

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

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

Member in attendance: Councillor E Hicks

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

VG1

**CITIZENS ADVICE BUREAU EAST HERTS – LAURA HYDE, CEO**

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

The following questions were asked;

- How much funding did the service receive from East Herts District Council?  
**£149,000 for 2016/17, 2017/18 has not been agreed.**
- If the service were not to receive the full funding applied for, how would that affect the service?  
**The service would consider the shortfall and make a decision on the extra opening day at Bishop's Stortford Office or the supervisor position; the service would not be able to see as many people, this would include Uttlesford clients and more sign posting would be necessary.**
- How did the service draw demarcation lines between East Herts and Uttlesford CAB?  
**Clients do not recognise the district boundaries and chose to use the Bishop's Stortford Office as it is nearer and the transport links are better than those to Saffron Walden or Gt Dunmow.**
- What were the client numbers for the last twelve months?  
**The Bishop's Stortford office supported colleagues in Hertford for 9 months while they worked out of temporary accommodation. This had skewed the figures for the last year and will take another 12months to understand the true picture. Core projects also impacts the stats.**

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

VG2

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

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

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

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

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

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

The following questions were asked;

- Why has St Clare Hospice applied to UDC for funding?  
**23% of patients come from Uttlesford and wanted to give the council the opportunity to know what the service provides and to support it.**
- Does the service receive funding from other local authorities?  
**The service could confirm funding from East Herts and Harlow provide funding, and will investigate further which other local authorities make contributions.**
- What is the service's relationship with EACH (East Anglian Children's Hospice)?  
**St Clare Hospice does not look after anyone under the age of 18yrs, however, does support the children of service users.**
- If the service were not to receive the funding or only part funding applied for, how would this affect the service?  
**The service would continue to fundraise, but recognised the security and benefits of receiving two year funding from UDC.**
- How does the service manage the £567k shortfall in funding?  
**This is raised by grant giving trusts, local companies fundraising on behalf of St Clare Hospice and individual sponsors, the St Clare community team concentrate on fundraising and will be looking to longer term funding i.e. The Big Lottery.**

VG3

## HEARING HELP ESSEX – JANICE BARNETT, CHAIR OF TRUSTEES

The service started in Chelmsford 30 years ago under the name CamTAD – Campaign for Acquired Deafness. The service offers practical help and advice to hearing aid wearers, people who are losing their hearing, people born with normal communication who use language and follow speech. The local Saffron Walden CamTAD (now known as Hearing Help) approached the Chelmsford office 3 years ago for additional administrative support; Chelmsford Hearing Help now look after the Saffron Walden membership, volunteers and area of work. Uttlesford currently had four Hearing Help sessions run in Saffron Walden, Stansted, Thaxted and Gt Dunmow, all run once a month, all are well attended.

This is the 1<sup>st</sup> application for funding made to Uttlesford District Council

The following questions were asked;

- Does the service receive funding from any other local authority?  
**West Essex CCG fund hearing aid support and Chelmsford City Council support the service with a grant of £4,500.**
- Does the service provide lip reading courses?  
**An unqualified lip reading teacher offers classes to some of the members in Uttlesford.**
- Is the service free of charge?  
**Yes**
- How do promote the service?  
**Audiology depts. within the local hospitals inform patients attending their appointments, also through deaf awareness training and word of mouth.**
- Why would clients use the service for re-tubing or cleaning rather than return to the Hospital Audiology dept.?  
**People had the option of the drop facility during the Hearing Help sessions, rather than attending appointments at the hospital.**

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

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

VG4

## ACTION FOR FAMILY CARERS – HEATHER HUNT AND JULIA GRAY

The presentation started with a short activity.

The service offered the following services to Young Carers, Young Adult Carers and Adult Carers. Carers, who can be any age, provide unpaid care by looking after an ill, older or disabled family member, friend or partner. The aim is to build upon the service being offered to Young Adult Carers 16-24 year olds in the Uttlesford District, to help them have the same life opportunities as their peers.

