our community teams time to concentrate on the carer support and development aspects of their roles for example engaging with primary care colleagues and providing quality services across all areas of our contract. In addition, we will be able to continue to apply for grants to add value to our current offer; widening the choice and opportunities for Uttlesford's carers.

Carers FIRST carers research:

74% of carers who attend one of our support groups do so to meet other carers and/or make new friends. Carers attending the peer support group told our Essex Carers Services Manager that they would like more social trips and activities to give themselves a break from their caring role and to meet others in similar situations who understand. They have told us that "during the month, my battery gets low, I attend the group and my battery is charged again and I am ready to go" and "I need a break from these four walls. It feels like a prison". In response to this ongoing demand we are about to launch a new group in Thaxted; acknowledging carers as experts in their own care.

Carers voice:

Previous events provided across Essex have been fully booked and, in some instances, we have had waiting lists. Feedback from our community teams is there is an ongoing need for activities to support carers with their health and well-being. They have said that "home can be a lonely place for a carer". We ask carers to complete a feedback form after every activity and continually receive positive comments and are keen to build on this offer. These include "day trips out get you talking and time vanishes. I like to go and see things and talk and have a meal" and on one trip reported they would otherwise be continuing their usual routines and were thankful for the opportunity to take time out to meet new people, experience something new and generally have fun and be out of the house.

We have received positive feedback about our Essex Administration team; "the team have been fantastic in supporting me with administration relating to grant funding. All help has been provided in a cheerful and positive manner" and "they are quick to follow up on whatever is requested and all so pleasant. 'XX' is a super star – dealing with all my requests so speedily, even the most horrid of them". To add, our posts provide opportunities for staff to develop skills and widen their knowledge whilst with us.

Carers FIRST research:

Our Impact Report (2017/18) highlighted showed that 72% of carers said they felt less lonely and isolated since getting support and 78% support received has improved their wellbeing or is helping them to manage their stress.

External research:

Carers UK report that 10% of Essex carers are not in good health and 2019 research showed that what made them feel lonely was not being comfortable talking about caring to friends (32%), not having time to spend on social activities (48%), not being able to afford to participate in social activities (31%) and difficulty in getting out of the house (49%).

According to carers in the Jo Cox Report on Loneliness (2017) 81% of carers have felt 'lonely or

socially isolated' due to their caring role, with those affected facing a potentially damaging impact on their physical and mental health and that the following would make the biggest difference in combatting loneliness: being able to take part in leisure activities (52%) and being in touch with other carers (29%).

The State of Caring Report 2019 highlighted that 22% and 27% of carers have bad or very bad physical and mental health respectively. 81% report having felt isolated or lonely as a result of caring and 81% said they are not able to do as much physical exercise as they'd like to do.

Carers UK report (2019) highlighted that carers can often become isolated as a result of their caring role. This can be attributed to carers leaving work, lack of understanding about their caring role and being unable to take time off from caring responsibilities resulting in losing touch with family, friends and colleagues.

We continually place the carer and their families at the heart of our organisation recognising them as "partners in care". As a learning organisation, we have robust and established techniques in place to liaise with them. Feedback from carers helps to shape and influence our future carer support offer to ensure that carers receive the right support, at the right time and in the right way.

Carers can find out about our activities through numerous accessible channels:

1. Website www.carersfirst.org.uk/home
2. On-line forum www.carersfirst.org.uk/forum
3. Quarterly What's on Guides www.carersfirst.org.uk/essex/whats-on-guides-essex and monthly E-bulletins www.carersfirst.org.uk/essex/e-bulletins
4. Individual telephone assessments and wellbeing checks
5. Existing wellbeing groups and activities
6. Carers Hub
7. Partner agencies
8. Word of mouth.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

Yes, we have a good relationship with the Council upskilling staff around our support services, receiving referrals and invitations to Council led activities and one-off events:

- Carers FIRST attend Council led Dementia Action Alliances in Uttlesford and Saffron Walden
- Carers FIRST Essex West Locality Team Lead regularly participates in a Council lead travelling roadshow organised by the Housing Tenants Participation Service that generates referrals
- The Council are on our email distribution list and receive details of forthcoming opportunities/activities
- We have a good working relationship with individual officers
- Receive ongoing referrals from Council staff
- Our staff have talked through carer awareness issues with Council colleagues
- We attended a multi-agency event "Safewell Secure" in partnership with the Council and other organisations including Essex Fire and Rescue
- Use Council owned premises for our wellbeing groups including the Garden Rooms (Saffron Walden) and Vicarage Mead (Thaxted)

- A Council staff member ran a Dementia Friends session at our Saffron Walden wellbeing group
- Council Tenants Officer has agreed to attend a future meeting of our Thaxted wellbeing group to gain a better understanding of the needs of local carers
- We have a positive relationship with Uttlesford District parish councils and Essex Association of Local Councils who promote our carer support services
- We are a formal partner in Essex County Councils "We Can" model and actively attend bi-monthly meetings.

In addition, we would welcome the opportunity to work with the Council to support any employees who have caring responsibilities.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Carers FIRST's strengths-based and personalised approach empowers an unpaid carer; providing them with information that allows them to make informed choices, creates resilience and gives the carers the tools to seek additional support in their local networks and communities. We encourage self-care, self-management and personal responsibility and empower carers to improve their physical and mental health and wellbeing. Many carers don't prioritise their own health needs "the person I care for comes first", breaks away from caring responsibilities are essential to support them to be able to continue in their role. Within the Health and Wellbeing in Uttlesford; A Strategy for 2019-2022 the project will help contribute to following principles identified for the District:

- 1) Tackling health inequalities
- 2) Improve mental wellbeing
- 3) Focus on prevention and early intervention
- 4) Promoting self-care
- 5) Working in partnership and promoting community mobilisation.

The Strategy is used to help deliver the Councils Corporate Plan and our work and this project will help address the following Plan objectives:

- 1) Commitment: Promoting thriving, safe and healthy communities

The pressures of caring can impact on a carers physical and mental health. In response to an identified need we will continue to seek resources to improve our carer offer including offering a range of social events, activities and training opportunities to attract different carers, alongside supporting our existing wellbeing groups. All activities are free, accessible, inclusive and give carers something to look forward to. Breaks are vital for carers to enable them to cope with the physical and emotional impact of providing care and to support them to remain effective in their role.

Caring responsibilities can have an adverse impact on their physical, mental and emotional health and wellbeing, quality of life, social networks, life opportunities, work and finances. Many live-in low-income households; are reliant on benefits to cover costs, prioritise the needs of the cared for, lack confidence, have low self-esteem and feel angry, depressed, anxious, frustrated, stressed and rarely have time to take a break from responsibilities to have hobbies as they "feel guilty". Loneliness is a powerful emotion many carers experience in silence. Staff have also fed-back that several carers they are supporting have previously considered suicide.

Many of our carers are unable to attend social activities during to their caring commitments. Being a carer shouldn't mean they miss out on opportunities. Activities can be difficult to plan, expensive, time-consuming with many carers lacking the motivation, confidence and friends to go with. Carers tell us that this means they often miss out on experiences that non-carers enjoy. Their caring responsibilities mean they have limited respite, lack freedoms and the flexibility to leave the house, becoming socially isolated, struggling to develop friendships and community contacts. Many carers don't self-identify as they see it as something that they do naturally.

A dedicated member of staff would concentrate on creating and support a wide range of holistic opportunities to support carers where ever they are on their caring journey and to better support them to manage their caring responsibilities. We endeavour to embed a focus on early intervention and prevention to better manage future demand and prevent carers from reaching crisis point. If the carer looks after their own health then the cared for benefits to. If the carer is more relaxed this will be reflected at home.

We also offer a variety of one-off courses/workshops. These target both carers and professionals including community engagement events during Carers Week and awareness raising events on Carers Rights Day. Training helps build carer confidence, increase their knowledge, recognise their own thoughts, behaviours and emotions and how to manage them and creates an opportunity for them to share their experiences with others in a similar situation.

Activities and events offer carers the opportunity to meet and talk to other carers in similar situations, non-judgemental, reciprocal peer support allows carers to benefit if they are giving or receiving it, improve carers mental and physical health and wellbeing, increase their resilience, boost confidence and self-esteem, relieve stress, make them feel more relaxed and energised, have time away from their caring role (being able to switch off), reassure them they are not alone and give them the tools and techniques to seek additional support before they reach crisis point and may need to seek more intensive or higher level support both for themselves and the person they look after. Social activities can strengthen existing and develop new friendships and community connections and create a sense of belonging that protect individuals from isolation and feelings of loneliness. The project will help increase carers self-belief; reducing barriers to future community engagement and participation. It will also help to recognise, value and celebrate the commitment unpaid carers provide.

