

Grant Aid Annual Review:
2015/16

Appendix 3

Appendix 3: Case studies, examples and quotes

Introduction to the case studies:

Grant Aided groups / organisations were invited to share case studies about their funded project / service. The case studies and examples may include information about:

- How the service contributes to the Council's vision: “...to make Nottinghamshire a better place to live, work and visit”
- How the service works in line with the Council's values: “Treating people fairly, value for money and working together.”
- Innovative developments, other achievements and/or good practice / guidance that has been shared with other groups
- Effective partnership working to help improve outcomes for Nottinghamshire people.

Due to the vast amount of data provided, this section contains a *selection* of case studies / examples from groups with a 3-year Grant Aid Agreement, including:

- Projects that deliver services to Nottinghamshire residents from all districts (sometimes referred to ‘countywide’ projects)
- Projects in receipt of various levels of Grant Aid funding
- Projects from all the 3-year themes
- At least one example from each district of the county.

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Countywide

Grant Aid Theme: Information, Advice and Support Services

The Citizens Advice Bureau [CAB] Consortium - Providing Advice across Nottinghamshire

The CAB Consortium includes all the Nottinghamshire CABs: Ashfield, Bassetlaw, Broxtowe, Mansfield, Nottingham & District and Ollerton & District. This service provides free, independent and confidential advice across the whole of Nottinghamshire. Advice covers debt management, welfare, housing, employment, consumer issues and other areas. Key outputs for 2015/16 include:

- Number of service users / clients, that accessed the service: 26,930
- Number of times a service user / client accesses* the service: 71,750
- Number of issues dealt with for Nottinghamshire people: 75,000
- Amount of additional benefit gains generated for Nottinghamshire people: £9.9m
- Amount of debt handled for Nottinghamshire people: £42m

Volunteers

"We are a volunteer led service and we would not exist without our valuable volunteers who are supported by a small number of paid but highly trained and committed team of paid staff... if these [CAB volunteer] hours were paid the cost would equate to just over £1.3 million for the year."

Whilst most CAB volunteers are advisors, the CAB also has volunteer administrators, information assistants, receptionists and trustees, all serving their local communities in different ways:

- Number of volunteers that helped to deliver this service: 248 (of these, 95 were new)
- Number of volunteer hours that supported the service in the last financial year: over 100,000 hours.

Comments from the CAB Consortium:

"The funding we receive from the Grant Aid enables us to open our doors each day and support our expert volunteers to give high quality advice to people who need us in our Communities. We continue to see a high number of vulnerable clients who need day to day support to function in their community... The NCC core funding cannot be sought elsewhere and we need the core funding to support our Project Funding applications* to increase our funding streams – resulting in sustainability.

**Project Funding enables us to employ specialist advisers who deal with the most vulnerable in our society who have multi-complex problems."*

The following case studies and examples provide some insight into how the CAB Consortium contributes to the achievement of the Nottinghamshire County Council Strategic Priorities

1: Example of facilitation and/or use of alternative methods to assist clients in resolving their issues, such as case work and accessing and signposting to appropriate specialist support:

"Our offices run an 'initial check' service when clients first contact us. This is a triage type one to one session with clients to assess their needs, capability and urgency of their enquiry. If we are not the most appropriate provider for their enquiry we will signpost or makes referrals to other statutory and voluntary agencies. We all have close links with most other services and as we have also identify any priorities our clients get to the most appropriate service quickly... Once we have identified that the CAB is the most appropriate service we can offer generalist advice on the day which may then lead

onto Specialist advice (mainly debt, benefits or housing). We also take referrals in from the same agencies including local authorities, GPs, NHS, voluntary sector, police.”

“One example of this is Broxtowe Council referring a client to us who was struggling to pay her rent and council tax. The Client was very reluctant to engage with our services as she was embarrassed about her financial situation and the fact that the referral had to be paid. We worked with this client over a number of months gaining her trust, explaining how we could help and helping her produce a weekly budget. The client’s husband had two low paid jobs and they had 3 children. The situation could have become very serious resulting in homelessness if it had continued. We arranged for the client to pay token payments to her creditors, giving her some time and space to ensure she was paying her current bills. Eventually we helped the client complete a Debt Relief Order wiping out her debts of just over £15,000. In the meantime the client found herself a part-time job and was really positive about the future.”

