

Application deadline: Midday – Friday 15 January 2021

Voluntary Sector Provider 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	Julie Foster
Position in Organisation	Trusts Fundraising Manger
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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:

Date: 13th January 2021

Name: Julie Foster

Position: Trusts Fundraising Manager

Details of Application

Description of work undertaken by the organisation

Established in 1990, St Clare Hospice is the leading provider of specialist palliative care for residents of West Essex and the borders of East Herts. We provide compassionate care and support to adults with any terminal and life-limiting illness.

Our specialist clinical and non-clinical services are provided free of charge and include an In-patient Unit, Hospice at Home, day therapy, community care and outpatient services. In 2019/20 we supported over 1,404 beneficiaries (and their families). We give those we care for the confidence to cope and to enjoy the best quality of life possible, for as long as possible.

St Clare is there for the whole person as well as the whole family. Our holistic approach to care extends to carers, relatives and friends, during their loved one's illness and through bereavement.

We are collaborative and outward looking. We work in close partnership with all health and social care professionals involved in a person's care, including GPs and district nurses. We also provide free of charge training and education in palliative care to health and care workers throughout our region. Our Hospice at Home and community nursing services are fully integrated within the community. We also deliver innovative and award-winning community led programmes that provide social and emotional support to especially isolated and vulnerable patients and carers.

Our latest **CQC rating** (acquired December 2019) was '**Outstanding**'.

How many paid employees does your organisation have?

156

How many volunteers does your organisation have?

531

How many members does your organisation have (if applicable)

n/a

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

Last year (year ending March 2020) 23% of our patients and beneficiaries were Uttlesford residents, an increase on 6% on the previous year.

We exist to provide compassionate care and support to adults living in West Essex and the borders

of East Herts who have life limiting illness of any sort, including, (but not restricted to, cancer, heart disease, motor neurone disease, end stage dementia, lung and kidney disease. We also provide support to patients' family, friends and carers. We provide support within the hospice, in people's homes, (including care and nursing homes) and in the community.

In 2019/20 we directly cared for 1,404 people via a range of services:

194 people were cared for in our Inpatient Unit.

781 people were cared for by our Hospice at Home team

974 people were supported via our Clinical Nurse Specialists

789 people were supported by our Day Therapy team, attending clinics including breathlessness management, physiotherapy, lung and heart.

437 people received bereavement counselling

54 socially isolated people with life-limiting illnesses were supported by one of or specially trained volunteer Compassionate Neighbours.

895 attendances at our various Bereavement Cafes, either face to face (in local communities) or online, (post pandemic)

As a result of the pandemic, during 2020 we adapted existing but also created new services to better meet increased demand for help, advice, care and support. This includes a new bereavement helpline, for all residents of West Essex, the provision of child bereavement counselling training for teachers based in 30 local schools across our catchment area and the production of a new Guidance & Support Booklet for people facing death and loss during the pandemic.

How much money is your organisation requesting?

2021/22

£5,000

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 requesting funding to support the development and expansion of our existing 'Compassionate Neighbours' project, to benefit carers of people at end of life, as well as those with life limiting illnesses.

This project won the Voluntary Community Service Award at Essex County Council's 'Who Will Care?' Awards 2019 and works by 'matching' specially trained volunteers with sick or frail people living alone within their own communities. We plan to expand the project, so that *carers* can also benefit from the personal, emotional and social support it offers. We know from our extensive experience of working with carers that they are often as isolated and vulnerable as those who live alone with their condition, especially those who care for loved ones with end stage dementia and other neurological and psychological conditions.

'Compassionate neighbours' are trained volunteers who offer 1:1 friendship and emotional support to

people in their own communities, (known as community members). Compassionate neighbours & community members are 'matched' based on shared hobbies & interests, personalities, life choices & experiences. The project benefits both parties; the compassionate neighbour and the community member. Most compassionate neighbours have experienced the loss of a loved one, many have been carers themselves and are themselves lonely.