Carers FIRST staff will accompany carers on these trips. They will be able to talk to carers and offer advice, support and provide information and raise awareness of our own and other local community run services (including health and social care). The project will also encourage volunteering. We have a pool of local volunteers that will encouraged to support the Events Assistant with administration, refreshments and setting/tidying up. Volunteering has been proven to improve the physical and mental health of individuals. Helping and supporting others whilst working towards a shared goal, is good for our mental wellbeing. Benefits include: reduced stress, increased confidence and self-esteem, greater sense of self-worth, development and strengthening of relationships and can you feel happier.

We also work closely with partners including the Alzheimers Society to support our carers to age well. We engage with the Dementia Action Alliances and Dementia Cafes to enable those affected by dementia to live well.

In response to carer feedback we have provided carer cooking courses and low impact physical activities e.g. mindfulness, tai-chi and yoga. These can easily be replicated at home (at times that compliment their caring responsibilities) with/without the cared for and don't need any special environment or equipment. We are currently exploring opportunities with Active Essex to promote and

encourage more carers to get active.

2) Commitment: Maintain a financially sound and effective Council

Our approach is to improve our financial sustainability through increased funding, improved efficiency and reduced costs. We ensure that all our services use our assets effectively and provide best value to our stakeholders. We aim to develop a strong and sustainable funding strategy to increase and diversify our funding base.

It is estimated the economic value of unpaid carers in Essex is £2.8bn. This reduces the costs for primary and secondary care which is already at critical levels. If carers don't get the support, they need there becomes two patients instead of one. The potential savings on the health and social care sector by providing early, localised interventions for loneliness cannot be underestimated. By increasing our carer services, through an early intervention and prevention model we will reduce the number of carers reaching crisis; where they and/or the cared for need access to more acute health/social care or hospital admission.

We are keen to enhance our services; building on our strong reputation at national level. We actively seek opportunities within existing localities to diversify our services and put ourselves forward to pilot new, innovative projects.

In addition, our approach mirrors the underpinning Council priority of "maximising the use of digital and SMART technology to enhance wellbeing". We acknowledge that to continue to excel our infrastructure needs to grow and be flexible enough to provide maximum benefits to known and hidden unpaid carers. We are keen to look at innovative, digital models that will add value to our current services. We are keen to use new technologies to generate cost savings whilst reaching and supporting more carers.

It is becoming more challenging to find an easy way for carers to "self-serve" our website and to reach and identify "hidden carers". We are eager to use technology to do this. Each "carer" relationship is unique and we want their experience on our website to reflect this. With increasing demands on health and social care funding, health and local authorities are keen to promote more self-care options for families and individuals. We have recently launched our "self-navigation" portal that enables carers to have a "virtual" experience of contacting our carers hub and have access to relevant information at a time suitable to them. In addition, our on-line forum offers carers vital peer support.

Employing an Uttlesford Events Assistant would enable us to enhance our activities/events to benefit a wider range of carers with differing capabilities, interests and needs and provide experiences and memories that they may not have been able to access before due to cost, time and difficulty.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

- 1) Action for Family Carers <https://affc.org.uk/> who have been funded to work with Young Adult Carers (16-25yrs). A service we don't provide that compliments our carer offer. In addition they offer telephone befriending through Essex Befriends (a county-wide offer from Essex County Council)
- 2) Great Dunmow and Alzheimers Society Dementia cafes www.alzheimers.org.uk/ for people affected by dementia. These are weekly support and social groups for people with dementia and their carers to meet up for social companionship, support and activities.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work collaboratively:

1. Referring into AFCC and Alzheimers Society and we receive ongoing referrals from them
2. Cross promoting activities/events
3. Alzheimers Society have details of our local wellbeing groups on their website www.alzheimers.org.uk/
4. We promote AFCC and Alzheimers Society activities in our quarterly "Whats On" guide <https://carersfirst.org.uk/essex/whats-on-guides-essex>
5. Our Essex West Locality Team Lead regularly attends the Dementia cafes which generates referrals and additional work
6. Alzheimers Society have attended local wellbeing group meetings.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)	£4,612	£4,750
Rent	£0	£0
General running expenses (phone, Post, room hire, insurance etc.)	£2,080	£2,080
Producing information, education and Promotional materials	£250	£250
Training	£250	£250
Travel expenses a) Staff	£100	£100
b) Volunteers	£50	£50
Recruitment costs	£0	£0

Total revenue costs

Total revenue costs	£7,342	£7,480
Capital costs		
IT equipment and mobile	£1,000	£1,000
Total capital costs	£1,000	£1,000

Total Organisational costs £3,564 (20% of total project costs and consistent with other grant and commissioned services). This has been calculated for two years and not split per annum.

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

We are contracted by Essex County Council, Medway Council, Lincolnshire County Council and the London Boroughs of Hackney, Waltham Forest, Haringey and Newham to provide carer support services. In addition, in Lincolnshire we are commissioned to conduct Statutory Carers Assessments and manage carer direct payments to support them to maintain their own wellbeing and reduce the likelihood of hospital admissions on behalf of the local authority. Please see our accounts (attached) for more details.

With continued pressure on funding we have taken a more strategic approach to fundraising to grow

our non-statutory / voluntary income to add value to our core offer. We have been successful with numerous grant funding applications in Essex including Rochford District Council, Basildon District Council, Braintree District and Greenfields Community Fund, Carers Trust, Tesco's Bags of Help, Colchester Borough Homes, Basildon Health and Wellbeing Partnerships Grant, Stansted Airport Passenger Community Fund, Grassroots Foundation, FSJ Charity and Waitrose.

We work closely with partners from across the private, public and community sectors to develop services that improve the quality of life for carers and enhances their caring experience through the provision of a range of person-centred, co-ordinated and outcome focused services that will focus on identifying hard to reach carers, increasing the knowledge and rights of carers and increase participation by carers in their communities. Our model is to create resilience and empower carers to seek support in their local networks and communities.

Across Essex we work with local authorities, GPs, Clinical Commissioning Groups, pharmacies, employers, hospitals, schools, Carers Trust, Carers UK, DWP, fire and rescue, further education establishments, charities (e.g. Uttlesford Community Hub, Alzheimers Society), community agents, local Councillors and local groups (this list isn't exhaustive).

In addition, we are also registered as a good cause with Essex Lottery www.essexlottery.co.uk/

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

<p>In addition to applying for external grants that add value to our core offer we encourage our staff, volunteers, carers and their families to fundraise locally. This generates a small amount of funds that can be ring fenced for specific areas and/or activities. For example, in 2018, a local group of young people in Kent raised £413 during their participation in the National Citizenship Service.</p> <p>To add, we are registered as a good cause with the Essex Lottery that generates ongoing funds to support our carer support services www.essexlottery.co.uk/support/carers-first</p> <p>Please refer to our annual accounts for more details.</p>	£
Total:	£

What percentage of your users are Uttlesford Residents?

4% of our Essex unpaid carers are Uttlesford residents. Any funding received for this project will be allocated a budget code and reference number, against which all spend will be allocated and consolidated. Carers FIRST can confirm and evidence that any monies received through this Fund will be spent in Uttlesford and benefit local residents.

How many people benefit from your service(s) each year?

We support 19,000+ carers across all our seven localities. We have across Essex, 3,452 unpaid carers registered with us. 153 live in Uttlesford and will benefit. In addition, there are wider community benefits. If a carer looks after their own health and wellbeing then the cared for benefits too.

Across Essex a snapshot shows we engage with @500 carers each month. In August 2019, 27% were new to us. The project will benefit our existing cohort of carers alongside residents who will identify as being an unpaid carer as a result of this project.

We have @80 volunteers (many whom are former carers) who will benefit from providing added value to our paid staff.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

If the full cost of the project can't be raised, we would look to down scale activities. With current resources we would be unable to seek ongoing, external grant funding to run wellbeing activities for carers as we wouldn't have the resources to deliver them effectively and efficiently. We would be in a position to do more if we had administrative support. If we were unsuccessful with an award, we would continue to offer a limited number of carer activities within Uttlesford using our existing Locality Team but we would be unable to drive a holistic offer for the organisation. Less time would be invested in developing a user involvement programme and consequently reduced resources spent identifying, recruiting, training and empowering carers.

Consequently, we would be less able to increase the numbers of carers that we support through peer and volunteer led activities, leaving vulnerable carers unsupported and needing to seek assistance from already overstretched support services.

In the long term, our inability to update our services and local carer support may impact on our ability to win new and existing contracts for carers services. In a highly competitive environment, it is key that we can deliver high quality carers services at a cost that local authorities can afford.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

We are not in receipt currently of a grant from Uttlesford District Council. We are awaiting the outcome of a recent application for a Uttlesford DC Health and Wellbeing Grant.