2: Example of partnership working to promote independence and resilience, through self-help where appropriate and possible - resulting in increased confidence and ability to manage own problems for the client

“Throughout Nottinghamshire we work with other specialist providers both statutory and voluntary. An example of this is working within the Blue light Project (Nottinghamshire Alcohol Related Long Term Condition Team). We received referrals from this team who deal with clients who are often coming out of long hospital stays. This work usually involves home visits with the Blue Light Project team...We will work with the team to sort out any debt, housing or benefit issues whilst the Blue Light team work with the client on other issues such as their health, GP visits, and employment issues. Once the underlying issues are sorted this gives clients some breathing space to get their lives back on track.”

3. Example of partnership working with the County Council Trading Standards service

“All the Citizens Advice local offices across Nottinghamshire work with Trading Standards and the Citizens Advice Consumer Service. We assist clients with any issues relating to consumer legislation matters and this is one of our larger enquiry areas. Citizens Advice Broxtowe was one of 2 boroughs in England & Wales selected to receive a mail drop of ‘Scams Awareness’ postcards in conjunction with Citizens Advice, the Royal Mail and Trading Standards. To support this, a local MP, the Chair of the Council’s Community Safety Committee and national representatives from Citizens Advice and Royal Mail attended the Broxtowe CAB - our joint aim is to research and campaign on issues on behalf of our clients (both individually and collectively).”

Comments from service users whose lives, health and well-being have been improved as a result of the information and advice provided by the CAB Consortium

Here are some of the comments from the people that the CAB has helped:

"I feel as though I can set my life back on track. I have been suffering for years with debt mainly left by my ex. violent husband who went bankrupt. I nearly took my own life a few times by overdosing. I am fighting all the time with the debtors. I recently got married but now split through debts. I feel as though my life is back on track, now I feel as though I have hope and eventually get some kind of life back."

"I am always treated with respect and understanding. Very helpful advice given. I have a big worry regarding my son who has terminal cancer. Help with my debts gives me peace of mind and enables me to concentrate on caring for my son."

There are close links between debt and mental health issues and the CAB provides help on both of these aspects.

Countywide

Grant Aid Theme: Infrastructure Support

Nottinghamshire Together Partnership

The Nottinghamshire Together Partnership co-ordinates and develops infrastructure support for the VCS that maximises existing resources and adds value to local VCS infrastructure support. Nottinghamshire Together works at a strategic level to deliver capacity building, engagement, technical support and 'voice' that supports a sustainable collaborative sector.

Case study

“...our swift and focused intervention at the time of crisis was invaluable...”

“During the past 12 months a major charity in the County that supports vulnerable adults came close to closure. As the crisis loomed, key staff left. With the combined efforts of dedicated trustees, another similar organisation and CA Plus, this organisation has survived, turned itself around and continues to support those in need. Specifically, we helped the organisation to establish the exact financial position; clarified the law around going concern and assured trustees of their position and responsibilities; assisted in designing forecasts and better financial procedures. We worked with staff and trustees over a few months. Our on-going support continues with accounts, bookkeeping and payroll, but our swift and focused intervention at the time of crisis was invaluable.”

“Nottinghamshire Together:

- ✓ Conducted a Self Help Roadshow this year to raise the profile of self help/self care. This involved attending over 42 events in the County to promote self help groups and support self —care which led to over 300 enquiries for further information or assistance to set up new —groups.
- ✓ Supported 182 self help groups that offer support to people in the county this year which meant that 980 people were more engaged with their health and wellbeing.
- ✓ Put on a programme of training and networking events which attracted over 70 people across Nottinghamshire.”

“...successfully delivered five events that have engaged the sector as never before...”