Uttlesford DC have supported our work with carers for the last 2 years and we are extremely grateful for this support which has enabled us to establish a dedicated Carers' Group. Although the pandemic led to the cessation of physical meetings of the group from March 2020, we have continued to provide remote support via online meetings and regular well-being telephone checks. During 2020 we referred several carers to the Compassionate Neighbours scheme on an 'informal' basis, to trial its effectiveness, and it is the success of these pilot 'partnerships' that has led to our strategic decision to fully develop the scheme to cater for carers who are struggling with social isolation. The need for and demand for this level of support for carers has increased dramatically since the onset of the pandemic, with more and more carers isolated by the need to shield and social restrictions.

During the pandemic we swiftly and successfully adapted the Compassionate Neighbours project, replacing home visits with 'garden gate meetings', when allowed, and video and phone contact. Our training for volunteers has also successfully been adapted and we have created a new 'module' focussed on the needs of carers. The need for the project has never been so great. It is now regarded as an integral part of the voluntary sector's response to loneliness in West Essex and an essential tool in helping to combat a rising tide of fear, anxiety, loneliness, and acute isolation.

Funding from Uttlesford DC would be used to help fund a new Support Worker for the project, with the aim of effecting 100% increase in numbers of 'matches'. This will equate to 50 new carers being supported by the project and 50 new compassionate neighbours recruited, trained and supported during a 12 month period (2021/22). Please note we are only asking for a contribution to the new staff role, proportionate to the time spent developing and delivering the project for Uttlesford residents. We are not asking for a contribution to any other costs.

(No more than 500 words)

Name up to three things you aim to achieve in the funding period.

The scheme aims to build stronger, more resilient communities who look out for each other, support each other, and provide a network of support for vulnerable neighbours living with terminal and life limiting illnesses, as well as those who are caring for people at end of life.

Our volunteer compassionate neighbours offer a human connection and genuine companionship, responding to the needs of members of their own communities, and enabling them to remain part of a social network in which they feel valued and supported.

The planned outcomes for the project during this funding period are that:

1. Communities are better equipped to support each other, improving the experience of caring, and loss.
2. Compassionate Neighbours increase their skills, confidence and networks to take into their

communities

3. 100% increase in 'matches' between volunteers and community members / carers, equating to 50 carers and 50 volunteers supported by the project.

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 the project is very high and has increased during the pandemic as the need for shielding and social restrictions continue to leave many people isolated from their usual support networks, including friends and family. Currently we have 38 community members awaiting a 'match' with a volunteer Compassionate Neighbour. The reason for the delay is purely down to resourcing – we have 1 permanent staff member currently recruiting, vetting training, and matching volunteers with community members. The same person also provides (vital) ongoing support to the volunteers vi 1:1 and group support meetings and deals with referrals to the scheme from multiple routes including GP's, community nursing teams, social services and other St Clare Hospice teams.

To meet the growing need for support, and to effectively expand the support to encompass the needs of carers, we recognise that we must invest in additional staff resource.

As with everything we do, we will continue to monitor and evaluate the impact and the outcomes of the project. We undertake impact measurement and monitoring with both our Compassionate Neighbours (volunteers) and Community Members. We seek to understand the difference that participation in the project has made to their lives through self and peer assessment of the following:

- Social activity and contact levels outside of the home
- Independence
- Confidence
- Happiness and sense of well-being

We collect this feedback through individual surveys as well as via group settings (eg monthly Compassionate Neighbour group support meetings. We have also conducted a peer review of the project.

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. The Council's support ensures Uttlesford residents are aware of our services and how to access them.

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

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

The primary aim of the Compassionate Neighbours programme, (to reduce social isolation amongst the sick and those that care for them) is entirely aligned with key elements of the Council's Corporate Plan.

The plan identifies the importance placed on "*taking an active role in providing homes and services.. to safeguard the health and welfare of residents*". The plan also refers to the Council's commitment to "*promote healthy lifestyles in diverse and inclusive communities.*" Which will be achieved through working with "*partners, including the voluntary sector, to improve the general quality of life for residents, including those that experience social isolation, poor mental health, obesity, addiction and dementia*"

The Plan also refers to the need to "*deliver cost effective and efficient services that live within the Council's means.*" Our project is very cost effective. With the proposed new Support Worker role in place we will be able to effect c100 matches every year – benefitting 200 people (100 community members and 100 compassionate Neighbour volunteers) every year. The cost of providing this community led service is very low compared with the cost of addressing health care needs that will likely develop without this support in place. Taking full time carers out of the mix (due to poor health or inability to cope) will inevitably lead to additional financial and logistical burden on other health and social care partners who will need to 'fill the gap'. Our Compassionate Neighbours deliver a first line of defence against mental ill health as a result of social isolation and are effective in preventing referral to more formal support services.