Check List

- | | |
|---|-------------|
| • Most recent Audited financial accounts | * attached |
| • Most recent balance sheet | * attached |
| • Medium/Long term business plan | * attached |
| • Copy of the organisation constitution | * attached. |

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.



VOSG/201002

Application deadline: Midday – Wednesday 30 October 2019

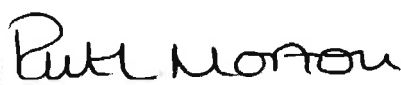
Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Action for Family Carers
Address:	Brickhouse Farm Community Centre Poulton Close Maldon Essex
Postcode:	CM9 6NG
Contact Person	Ruth Morton
Position in Organisation	Funding Coordinator
Telephone Number:	01621 851640
Fax Number:	
E-mail address:	Ruth.morton@affc.org.uk
Website address:	www.affc.org.uk
Charity Registration No:	1127164

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: 

Date: 29 October 2019

Name: Ruth Morton

Position: Funding Coordinator

Details of Application

Description of work undertaken by the organisation

Action for Family Carers has supported unpaid Carers of all ages in Essex since 1990. We are a Carers Trust Network Partner, Centre of Excellence and hold NCVO's PQASSO Level 3 Quality Mark. The charity first registered as Maldon Carers Centre, renamed as Action for Family Carers in 2008 and merged with Caring for Harlow Carers in 2015.

Our Mission is to make a positive difference to the lives of all Carers including Young Carers. Our Vision is that Action for Family Carers will be recognised as a Centre of Excellence which campaigns for and achieves positive outcomes for Carers. Our Strategic Aims are to:

1. Have a positive impact on outcomes for Carers
2. Raise public awareness about Carers
3. Improve public awareness of the organisation
4. Ensure the sustainability of the organisation for the benefit of Carers

We provide information, befriending, counselling, volunteering opportunities, GP Carer support, return to work support and respite day care across the county, run Young Carer youth clubs and work within schools and a variety of community settings.

How many paid employees does your organisation have?

46

How many volunteers does your organisation have?

100

How many members does your organisation have (if applicable)

77

Who/what does your organisation support and in what way?

We offer 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.

Young Adult Carers in Uttlesford: Our Uttlesford support worker meets with Young Adult Carers in their homes or a mutually convenient place such as a coffee shop, providing information, support and the chance to talk to somebody. The support worker also accompanies Young Adult Carers to meetings and supports them to get their views, needs and wishes across to other professionals. We can also support Young Adult Carers to complete paperwork and forms when applying for a place in further or higher education, job application forms and benefit applications.

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

Young Carer Club Nights: Our Young Carers Club nights run on weekday evenings at youth centres. Many activities take place at club night including access to computers, games such as pool and table tennis, arts and crafts, life skills such as cooking and varied seasonal activities. Occasional trips and other activities run over school holidays.

Clubs give Young Carers a chance to make friends who are also caring for someone, to have fun and a break from their caring role.

Young Carers School Service: Our school service provides:

- One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands.
- Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework.
- Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice.
- Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation.
- Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.

Feeling Good Caring Well: We provide sessions and activities to support the physical and mental wellbeing of Carers across every district of Essex. The project involves a range of subjects including:

- walking groups,
- mindfulness sessions,
- stress-busting sessions,
- managing emotions effectively,
- complementary therapies,
- 'live your life' workshops and
- social wellbeing meet-ups.

The project is led with a carer steering group and we work with trained practitioners to provide professional and quality support.

Counselling: We offer a free, confidential counselling service where Adult Carers can receive individual counselling sessions from qualified counsellors in Essex. Carers come to counselling to discuss all kinds of concerns, including:

- Transitions – when the caring role begins, changes or ends
- Bereavement or other loss, there are many losses which can affect our lives
- Illness, accident or trauma
- Depression, anxiety, worries or stress about the past, the present or the future
- Isolation, loneliness or difficulties in a social setting

All counsellors working with us are members of the British Association of Counselling and Psychotherapy (BACP) and work within their ethical framework.

Befriending: We lead a partnership comprising of Action for Family Carers, Hamelin Trust, Independent Age and Mind in West Essex. We are working together to help address loneliness and social isolation in Essex. With grant funding from Essex County Council we are delivering volunteer

befriending services across the county as Essex Befriends.

The Way to Work: This programme helps Carers build confidence and resilience, improve health and wellbeing and secure a new future by moving into rewarding and sustainable employment. Key Workers work with Carers in order to build a profile and focuses on the barriers that prevent the Carer moving forward.

Some Carers move into education, training or volunteering before looking to find employment. All participants are individuals and some people may feel they only need some work to update their CV, whilst others may be looking for a complete career change and seeking funding for courses, etc. Whatever the objective, we aim to achieve the best outcomes for all.

GP Liaison Support: We support GP practices to develop their processes and systems to:

- Identify Carers
- Enable the GP practices to signpost Carers to support and suitable services
- Identify with GP's how they can proactively support Carers with managing their healthcare needs

We also offer Carer awareness training to GP surgeries in Mid Essex.

Day Care: We provide day care for older people in Maldon, Chelmsford, Tiptree and South Woodham Ferrers, which also provides a few hours break for family Carers. The centres provide clients with an opportunity to meet and socialise with other people in a similar situation, reminisce about days gone by, or simply have a chat and a laugh. At the same time, their Carer will have an opportunity to have some precious time to call their own.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£15,370.73	Yr 2	£16,067.56
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.			

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

We will offer comprehensive and holistic support for Young Carers and Young Adult Carers in Uttlesford, based on one worker, dedicating two days per week to Young and Young Adult Carer support across Uttlesford.

We will organise and facilitate fortnightly club nights for Young Carers alternating between Stansted and Great Dunmow. Our ambition is to ensure that there is a club within reasonable reach of all Young Carers across the district.

Young Carer clubs will be two hours long with an extra half-hour reserved for private conversations with older Young Adult Carers. This will give Young and Young Adult Carers a consistent and reliable time and place to meet with a worker. Young Adult Carers will also be encouraged to attend

the club itself to either meet with others or volunteer with the younger children as a peer mentor.

We surveyed Young Carers and Young Adult Carers in Uttlesford and they were unanimous in telling us that continuity of support is highly important to them, e.g. continuing to liaise with the same support worker before, during and after transition from Young Carer to Young Adult Carer.

Our worker will also establish and maintain contact with primary and secondary schools in the Uttlesford District. They will inform staff and pupils about Young Carer issues, provide resources and work with the schools to establish Young Carer after-school clubs. The aim is that once established, the after-school clubs would continue independently with light touch support from us.

We will liaise with the family (if applicable) of every Young and Young Adult Carer who is referred to us to make sure that the support we offer is appropriate and meets the needs of the Young or Young Adult Carer. We will carry out a psychometric assessment of the Young Carers caring situation at the start of our intervention with them and after a period of approximately one year.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

We will:

1. Establish contacts in all primary schools in Uttlesford, offering support to younger Young Carers.

This is a group that historically has had very little support from any services, but research shows that Young Carers can be as young as five years old. Being identified as a Young Carer in their school will ensure that their teachers have understanding when they turn up late, look untidy or badly groomed, or “forget” their lunchbox. We will work with the schools’ pastoral staff to establish Young Carer lunch clubs so that the children will not need to feel isolated or embarrassed and can get to know other children who understand what they have to do. We know this will be a challenge as some schools are not willing to admit that any of their pupils are Young Carers, but statistically, one in 12 young people is a Carer.

2. Offer Young and Young Adult Carers in Uttlesford the support needed to reach their potential in school or college.

In order to achieve this we will enable more Young and Young Adult Carers to fulfil their potential by working with schools and colleges to address their issues at the earliest possible stage. Many unpaid family Carers start out as Young Carers and from these early days they are at risk of not achieving their potential, with poorer achievement and attendance rates than their non-caring peers. We will work with Young and Young Adult Carers who are displaying poor behaviours, including substance misuse and self-harm, as a result of trying to cope with their lifestyle challenges and stresses.

3. Establish and maintain Young Carer clubs in Stansted and Great Dunmow giving Young and Young Adult Carers the opportunity to meet socially and gain respite from their caring roles.

During the first year, we will develop our existing Stansted Young Carer club and start a new Young Carer Club in Great Dunmow. We will aim to recruit 20 Young and Young Adult Carers to the clubs

and set the groundwork for a further increase to 30 in Year Two. The clubs will offer a range of activities including team work games, healthy lifestyle sessions, healthy eating and a chance to be with other Young and Young Adult Carers who understand each other's issues. Being at the club, will give Young and Young Adult Carers the chance to forget about their caring responsibilities while there and have some much-needed respite.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Action for Family Carers is committed to providing an equitable service regardless of the Carer's or cared-for's race, gender, marital status, sexual orientation, age, ethnic origin, disability, religion or belief and pregnancy or maternity as required by law under the Equalities Act 2010. In addition, we commit to providing an equitable service to all, with particular awareness of the needs of those who have caring responsibilities, live in poverty, live in rural isolation, have poor mental health or have any other disadvantage in their lives.