“Nottinghamshire Together worked closely with the NCC Community Empowerment and Resilience Programme (CERP), and has successfully delivered five events that have engaged the sector as never before. This partnership and the CERP have formed an interdependent working relationship, that will now move forward together to develop robust social action throughout Nottinghamshire.”

“...a successful application to the General Dispensary Fund for start-up costs...”

“Self Help UK have been providing support to the Newheart Group in Newark a Heart Failure Support Group - we have supported them to access local low cost room hire, producing publicity, links with the community health practitioners, policies and procedures, as well as supported them in a successful application to the General Dispensary Fund for start-up costs. We continue to support them to grow the membership and offer guidance and networking opportunities to deal with any issues that may arise as the group develops.”

Grant Aid Theme: Children and Families

APTCOO - A Place to Call Our Own (*Mansfield*)

APTCOO provides a wide range of services for children and young people with special educational needs and/or a life limiting condition.

“Coming [to APTCOO] has given me hope when I thought that there was no longer any hope in my life”

“APTCOO’s Pre-school group is a specialist support service for parent carers and family members who are expecting a baby or have a child with additional needs and/or a life limiting condition. This group is highly valued by parents who need emotional, social and educational support, not least a place within the community that encourages the forming of friendships and peer-to-peer support. We provide family-centred support, advice and guidance tailored specifically for individual families. Highly trained staff support babies, children and young people with complex health, education and care needs. Feedback from this group is as follows:

“I like meeting parents with children with additional needs, it makes me feel less alone. It can be emotionally difficult at times for me...I carry a lot on my shoulders and suffer with severe anxiety. Places like SureStart are nice but I feel different to the other mums with ‘typical’ children. It can be isolating because they are following a very different path to me. It can be painful at times, too - APTCOO celebrates that my child is who he is. The staff are lovely and very patient with him. I don’t feel alone when I’m here and I then feel better for coming and cope better at home.”

Parent of 3 children, 2 of whom have different disabilities.

“This past month since the diagnosis I have felt lost, totally isolated and alone. I can’t believe the total difference there is from a local play group to this group. Coming [to APTCOO] has given me hope when I thought that there was no longer any hope in my life. It may only be my second time here but the amount of weight I feel that has been lifted off my shoulders feels amazing. I have been made to feel welcome and most of all wanted, [at APTCOO] you are treated as people NOT numbers. I have a light in the dark tunnel I have found myself in and this group has given it to me.”

Parent of 2 children; one age 2 (autistic) and one age 4 (autistic, with a speech and sound disorder).

“I find APTCOO helpful for advice, really friendly and approachable staff. Met some lovely people here, brilliant for my 1 year old to socialise and explore new things. Non-judgmental!”

Parent of 1 year old son with Tracheo-Oesophageal Fistula (requires peg feed).

Grant Aid Theme: Community Transport

Reducing loneliness and isolation – and enabling older people to stay at home longer

Collingham Village Care Community Car scheme (*Newark & Sherwood*)

The provision of a community car scheme in the catchment area covered by the Collingham Primary Care Practise.

“J is an 83 year old woman living alone with her closest relative being a sister who lives a long distance away. She has multiple health problems which involve partnership working with the Primary Care staff and hospital staff during admissions. Her mobility is restricted owing to breathing difficulties and she is desperate to retain her independence in her own home. We take her to the local Co-op twice a week, to the Post Office to cash her pension and to the pharmacy, podiatrist and GP. She says that she would not be able to continue living at home without our support.”

Soar Valley Bus (*Rushcliffe*)

Expanding services and area of operation to connect with existing Nottinghamshire public transport to benefit clubs and societies and improve quality of life by trips and excursions.

“Some of our service users were previously confined to home due to a lack of confidence to use public transport on own..they are now regular trip passengers.

“Two new users met for first time through this scheme and now socialise together and are no longer lonely.”

Grant Aid Theme: Connected Communities

Age UK Nottingham and Nottinghamshire

Men in Sheds Gardening Project (*Carlton-in-Lindrick & Worksop, Bassetlaw*)

An extension of the existing Men in Sheds Gardening Project to include a gardening club – to encourage better nutrition, exercise and friendship for older men.