The following questions were asked;

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

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

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

- How does the service identify young carers?  
**A number came through transition from the young carers support development - the young carers group in Stansted, some came through the schools program, others self-referred. The service planned to link up with the work Fairycroft house have done with young carers. The service attended the Multi Agency Centre and Think Family Platform in Uttlesford.**
- How does the service relate to adult care services?  
**The Young Carers Support Development Program is funded by Essex Youth Service, County Council, the Young Carers in Secondary School and the Young Adult Carers is funded by the Support Carers in Essex Partnership, the MacMillan Project is matched funded with MacMillan and Support Carers in Essex Partnership, and the Family Cares and Adults Carers support is funded by Support Carers in Essex Partnership and The Big Lottery.**

The service is a network partner of the Carers Trust.

VG5

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

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

The following questions were asked;

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

**Yes, if members can access a conventional vehicle.**

- What are the criteria to become a member?  
**Over 60years, have a disability or rural isolation.**

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

- Does the service charge members?  
**Annual Member fee £10 for individuals - £20 for groups, individual would then pay £3 for first 2miles and 80p for every mile thereafter, the group charge would depend on the miles and time the vehicle is hired for. The Hospital Car Service is paid at 45p per mile. There is no free service. The fees are calculated using the current fuel cost per mile.**
- How long did UTC run their vehicles for?  
**There is a 7year vehicle change cycle due to an excess of 100, 000 miles on each vehicle.**
- Does UTC receive funding from other organisations?  
**Yes, The Big Lottery, West Essex CCG, Essex County Council and local garages support the service by maintaining the vehicles at weekends or evenings.**
- How is the funding and fares used by UTC?  
**Fares are subsidised, office and maintenance costs and staff salaries, with the equivalent of £99k worth of volunteers hours in a year.**
- How secure is the funding from Essex county Council and West Essex CCG for 2017-18 and 2018-19?  
**ECC funding runs until March 2017, with negotiations for 2017-18. The service had been invited to contribute to the new bus consultation. UTC had a year's contract West Essex CCG, with the hope it will role on.**

VG6

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

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

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

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

- Does the Citizens Advice Bureau need to complete a sustainability and transformation plan? How does the service do its fundraising?  
**The service is not seen by the vast majority of the public as a charity and perceived as a statutory organisation and funded centrally. In terms of fund raising the service did not pull at heart strings like other charities would. A new trustee with fundraising expertise had been brought on to the board in order to locate a patron for the service. The view of the Treasurer it would be hard to replenish funding from local government with charitable donations and introducing sponsorship would impact on the service's independence.**
- How much does the service receive from South Cambridgeshire District Council?  
**£6,500, with an additional £300 for the home visits service.**
- How many of the Parish Councils support the service?  
**All Parish Councils would be written to annually, approximately half will make a contribution.**

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

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

VG7

## **VOLUNTARY SECTOR TRAINING – LINDA RILEY**

Voluntary Sector Training (VTS) is an independent charity and had been in existence since 1999, it existed to support the training and development need of voluntary and community organisations of all sizes – for paid staff and volunteers (including management committee members/trustees) and people associated with voluntary organisations, with the aim to support the development of strong, effective and diverse voluntary and community sector in Uttlesford the rest of Essex and beyond.