We will consult with organisations and authorities in the Uttlesford area to ensure that our local knowledge is up-to-date and relevant. If, for example, we learn that there are gypsy and traveller sites in Uttlesford which we have not previously engaged with, we will support them to identify Young and Young Adult Carers within their own community and offer them personalised support or signposting.

We take active steps to identify hidden Carers, to find out their needs and put in place services to meet those needs. We will work with other organisations, including schools and colleges, helping them to identify Young and Young Adult Carers so that they know about local opportunities which they may not previously have been aware of because of their caring roles.

We ensure that venues and meeting places we use are accessible for the Carers. We will make sure that there is wheelchair access if needed and adequate transport and parking is available. We provide a comfortable environment at our meetings with access to a quiet room for more confidential or sensitive support.

We maintain a database of all Carers we work with (CharityLog) which records all contact with each Carer. We use this to produce quantitative and qualitative data for performance and equality monitoring purposes, including random checks by Service Managers.

All staff members continuously receive training and personal development support and all are required to undertake regular training in equality and diversity. It is a condition of their employment that no discrimination be made within the workforce or within the communities where they work. Action for Family Carers supports the social model of disability and actively seeks to offer employment opportunities to people with disabilities or other needs.

No charge is made to Young Carers or their families to attend clubs. Transport will be provided if necessary, so that no Young Carer is disadvantaged because of financial reasons or lack of family transport.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

Young Adult Carers that we work with have told us that one of the most important aspects of support to them is continuity and consistency. They want to have the opportunity to build a trusting relationship with a support worker and not have to change workers because they reached a certain birthday.

Without specialist support, Young Carers are at risk of failing to fulfil their potential. In Essex, Young Carers are four times as likely as their peers to be NEET (Not in Education, Employment or Training) and on average achieve nine GCSE grades lower than their peers without a caring role.

'Young Minds' identified that 68% of Young Carers have been bullied directly because of having to care for someone.

Young and Young Adult Carers who live at home are generally more vulnerable than their peers due to their circumstances. Many of them live in a family where the focus is always on the cared for, others may be an only child in a single parent family where the parent is ill. This can leave them craving attention and love from anyone who is willing to show them they are important. Unfortunately, this puts them at greater risk of exploitation and of entering into inappropriate relationships.

HealthWatch Essex Carers Report September 2015 states 'continued and increased support for Young Carers is essential. Support groups that offer a wide range of activities and opportunities to relax in a safe environment away from the home are particularly valued by Young Carers and are important for their present and future health and wellbeing'.

We regularly and systematically ask Carers and Young Carers what they would like or need from our services and clubs. We also have a Suggestions Box in the centres we use, which is accessible to the young people to comment anonymously if they wish to do so.

Our charity has a strong ethos of service user involvement. One of our Trustees has a dedicated Carer Engagement lead role and we have Steering Groups with direct service user involvement for our delivery projects. We run an annual satisfaction survey which gives us insight into how well we are supporting Carers of all ages across Essex.

Importantly, we will always ask Carers and Young Carers what they want to achieve from their engagement with us and use this to help them move on and make transitions, e.g. from Young Carer to Young Adult Carer to Adult Carer.

Many of the Carers we have supported choose to volunteer with us. Young Adult Carers can help out with the younger Young Carers during clubs and the interaction between the different ages has a positive impact on all concerned.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

Uttlesford District Council is always supportive of Action for Family Carers. For example, they supported our use of the Garden Room in Saffron Walden enabling adult local Carers to meet for support, social interaction and advice and guidance sessions.

Uttlesford District Council also has a Citizens Advice service in Saffron Walden, Dunmow, Thaxted and Stansted Mountfitchet. All of these centres can refer Carers to us including via Uttlesford Frontline.

The council's staff and Members have always been helpful and cooperative, enabling us to establish excellent professional relationships and good practice when working with Uttlesford Carers. For example, two council officers recently attended our West Essex Young Carer celebration event which was the finale to a joint Epping Forest, Harlow and Uttlesford community project.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Promote thriving, safe and healthy communities.

We will work with Young and Young Adult Carers regularly and ensure that they receive information, advice and guidance on aspects of healthy and safe living. We will also support them to develop in confidence and self-esteem so that they have the confidence to transfer their significant caring skills to skills that are needed in the workplace.

We will help them to plan and prepare healthy food and understand about nutritional requirements for themselves and the person they care for. For example, we will support them to make pizza using fresh vegetables and other healthy ingredients and give them the opportunity to develop social skills with a sit-down meal with the group.

We will also arrange sessions around future education and career planning. We will give the Young and Young Adult Carers the support they need. Some may require assistance with filling in application forms; we will arrange to meet them separately or after club and show and encourage them to do these. Some Young or Young Adult Carers may need practical support such as help to attend an interview and we will accompany them if needed or help them to arrange transport to attend.

Young and Young Adult Carers are often from less affluent families. The medical condition or disability of the person can affect their earning ability and may mean they are dependent on benefits. This can mean that the young person has fewer opportunities to experience activities than do others in their school or college. Having their own place to go to, will give these young people the chance to socialise and develop their social skills with their peers without having to explain or justify their home circumstances.

The service we propose would mean that more reliance would be placed on Young Adult Carers to come to us when support is required. Part of the work that we will do whilst they are still Young Carers is to teach them to take personal responsibility and know how to ask for help when needed. This will help to ensure that they become responsible adults in the community.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

There are no other organisations in Uttlesford who provide the same service as Action for Family Carers. Essex County Council works with high need Young Carers up to the age of 18, giving intensive one-to-one support for a period of six weeks. This fulfils statutory requirements.

Our service is about early intervention and prevention; supporting Young Carers and Young Adult Carers to achieve the best they can alongside their caring role. Our aim is to prevent Young Carers reaching the point where they need intensive support. We refer to the Essex Young Carer Service if that is more suitable for the young person, and the Essex service refers to us where our offer is more appropriate.

We already run a Young Carer club in Stansted and understand there is a Young Carer Club running from Fairycroft House in Saffron Walden. We will run our Young Carer club from Stansted and a new one from Great Dunmow, so the three venues will be complementary and give a good choice across Uttlesford. We have contacted the club in Fairycroft to discuss joint referrals and are awaiting their response.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work closely with Essex County Council and other providers in Essex to ensure all Young Carers achieve positive outcomes.

We are keen to work collaboratively with those delivering the stand-alone provision at Fairycroft House to ensure that all Young and Young Adult Carers in Uttlesford receive the best possible support for their needs.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)		
Project worker 14 hours per week		
@ £10.88 per hour	7921	
@ £11.10 per hour		8081
NI contribution (goodcalculators.com)	616	638
Pension contribution 3%	238	243
Line management and office costs	3500	3570
Rent		
General running expenses (phone, Post, room hire, insurance etc.)		
Mobile phone rental	264	264
Session budget 22 x sessions per year	660	660
@ £30 per session		
Young Carers' travel costs 22 x sessions pa	660	1100
@ £30 (Yr 1) / £50 (Yr 2) per session		
Other running expenses included in office costs		
Producing information, education and Promotional materials		
Production of materials included in office costs		
Training		
Not requested, as no induction required (existing employee) and ongoing training included in indirect employee costs		
Travel expenses a) Staff		
b) Volunteers		
Travel		
Average 35 miles per day x 96 days @ £0.45	1512	1512
Recruitment costs		
Not requested as existing employee		
Total revenue costs		
Total revenue costs	£15371	£16068
Capital costs		
Total capital costs	£0	£0
Total Organisational costs	£15371	£16068

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

Our funding comes from a range of sources, including grants, donations and charges (Day Care service only). We receive a grant for befriending services from Essex County Council and other grants for specific projects and services from The National Lottery Fund Community Grants, The Henry Smith Charity, Essex Community Foundation and other charitable trusts and foundations. We also receive small donations from individual supporters and from Rotary Clubs and others.

We are supported by Essex County Council's Youth Service in kind – they provide use of their youth centre venues for our work with Young Carers.

We have a robust funding strategy which aims to diversity income streams to ensure the future sustainability of the charity.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Raffles – Christmas and Summer	£6463.00
Fundraising concert	£1768.89
Jumble sales	£1590.16
Posh Frocks evening	£1247.20
Annual quiz night	£1109
Christmas Fayres	£1070.85
Gala evening	£500.00
Miscellaneous	£158.02
Total:	£13,907.12

What percentage of your users are Uttlesford Residents?

In line with the Uttlesford/Essex population ratio (ONS 2018), 5% of Carers supported in 2018/19 were Uttlesford residents.

How many people benefit from your service(s) each year?