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 throughout Uttlesford.

Although there are other carers' wellbeing groups in Uttlesford, no other organisation provides the same service as our Compassionate Neighbours project or indeed our Carers' Group. Whilst others offer emotional support, we also provide very specific (and updated – as a result of COVID-19) advice with regard to end of life care, as well as caring for people with a life limiting illness during the pandemic. Our carers' services 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.

Our expanded Compassionate Neighbours project will work in tandem with our Carers Group – so that carers will be able to access either or both services and both types of support; as part of a group but

also 1:1 direct care from a trained volunteer. In this way we will be able to offer a genuinely unique holistic service to carers, tailored to their individual circumstances, needs and preferred means of communication.

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

We are a collaborative organisation and we work in close partnership with many other health, social care and community led organisations to ensure residents have greater access to our services.

For this project, we will work closely with Carers First, The Hub, Action for Family Carers and local CVS's (with whom we already have excellent working relationships), to identify those most in need of support. We anticipate we will also continue to receive referrals from other St Clare Hospice teams, GP's and social services. This funding will enable us to respond to a clear and growing need in our communities for localised, emotional and practical peer support for people whom the pandemic has left entirely cut off and isolated.

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

In addition, and in line with our Equality, Diversity and Inclusion strategy, we are working hard to build strong working relationships and to further engage with community leaders and faith communities as we seek to increase equity of access to our services. In 2021 we will distribute our core literature translated into key languages to support this work. We aim to eradicate not just language barriers, but also cultural, economic and social barriers to our services.

Your project costs

Please give an estimate breakdown of your running costs

Revenue Costs	2021/22
Salaries, NI and Pension costs	£26,700 (new Support Worker Costs)
Rent	£0
General running expenses (phone, Post, room hire, insurance etc.)	£0
Producing information, education and Promotional materials	£0
Training	£0
Travel expenses a) Staff	£0
b) Volunteers	£0
Recruitment costs	£0
Other costs	£0
Additional cost relating to Covid-19	
Total revenue costs	£26,700
Capital costs	£0
Total capital costs	£0
Total Organisational costs	£26,700
Income - current year only	
From grants	£10,000
From other sources	£5,000
Total income	£15,000

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

NHS funding covers approximately 40% of our annual costs. We need to raise the balance through fundraising and voluntary donations. In addition to grant making trusts, we raise funds via retail, (8 charity shops, 1 distribution centre, an e-commerce function), our weekly lottery, community fundraising and events, sponsored challenges, corporate fundraising, legacy gifts, In-memoriam and individual donations.

What fund raising activities has your organisation undertaken in the last 3 years and how much money have you raised? Please do not include grants from Uttlesford District Council or other funding bodies.

Donations and events	£4.422m
Legacies	£1.785m
Retail (charity shops, ebay etc)	£1.263m
St Clare Hospice Lottery	£1.368m
Total:	£8.838m

What percentage of your users are Uttlesford Residents?

23% in year ending March 2020

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

We directly supported 1422 people in total last year, (y/e March 2020), including 332 residents of Uttlesford.

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. This would delay the recruitment of the new staff post and will subsequently mean longer waiting times for carers referrals to be processed and matches with volunteers effected.

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 £3,000 grant from Uttlesford District Council for 2020/2021 to fund our Carers' Group project for 12 months from April 2020.

The pandemic has resulted in a significant drop in fundraised income. We are currently forecasting a net loss of **£751,000** in fundraised income during 2020/21, (which equates to 11 months running costs for our in-patient unit and is just 50% of our budgeted fundraised income).

Our retail outlets were closed during our peak trading months. We will not raise any income from community, challenge or corporate events in 2020/21. 'In memoriam' income is significantly reduced since people are tragically still unable to attend funerals, In addition, we are losing corporate, individual and trusts donations as people and companies begin to feel the pinch and investments diminish in value.

We are working hard to make up for these losses; we launched an emergency appeal in April which was well received. However, we know we have particularly challenging times ahead.

Check List

- **Most recent Audited financial accounts**

- **List of extra spending due to Covid-19**

- **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.