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

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

The following questions were asked;

- What is the qualification for the training bursary for a training place?  
**To be an Uttlesford based organisation providing services to Uttlesford based residents.**
- Do organisations receive the training free of charge?  
**£25 charge**
- What sort of training does VST offer?  
**Governance, accredited Trustee Training, Volunteer Management, first aide, personal develop i.e. Time Management and Assertiveness, How to win contracts, How to become more sustainable – anything the voluntary organisation, its staff or trustee identify as a need.**  
**People could attend open courses or bespoke course could be arranged for organisations.**
- VST was asked to clarify the course fee.  
**On average a course cost £140-160per person, the funding from UDC would fund £115 with the attendee paying £25.**
- Does VST receive funding from other organisations?  
**VST received course fees from the open program, funding through the Essex Community Foundation and ringed fenced funding from Thurrock Unitary for delivery in their area. VST would only use funding received from UDC for training within the district.**
- How did VST arrive at the figure of 65 bursaries?  
**Considered historical data.**

VG8

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

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

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

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

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

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

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

The following questions were asked;

- What percentage of the £5,000 applied for would be the total income for the Maltings in 2017-18?  
**The total income is currently £16,000 making the UDC contribution a quarter of the income for 2017-18.**  
**The current arrangement with The Museum allowed them to benefit from a peppercorn rent and paid half of the running cost for the building, equating to £4,000 Museum charge.**
- Why has the application increased from £3,000 to £5,000?  
**To ensure increased costs were covered.**
- What would happen to the service if it did not receive the full allocation of £5,000?  
**The service would manage with a grant of £4,000.**
- How much has the room hire bookings increase by in the last 2-3years?  
**From 1,500-2,000 to 4,000-5,000. More recently the Alzheimer's Society had cancelled a regular booking. The Maltings no longer offer to hire the building for receptions following a civil wedding.**
- How much funding did The Malting receive from Gt Dunmow Town Council?  
**Gt Dunmow Town Council had not given any formal grant funding, but had funded a number of capital projects and did support the Dunmow Museum.**
- Where did the The Maltings advertise their facility?

**A small budget of £900 pa for advertising, this included the Maltings own website, local parish magazines and Visit Essex, the biggest cost is Celebrate in Essex at a cost of £600.**

VG9

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

Buffy Bus established 22years ago – **Babies Under Fives Family Year**. Buffy Bus travelled to 15 locations across the district each week and offered 1-1 ½hrs sessions at each locations and operated during schools holidays. The activities are linked to the early year's foundation stage profile and encouraged children to play and learn alongside parents and carers. Activities included painting, sand, dressing up and cooking. Buff Bus prides itself on its inclusive service and its mobility allowed the service to reach out to vulnerable and isolated families. Recently a local Mencap association had experienced the facilities Buffy Bus provided. One third of services users were grandparents and had maintained links with Spurgeon's Children Centre, Homestart and health visitors. In order to identify its impact the service had tracked a number of metrics i.e. increased confidence, improved parental skills and decreased feelings of isolation.

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

This is the 1<sup>st</sup> application for funding made to Uttlesford District Council

The following questions were asked;

- Is it the same bus the service started with 22years ago?  
**The original bus had been replaced in 2004.**
- How many parishes does the bus visit?  
**15 locations, 3 per day visited once a week, seeing an average of 100 children each week. 220 families are registered, some attend regularly some attend now and again. Registration details are taken from families who attend the service.**
- Did Buffy Bus receive finance support from the 15 parishes it visited?  
**No**
- Is the service free?  
**Yes, but it did ask for a voluntary contribution.**
- Did the service receive funding from other agencies?  
**The Big Lottery covered a third of the funding until September 2018. Children in Need funded work with Carver Barracks. Essex Community Foundation funded one support worker, some parish council funds and fundraising.**
- How did Buffy Bus differ from other village playgroups?

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

- How many children/families can attend the bus at any one time?  
**Capacity would be 20 children with parents.**
- Why has Buffy Bus made an application for funding this year?  
**Five years Lottery Funding concluded in 2018, Buffy Bus needed to look to alternative funds to come sustainable. Nominated for an Essex County Council Families Included Prize and explored working with other organisations to use Buffy Bus as a hub.**
- What will the service do if not successful in receiving a UDC funded grant?  
**The service would continue to pursue other funding opportunities notified by Council for Voluntary Services.**

Meeting finished 20.30