5945 Carers were registered with us for services during 2018/9.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

The funding we have applied for is based on two working days per week. If the funding were reduced, we would have to reduce the number of hours for the post of the Young and Young Adult Carer Support Worker. This would also mean a reduction in the number of groups that could be facilitated in the district of Uttlesford, the number of Young and Young Adult Carers we could support and the number of hours of support given.

For example, if funding were reduced by 50%, we would be able to provide a reduced service. This

would mean we would not be able to support a second Young Carer club in Great Dunmow and would be able to support 50% of the stated target number of Young and Young Adult Carers in Uttlesford.

We would be able to provide a support worker as follows:

	2017/2018	2018/2019 (assume 2%+)
Salaries, NI and Pension costs (Please specify posts and grades)		
Project worker 7 hours per week @ £10.88 per hour	3960	4040
NI contribution (goodcalculators.com)	308	319
Pension contribution	119	121
Management and office core costs	1750	1785
Mobile phone rental	264	264
Session budget 11 x £30	330	330
Young Carers' travel	330	550
Travel 35 miles per day x 48 days @ £0.45	756	756
Total costs	7707	8165

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

Any reduction in the grant would limit our capacity to continue providing comprehensive support for Young and Young Adult Carers across Uttlesford. The current grant has assisted with our core staffing costs and enabled us to provide a free service to Young Adult Carers in Uttlesford. We will continue to fundraise using our existing resources and funds raised locally will be used to support local services to Carers.

We do not charge for any of our services for Young and Young Adult Carers and their families have told us that this would detrimentally affect their ability to access support. Many Young and Young Adult Carers would be unlikely to continue to access our services and would therefore lose a valuable source of support, information and guidance.

Our learning and feedback from the previous grant period has informed us that Young and Young Adult Carers in Uttlesford want a seamless service that they can access when they require support including in school/college. Young Adult Carers we are currently working with said that their ideal model is for a Young Carers Club to run for Young Carers and then as they become Young Adult Carers, they can continue to contact the support worker during or after the club. They told us they want to retain the option of 'coffee-shop' meetings, but the continuity of the service and the same worker is the most important aspect of provision that they want.

This feedback from Young Adult Carers forms the basis of our bid. A reduction in funding would compromise our ability to deliver a service that benefits the whole geographical area of Uttlesford for Young Carers, their transition to Young Adult Carers and the Young Adult Carers.

Check List

- **Most recent Audited financial accounts**

☒

- **Most recent balance sheet**

☒

- **Medium/Long term business plan**

☒

- **Copy of the organisation constitution**

☒

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOSG/201601

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Council For Voluntary Service Uttlesford
Address:	45 Stortford Road, Great Dunmow, Essex, CM6 1DQ
Postcode:	
Contact Person	Clive Emmett
Position in Organisation	CEO
Telephone Number:	01371 878400
Fax Number:	
E-mail address:	ceo@cvsu.org.uk
Website address:	www.cvsu.org.uk
Charity Registration No:	1098627

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: ...*Clive Emmett*..... Date: ...28th Oct 2019.....

Name:.....Clive Emmett.....

Position:.....CEO.....

Details of Application

Description of work undertaken by the organisation

CVSU is an infrastructure organisation based in Uttlesford that operates to support, advise, guide and represent the Voluntary Community Sector in this district. One of the main areas of our work involves helping and enabling the VCS to thrive and grow. We achieve this through the guidance and support we offer in the areas of; acquiring sustainable funding, governance, monitoring impact, forming a Charity/CIO or Social Enterprise, budgets, account management, organisational health checks and Strategy Development, Training, Supporting Trustee Boards, Marketing and Website Design.

Additionally, we deliver a broad range of projects and initiatives based upon local needs. For example: 3 - Community Building and Cohesion projects; Loneliness and Isolation initiatives such as our Mobile Community Horse Box Café; Digital Inclusion project; Men's Health initiative through our Community Men's Sheds project, Dementia initiatives in the form of a Dementia Café; a Winter Warmth and Handy Person service, and a Young Persons Business Challenge 'Dragons Apprentice Challenge'.

Other public health projects include "My Weight Matters", MHFA training, Trips and Falls screenings and Depression screening.

An example of how we respond to local need has been development of the Ace Hounds organisation where a local person came to us with an idea which has resulted in a social enterprise being established, and a funded project in the form of friendship dog scheme being delivered with our support directed towards people who are lonely and isolated.

We provide technical and administrative guidance for the Frontline online secure referral service for the district, supporting over 200 organisations each year.

We are also focussing upon Public Health and its links to our communities and our residents' lives, which we are blending into what we do currently - especially in relation to mental health, weight management and general activity.

We sit on a number of District, County and Regional panels, representing the local VCS, so we can lobby on behalf of the sector and disseminate information and other vital changes that are important for our VCS partners to be aware of and adhere to in order to support appropriate governance standards and delivery.

How many paid employees does your organisation have?

We have 8 paid employees, ranging from full time to part time.

How many volunteers does your organisation have?

We have 26 Volunteers, who support our various projects and some core activities.

How many members does your organisation have (if applicable)

N/A

Who/what does your organisation support and in what way?

Our primary focus is the communities and residents of Uttlesford, supporting those in need, and those who are marginalised due to life challenges, environments, economic or other health related issues.

We support voluntary & community sector organisations as well as social enterprises of all shapes and sizes. We focussing on those groups, which are small to medium, sized, supporting them to thrive and grow and most importantly, to establish a position that is sustainable. By providing them with advice, support, guidance and other resources, which helps them to deliver their objectives and achieve their goals.

Funding features greatly as a constant challenge and we circulate a monthly funding bulletin as well as guidance on how to construct a funding strategy and complete funding applications.

The areas we are working hard on at the present time relate to people and communities living with loneliness & isolation, digital exclusion in the elderly and those of any age living with a disability and men, in relation to health related issues (both mental and physical through our Men's Shed Project).

As part of the Uttlesford Dementia Action Alliance we are delivering projects and initiatives to help those living with the condition and their carers.

How much money is your organisation requesting?

2020/21	2021/22
Yr 1 £34000	Yr 2 £34000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.	

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

This funding is vital to us as an organisation. We operate a very small and lean core team that consists of three staff members including myself and my colleagues, Richard Corby as Head of Operations and Jacqui Davies as our Business Manager. This group is our Senior Management Team who support our core delivery as an infrastructure organisation and in addition, they support the daily operational delivery of all our projects. They act as ambassadors for the organisation and manage any other enquiries or tasks asked of them by partner organisations and the members of our District Community.

Other organisational activities which are crucial to us functioning efficiently and conforming to the Charity Commission's expectations and those of Companies House, are also supported by the core team.

As with any charity, acquiring new business, we ensure it fits with our remit and articles.

Training and staff development feature highly in our plans to maintain quality delivery and adherence to mandatory expectations. As a core team we support a trustee board and associated sub groups to ensure the governance of the organisation is delivered appropriately.

The funding that UDC provide fundamentally supports our delivery of specific projects that meet the needs of local people and enables a resource to be available to support the local VCS to exist, grow and thrive and therefore meet the gaps in provision that other statutory organisations face challenges in providing.

We have a responsibility to participate in key steering groups within the District such as CSP, Children's and Families, Health and Wellbeing, EESET as well as LSP. In addition to these key groups, we actively participate in a broad range of other meetings, workshops, conferences and events that are directly related to the work we carry out in the district.

UDC funding is vital to our existence and enables us to operate in a way that strongly aligns with UDC objectives and in my view, provides a social return on investment that goes above and beyond expectations made of it, especially when combined with other funding we receive. We have demonstrated we can deliver a variety of projects and this gives us leverage to bring even more project funding into the district.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

1. To establish ourselves as a centre of excellence in the delivery, training and development of community building and cohesion based upon the ABCD model within our existing communities and new communities in order to tackle loneliness and isolation and the long term establishment of a community building team in the district.
2. To build upon our digital inclusion pilot especially in relation to the delivery of digital buddy scheme and the adoption of the use of digital equipment within our communities for those people challenged by health, social and other life issues. To attract and acquire new funding and projects that will enable what we have established to grow and become sustainable within our district.
3. To continue the work, we have already undertaken to establish a Home from Hospital scheme across our district. To support the un-befriended, lonely and vulnerable members of our community – achieve successful hospital discharges and link with existing services who will dilute the risk of this cohort returning to hospital unnecessarily.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

As an organisation, we pride ourselves on focussing upon the marginalised members of our community as well as the mainstream. We are lucky in the fact that as you will see, our projects focus upon people, disadvantaged because of their sex, disability, age and many other characteristics and therefore we naturally work within these cohorts to improve their lives, outcomes and opportunities.

We view our equalities and diversity policy not as an add-on but as a fundamental part and parcel of our daily delivery and practice. All our staff, as part of their induction, complete the relevant training in this area and acknowledge they have read and understood our policy that is constantly under review, and is adapted to meet legislation changes and the ever-changing make-up of our society.

Equality of access is key to people accessing our services and projects and in many cases, is the pre-requisite to acquiring the funding and the aims and objectives of our projects. Our aim constantly is to break down the barriers to people having fair and equitable access to the opportunities life can offer them, despite their personal life challenges or circumstances. We enjoy nothing more than enabling and equipping people to gain access to services etc. in the same way as anyone else who does not face such barriers.

We focus particularly on rural isolation in a number of our projects because of the rural nature of our district and the reduction in local infrastructure that has such an impact upon villages and hamlets as well as other locations. Some examples of the work we are doing in this area, is our mobile horse box café, development of a farmer's café, our digital inclusion work, our community men's sheds, our friendship dogs project and our community building work in areas that are struggling to connect.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

We are acutely aware that the need for our service is growing as the pressures upon statutory services increase - in some cases to a critical point. We are able to identify and fill some of the gaps that exist and act as the glue in many cases. We are being asked by partners to take on more and more work and new initiatives to support areas of delivery they are unable to take on or maintain.

We strive to listen to our strategic and delivery partners within the VCS and statutory organisations to ensure we understand the demands both current and future, as well as listening to our communities and the people who live within them. We monitor our outcomes and impacts and consider if they are effectively meeting these needs and are objective enough to readjust our delivery to meet local need. We conduct stakeholder and service user surveys to develop reports on the state of the sector but also to find out if we are providing an effective, meaningful and targeted service to the district and our customers.

We make use of social media as an organisation to open ourselves up to dialogue and debate as well as joining local community based social media groups to really understand and engage with these sections of our communities.

Over the last year, we have adopted the ABCD approach to our community delivery which involves doing things very differently to the way we have in the past. A key element of this approach is to understand the needs of a community by talking to them in a variety of locations, listening to their unique needs and then supporting them to make a difference by using local assets, which can be people, places and spaces. It is imperative that once we withdraw our participation, the communities continue to flourish. This is a more sustainable approach than previously. I think this is a testament to us adopting a practice as an organisation that increases our ability to understand, work alongside and achieve more sustainable outcomes in the long term than we have ever done so before.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

The relationship we have at UDC at all levels is vital to the successes we have been able to achieve and our plans for coming years. I meet with Dawn French regularly to discuss and align ourselves with the strategic thinking of the Council and share best practice. I have a particularly productive and collaborative relationship with the Manager of the communities' team, Fiona Gardiner and her team. They provide resource when required, opportunity and support in the form of joint working on projects and initiatives that we both are focussing upon. Without this collaboration we would not be achieving what we are across the district.

We also work closely with other Council offices and teams on a variety of projects and access training opportunities that the Council is able to offer us.

We are currently working closely with the scoping team, steering groups etc. linked to the new garden community towns that may develop within the district, but also we are collaborating with offices in relation to other community building initiatives that bring added value and common desired outcomes for both organisations,

Overall, I view our relationship with UDC as a key and fundamental one as I think we have reached a point where we are aligned in many areas, have common objectives, and find it easy to collaborate and work together.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

CVSU has positioned itself to be a key contributor to the priorities the Council has set itself and provides resource strategically, tactically and operationally and responds to specific areas of need by identifying and then leveraging into the district, funding and new projects that enable us to make an impact and contribute to the corporate plans.

We proactively support and deliver key actions that are derived from being members of the Health and Wellbeing group, CSP, Children and Families, EESET and the LSP. We have delivered pilots and larger pieces of work that then feed in to and support the corporate plan's objectives especially in relation to Health and Wellbeing, community safety and EESET. We whenever possible, work in partnership with our voluntary sector colleagues or statutory colleagues and view this approach as the best way to achieve value for money and greater outcomes than anticipated. The ability to maintain a local and targeted approach to our projects means that the benefits derived are focused within our district.

Our existing and proposed projects do align themselves with the corporate plan. In my view – as we are in such regular contact with Council offices and community team and the Leads for the various topic groups – we are able to stay in line with the areas of need and delivery.

Two other areas that I think we are specifically supporting at this time relate to community engagement and promoting garden communities as well as delivering and enacting many other aspects of these objectives through things such as the Dementia Action Alliance and other public health initiatives.

We lead as part of the Health and Wellbeing group on loneliness and isolation and therefore are very active in this area and are delivering a number of projects that relate to it and intend to continue to do so, using the latest and most innovative approaches to tackling this issue.

As you will see from our 3 key objectives we laid out earlier in this application we intend to deliver in the key areas that the Council see as important and as an organisation we have the mentality and desire to respond to the ever changing expectations made of us.

As an infrastructure organisation, one of our priorities is to support local VCS and we regularly achieve this by working with or including or developing consortia of other organisations that can bring something extra to particular tasks and opportunities. Therefore, we will take every opportunity to work with partners from many disciplines in order to achieve the best impact in relation to particular problems or needs in the district and our aim is to continue in this regard.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

There are no other CVS or infrastructure organisations in our district who are providing services that we do currently.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We work in isolation in regards to our specific remit in Uttlesford and expectations made of us, but do work in collaboration with other CVS organisations in West Essex and in Maldon as we have some joint projects.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs		
(Please specify posts and grades)	82,096	84,559
Rent	8,583	8,841
General running expenses (phone, Post, room hire, insurance etc.)	9,495	9,800
Producing information, education and Promotional materials	1,666	2,000
Training	1,175	1,900
Travel expenses a) Staff	2,931	3,020
b) Volunteers	436	480
Recruitment costs	0	0
Total revenue costs	106,382	110,600
Total revenue costs		
Capital costs	500	
Replacement telephone system		
Total capital costs	500	0
Total Organisational costs	106,882	110,600

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

To support our core team and enable it to function we have to combine our current UDC grant with that of our ECC grant. This is currently £39,480 per annum, and is heavily KPI'd towards delivery and achievement of health and wellbeing outcomes.

We allocate some of our core overheads to projects through a Full Cost Recovery process, however this still leaves a core shortfall that has to be offset through fundraising activities and delivery of subsidised services to the sector.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Fundraising events – quizzes etc.	£ 700
	£
	£
	£
	£
	£
	£
	£
Total:	£

What percentage of your users are Uttlesford Residents?

97% are Uttlesford Residents

How many people benefit from your service(s) each year?

Directly – 500 and Indirectly – 1,500 – Total annual reach 2,000 people

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

In relation to our forward plan/service any reduction would have a significant impact, dependent on the level of reduction. It could mean not delivering against a specific objective, support the delivery of a specific project, lead a specific initiative or in the extreme would mean us reviewing the extent and coverage of our services in the district. It could result in our staff team being reduced or their hours curtailed.

We operate on a very thin margin in the sense that the slightest fluctuation in our income can result in significant impacts on our ability to deliver and meet the expectations made of us, as well as the ambitious plans we have that form our Strategic Plans (Attached)

This in my view is a time to be maintaining and developing. We need the services we offer in the district especially when demand and needs are increasing in specific areas. If we had to reduce the Core Teams provision this would have a knock on effect upon the range of and support we could give to our projects currently and moving forward. To support our core team and enable it to function we have to combine our current UDC grant with that of our ECC grant and then acquire additional funds to maintain the current position.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

We would have to reduce the size of our core staff team and this would result in a reduction of services.

Check List

- **Most recent Audited financial accounts**

X

- **Most recent balance sheet**

X

- **Medium/Long term business plan**

X

- **Copy of the organisation constitution**

X

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

VOSG/20/014.

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Community360
Address:	Community 360 Office, The College at Braintree, Church Lane, Braintree, Essex CM7 5SN
Postcode:	
Contact Person	Tristan Easey
Position in Organisation	Head of Projects
Telephone Number:	01376 550 507
Fax Number:	n/a
E-mail address:	Seo1@community360.org.uk
Website address:	www.community360.org.uk
Charity Registration No:	1092567

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed: ...T.Easey..... **Date:** 29th October 2019....

Name:.....Tristan Easey

Position:.....Head of Projects

Details of Application

Description of work undertaken by the organisation

Community360 (C360) exists to assist members of the public, voluntary and community organisations by providing passionate, intelligent leadership. Formed in 1968, C360's vision is "Thriving Local Communities" and our mission is "To inspire and enable local community action to improve quality of life".

We achieve this through operating projects, including an experienced Community Development team, Community Accounts Service and Business Bank. As a result, staff lead on community volunteering programmes with more than 400 volunteers, work with over 300 community groups a year to access funding, embed good financial practices, recruit their own volunteers, plan and train, as well as network and promote what they do. We value working in partnership and consult regularly with the sector to guide the development of policy, co-produce new projects and deliver services.

We support individuals to meet set goals and progress against specific targets. For example, we operate a job club, offering employability support and host a volunteer centre and Time Bank which accepts over 1000 enquiries per year to place people in role, reduce isolation and develop skills at different levels of achievement.

We specialise in providing open and bespoke community-based training programmes in Essex through our Voluntary Sector Training (VST) training arm. In the last financial year, VST trained 494 people from 216 organisation across three terms and at in-house training courses. This included accredited and non-accredited courses. We have also delivered Skills Funding Agency programmes for topics including ESOL, Employability and Accessing Volunteering (as a step towards employment).

How many paid employees does your organisation have?

56 staff members

How many volunteers does your organisation have?

400

How many members does your organisation have (if applicable)

n/a

Who/what does your organisation support and in what way?

Community360 champions community and voluntary action. We aim to support thriving local communities who will improve the quality of life for residents. We do this by running/supporting various community projects, such as, Essex Time Bank Network, Volunteer Essex (as part of the Essex volunteer centre network), Voluntary Sector Training and My Social Prescription (Social prescribing) to name but a few.

We pride ourselves on working with a wide range of community members and developing cohesive partnerships with a variety of community groups, statutory bodies and individuals. As such, we are not prescriptive on who we support as we are open to meeting the demands of the local community.

As an infrastructure organisation we support grassroots and not for profit organisations with representation, funding guidance, governance, volunteers and training.

How much money is your organisation requesting?

2020/21		2021/22	
Yr 1	£6000	Yr 2	£6000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.			

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

This application is to enable VST to offer subsidized training places to participants from voluntary and community organisations in Uttlesford District who would otherwise be unable to access high quality training they/ their organisation need.

The requested funding will enable us to provide a bursary place to 52 people per year (104 over two years) to benefit from training.

People registering for a course place who request a bursary will be asked to complete a simple form stating their organisations aims, income, location, where they operate and who they support in the local communities. The decision to grant the bursary place will be made by the discretion of the VST training coordinator.

Each participant/organisation who is offered a training bursary will be expected to pay £25 towards the cost of training. Through experience, this ensures participation in the training. It also allows us to provide more training places from the amount of funding requested.

The real cost of a training place can be up to £180 per person per day depending on the training provided. This fee is based on covering the tutor fees and any other costs related to the delivery of the course (venues, admin, accreditation, promotion).

Through our *Open* programme we have the ability to offer up to 70 different courses and will continue to advertise our brochures. We are also a Gateway accredited qualification provider which means we can provide the following accredited qualifications:

- L2 Award in Mentoring
- L2 Dementia Awareness
- L2 Coaching
- L2 Progression
- L3 Managing Volunteers
- L3 Recruiting Volunteers
- L3 Award in Education & Training
- First Aid (1 Day) in the workplace
- Introduction to disability awareness

Will not be prescriptive on what training will be available to community groups as we believe we can support them best when they tell us what they need. Whilst we will promote a set course brochure

three times a year, we will also actively encourage groups to work with us to design bespoke training that support there organisational needs (for example, Trustees Roles & Responsibilities).

The requested funding will cover the charge made to participants for the cost each training place and will in turn allow us to support the community and voluntary sector in the district.

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

Through this funding, in the first 12 months we would like to:

- Strengthen the sustainability and impact of the community and voluntary sector in the district, through providing high quality training, resources and support.
- Provide at least 52 training places to individuals (staff & volunteers) from at least 17 different community/not for profit organisations
- Identify key trends/demands for training and development within the district. For example, First Aid in the workplace has been a highly demanded course over the past two years. It may be that we identify a need for Dementia Awareness, Fundraising (and so on). We will use this help inform our training offer for the second year of funding.

We will need financial aid to be able to successfully reach our target of 52 individuals and 17 voluntary sector organisations.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

As an organisation, C360 has the following quality kite marks:

- NCVO accredited Befriending provider
- ISO9001
- Mindful Employer
- Gateway Qualifications

All of the above require us to have robust policies and procedures with regards to inclusion and equal opportunities.

Under our Gateway accreditation, we are required annually to demonstrate how we provide inclusive learning environments that support a wide range of learning abilities. This requires observation of teaching and an annual review of learning policies and practices.

As such, we can demonstrate that we adhere to the Equalities Act 2010.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

VST has been in receipt of funding from Uttlesford District Council to support subsidized training in the district since 2015. Since then we have trained 269 individuals and supported 45 different organisations throughout the district.

This has allowed us to be well placed in understanding what the needs are of community groups. At the end of every training session participants are required to fill out an evaluation form. This asks them to rate the training content, tutor, venue and asks what other skills they may need. From this evaluation we are able determine a satisfaction rating as well as follow up suggestions by providing new courses or by signposting groups to other support in the area.

Demand for courses/subjects is measured in two ways; firstly through reviewing the course evaluations and secondly by requests of certain subjects. For instance, over the past four years, the most popular request for training has been the 1 day Emergency First Aid at work, followed by Recruiting and Managing Volunteers (accredited) and then Train the Trainer.

The demand for the training has been established through a concerted advertisement campaign that includes three termly course brochures, Social Media and extensive networking with local community groups, such as Uttlesford CVS.

Does the Council encourage or support your organisation in any way other than financially? Please give details.

UDC have been very supportive of the training we provide, offering to help promote courses and on occasions making suggestions on the sorts of skills that may be needed for particular groups.

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

Our organisation and our proposed project would contribute to the Council's corporate plan in the following ways:

- Our organisational mission is to '*To inspire and enable local community action to improve quality of life*'. We will do this by providing skills and expertise to staff and volunteers that support the community and voluntary sector in the district
- Throughout the past 4 years we have worked with a wide range of organisations that support many of the corporate plans key aims, such as providers who deliver employability programmes, charities that provide children's services, organisations that support vulnerable people in to volunteering projects and grass root community groups that develop neighbourhood programmes. Our aim is to continue to work with as wide a range of community groups as possible

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Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

Whilst we would not claim to be the only training provider in the district, we believe we are the only one that operates to specifically support the community and voluntary sector. We also provide an expertise that may not otherwise be available as our trainers are not only experts in their subject matter but also in their understanding of sector and the challenges faced by grassroots organisations and established charities.

We work closely with our Essex Wide CVS partners, including Uttlesford. We are aware that our CVS partners will be delivering courses such as Making Every Contact Count and Mental Health First Aid and as such we will ensure that we collaborate by providing courses that are needed but avoid duplication.

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

We seek to work with all organisations in a collaborative way and in a multitude of contexts:

Through our *Open* training programme we have the ability to provide up to seventy different courses for the voluntary sector. These courses could be accredited or non-accredited and in specific areas such as Volunteer Recruitment, Fundraising Skills, First Aid, Trustees Roles and Responsibilities, to name but a few. Our open programme is open for any individual or organisation to attend and we promote three brochures a year.

We also provide *in-house* training. This could be where a charity or a grassroots organisation would like a course from the Open programme to be tailored to their specific setting (for example, a youth group requesting First Aid) or where an organisation needs a course bespoke to them. For example, we have provided one to one training for groups who need accounting support and using Quick Books software

We will look to continue to work with Uttlesford CVS to help promote our training offer, provide guidance on particular training needs of the local community and as required provide a venue for our course delivery.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs (Please specify posts and grades)	£4500	£4500
Rent	£600	£600
General running expenses (phone, Post, room hire, insurance etc.)	£200	£200
Producing information, education and Promotional materials	£300	£300
Training	£100	£100
Travel expenses a) Staff b) Volunteers	£300	£300
Recruitment costs	-	-
Total revenue costs	£ 6000.00	£6000.00
Total revenue costs	£6000.00	
Capital costs -		

Total capital costs -

Total Organisational costs £6000.00

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

C360 is funded by a range of organisations, however our training arm, Voluntary Sector Training, only receives funding from Uttlesford District Council which currently equates to 6k per year. Our remaining income is self-generated by providing course to the voluntary sector throughout Essex.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

Uttlesford District Council	£ 18,000
Course income	£ 109,671
	£
	£
	£
	£
	£
	£
Total:	£ 127, 671

What percentage of your users are Uttlesford Residents?

In the past two years we have delivered courses to 174 people from Uttlesford based groups which is approximately 16% of our clientele.

How many people benefit from your service(s) each year?

For the year 2018/19 VST trained 657 individuals from across Essex of which 117 have been from Uttlesford

So far for the year 2019/20 we have trained 459 individuals of which 57 have been from Uttlesford.

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

We would have to reduce the number of places available based on the current costs outlined above. We are only able to support groups with subsidized training with this funding.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

As stated above, a reduction in funding would mean we would have to provide subsidized training to less people as we would not be able to offset the costs of the training.

Check List

- **Most recent Audited financial accounts**

☐

- **Most recent balance sheet**

☐

- **Medium/Long term business plan**

☐

- **Copy of the organisation constitution**

☐

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

Received

8/11/19. VOSG/20/15

Application deadline: Midday – Wednesday 30 October 2019

Voluntary Sector Provider Two Year Contribution Fund Scheme Application Form

Details of your Organisation

Name of organisation	Saffron Hall Trust
Address:	Council Offices, London Road, Saffron Walden, Essex,
Postcode:	CB11 4ER
Contact Person	Graham King
Position in Organisation	Fundraising and Communications Director
Telephone Number:	01799 588 545
Fax Number:	
E-mail address:	graham.king@saffronhall.com
Website address:	www.saffronhall.com
Charity Registration No:	08534643

Declaration:

1. I am authorised to make the application on behalf of the above organisation.
2. I certify the information contained in this application is correct.
3. If the information in the application changes in any way I will inform Uttlesford District Council.

Signed:  Date:

Name: GRAHAM KING

Position: FUNDRAISING + COMMS DIRECTOR

Details of Application

Description of work undertaken by the organisation

Saffron Hall Trust delivers an inclusive world class arts programme for the people of Saffron Walden, Uttlesford and beyond. Core community outreach includes a pioneering music therapy programme in partnership with Anglia Ruskin University, family music making events, open rehearsals, side by sides and shows for schools.

Each year, Saffron Hall reaches over 30,000 people through its concert activities, and more than 10,000 people through its Learning & Participation programme.

How many paid employees does your organisation have?

45

How many volunteers does your organisation have?

82

How many members does your organisation have (if applicable)

Who/what does your organisation support and in what way?

Saffron Hall Trust supports many different groups of people. From our audiences who predominantly come from Uttlesford and surrounding areas, to people living dementia and their carers, also all based in Uttlesford. School students of all ages and their teachers (we also offer CPD events throughout the year). SHT supports community group performances through stage management and venue assistance; it supports local residents with additional needs to experience the transformative power of great arts and culture. It does this through partnership working and creating projects such as 'Come Together' that are designed to specifically meet a local need and reduce social and rural isolation.

How much money is your organisation requesting?

2020/21	2021/22
Yr 1 £9,000	Yr 2 £9,000
Although it is the Council's intention to offer funds for two years outside pressures might change this therefore the District Council will write confirming budgets before March 2020 and 2021.	

Please give full details of the use that will be made of any financial aid given by Uttlesford District Council. (Please continue on a separate sheet if necessary).

Please see separate Sheet

Name up to three things you aim to achieve in the first twelve months of the funding period. Are these aims to be achieved with the financial aid or generally?

1. As an organisation we aim to increase the number of people we engage with from 40,000 to 45,000 through building our programme of events and diversifying our commercial offerings such as hot food and dining experiences.
2. We aim to raise the profile of the Hall and Saffron Walden/Uttlesford as an arts hub of national significance through strategic national press releases and National TV coverage.
3. We aim to reach more people within in the community, particularly those on the edge of society from our project, Come Together.

We aim to achieve 1 & 2 through our core work. Aim 3 will only be able to be achieved if Come Together is able to take place.

Do the activities of the organisation provide equal opportunities, in particular access and accountability to the wider community? Please give details of how your organisation fits into the Council's equalities policy, in particular the ten protective characteristics under the Equalities Act 2010 (we include rural isolation as part of our duties).

Yes. Saffron Hall Trust's work is open and accessible to all, and works with people, young and old, who may have a range of protected characteristics such as socio-economic deprivation, rural isolation, autism, dementia or disabled access needs. SHT uses a varied range of partnerships as a way to engage with people from all backgrounds, including socio-economic disadvantage, disability, and ethnicity. Its partnerships are across Essex, and include:

Essex Music Education Hub: supporting SHT to connect with schools and groups across Essex, particularly those in disadvantaged situations

Health and Wellbeing partners: such as Essex County Council's Adult and Children's Social Care teams; The Melbourne Project (a charity, supporting children (including those under 5) and their families who have socio-economic disadvantage)

Dance Network Association (who connect SHT to school & community-based youth dance groups, including those who focus on participants with protected characteristics)

In Uttlesford itself, SHT provides equality of access and accountability through its partnerships with, for instance, the Saffron Walden Dementia Access Alliance, and it is also launching concerts where normal conventions are relaxed, so that people with protected characteristics feel included in great cultural events.

What is the demand for the service and how is this being established? How will your project/service find out what the views of its users are and about the services they (will) receive?

The demand for Saffron Hall Trust's project for people with dementia (who will also be taking part in Come Together) has been established through a data scoping exercise, in which Faye Butler from Uttlesford District Council provided a snapshot of current demographics and future projections. This showed that dementia rates are predicted to rise by 80% to almost 2,000 people by 2030. This will pose a major challenge to this district and will require new interventions to reduce social isolation and support mental wellbeing. We have also collected evidence for service demand from our Pilot project. these details can be found in the supporting document included.

SHT will be carrying out a robust evaluation exercise, to ensure that the views of the participants, audience and creatives are taken into account. Please see attached document demonstrating collected evidence of 2019 pilot evaluation.

**Does the Council encourage or support your organisation in any way other than financially?
Please give details.**

Yes: by providing support and connections (such as introducing SHT to other community stakeholders); by providing access to data and projections, to enable robust funding bids to other funders to be made;

Attached is the Council's Corporate Plan. Please explain how your organisation or the proposed project would contribute to the Council's corporate plans objectives?

HEALTH & WELLBEING

SHT engages with more that 120 people a year who are affected by Dementia. Through our music therapy project we improve isolation and wellness. Overall all research suggests that music can stimulate the body's natural feel good chemicals (e.g. endorphins, oxytocin). It can help energise mood and provide an outlet for feelings and emotions.

WORKING WITH PARTNERS

SHT's core objective includes partnership development. Day to day partners include ARU Music Therapy, Faircroft House, Mind in West Essex, Guildhall School of Music, Saffron Walden Town Council, Uttlesford Dementia Alliance, Saffron Walden Dementia Action Alliance, SWCHS, Saffron Centre for young Musicians, Orchestras Live, Britten Sinfonia, London Philharmonic Orchestra.

IMPROVING COMMUNITY ENGAGEMENT

Come Together has been specifically created to widen community engagement and reach people on the outskirts of society. As demonstrated in the pitot project, Come Together will bring together people from across the community allowing them to engage with new people building an intergenerational understanding.

Are there any other organisations providing the same service as your organisation in Uttlesford? If yes, please give details.

NO

Do you work in isolation to these organisations or collaboratively in any way? Please provide details.

Your project costs

Please give an estimate breakdown of your revenues costs

Revenue Costs	2020/21	2021/22
Salaries, NI and Pension costs * (Please specify posts and grades)	£5,000	£5,000
Rent rent of Hall	£300	£300
General running expenses (phone, Post, room hire, insurance etc.)	£2000	£2000
Producing information, education and Promotional materials marketing and filming costs	£1700	£1000
Training		
Travel expenses a) Staff b) Volunteers		
Recruitment costs		
Total revenue costs	£9,000	£9,000

Total revenue costs

Capital costs

*Contribution to L&P Director, Operations Manger, creative team (director, musical director, choreographer

Total capital costs

Total Organisational costs **£18,000**

Is your organisation financed or supported by other organisations, if yes, give full details, if no, why not?

SHT receives no regular core funding. We rely on a donations from individuals and trusts and foundations to support all of our work, alongside ticket sales and other commercial income.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised?

2016-2017	£	343,732
2017-2018	£	559,781
2018-2019	£	590,260
	£	
	£	
	£	
	£	
	£	
Total:	£	1,493,773

What percentage of your users are Uttlesford Residents?

For this project 100%

How many people benefit from your service(s) each year?

Over 40,000 people are year in person, and further 2-3 million via the radio/broadcast

What effect would a reduction in the amount you have applied for have on your forward plan/service? Please provide quantifiable information?

A reduction in funding from the council would mean that SHT would have to prioritise how ambitious this project can be. The grant would enable SHT to plan its community wide project with confidence and would also encourage other donors and funders to step forward. Without UDC support, this may fundamentally change, and would limit SHT's ambitions for its work in Uttlesford.

If you are currently in receipt of a grant from Uttlesford District Council, what effect would a reduction in funding have on your organisation? Please provide quantifiable information?

Check List

- | | |
|---|--------------|
| • Most recent Audited financial accounts | <div>X</div> |
| • Most recent balance sheet | <div>X</div> |
| • Medium/Long term business plan | <div>X</div> |
| • Copy of the organisation constitution | <div>X</div> |

I confirm that:

- to the best of my knowledge the information given above is accurate;
- I am authorised to make this application on behalf of the organisation named overleaf;
- Neither I nor the organisation is seeking to obtain any personal or financial benefit from the project/initiative.