“Men in Sheds has saved my life”

“Mr P is 72 years old and lives alone. He has some minor physical health problems. Following the death of his wife 15 years ago he became acrimoniously estranged from his family and they have never spoken to him since. This led to him becoming increasingly reclusive and depressed, he says that he was 'heartbroken' and that 'life had become worthless'. Since joining Men in Sheds, Mr P's well being has improved enormously; instead of the insular lifestyle that had become his norm, he now has new found friends and support that have enabled him to become more socially active. This has resulted in him being gradually weaned off antidepressants for the first time in twelve years. Mr P says that he is much happier now and that he often finds himself singing and joking instead of withdrawing inside himself. He has just booked to go on holiday with one of his new friends from the shed. He says 'Men in Sheds has saved my life'.”

Alzheimers Society

Singing For The Brain (*Rushcliffe & Mansfield*)

Singing for the Brain (SFTB) provides a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group.

“...This fair treatment of people from all backgrounds and ages is essential to the service, and provides value for money for the social engagement and well-being of Mrs X”

Mrs X, a lady with dementia in her fifties, and her husband, attend the Singing for The Brain group. She had found that she was receiving support from our Dementia Support Worker but had no social outlets. She felt that other services in her area were for 'older people'. Working together, the Dementia Support Worker and Singing for the Brain lead recommended the group. Mrs X had a singing background and so attended with her husband. Mrs X has found it very stimulating and she and her husband very much enjoy the time spent there. This fair treatment of people from all backgrounds and ages is essential to the service, and provides value for money for the social engagement and well-being of Mrs X.

Kingsway Community Project

Over 50's (*Mansfield*)

Provision of twice weekly daycare and movement to music sessions which allows the opportunity to improve levels of health, increase social interaction and increase confidence levels for the over 50s.

“This early intervention allowed her to stay in her own home and meant that a hospital stay was not necessary...”

“A 69 year old woman found out during a chemist supported healthy living day that she had very high blood pressure. We were able to ameliorate her inevitable stress and support her through the period on an emotional level. Through the group she made friends with group members who had experienced the same, in itself a destresser. She confided that stress had been an issue due to debts she felt were running out of control so we referred her to our local CAB and they helped to agree new, manageable payments for her. She had experienced depression so we put her in touch with MIND who were able to support and boost her during low moments. She stopped smoking, ate more healthily, lost weight, and took up more physical activities and was able to reduce her blood pressure to a safe level without the need for medication in six months. This early intervention allowed her to stay in her own home and meant that a hospital stay was not necessary and that the care she needed at home was much less personally invasive and at a lower cost. Lower blood pressure also means a lower risk of strokes and heart attacks.”

Tin Hat Centre

Befriending in Selston Parish (*Ashfield*)

Development of a telephone, one-to-one visiting service and a resource centre based befriending project in the Selston Parish.

“He is now an ambassador for the befriending scheme...helping to reduce isolation and improve health...”

“A local gentleman who lives alone recently had to give up his car due to ill health. His only form of transport now is a mobility scooter which restricts the distance he can travel. Due to severe arthritis in his hands he is no longer able to cook for himself. The local church that are aware of our NCC funded befriending scheme sign posted him to us as without transport his social links are reduced dramatically along with access to affordable homemade meals. On his arrival at the Centre we gave him a warm welcome and explained the befriending scheme. After attending befriending sessions he became a daily visitor to the cafe at lunch time where he is welcome to pre order an affordable meal of his choice. He is now an ambassador for the befriending scheme recommending it to all he meets helping to reduce isolation and improve health within the Parish and surrounding area.”

Grant Aid Theme: Information Advice and Support

Ashfield Voluntary Action

ACCESS (*Ashfield*)

Delivery of a digital inclusion project to enable older people in Ashfield make use of Information Technology.

“Thanks to the funding from NCC many people attending ACCESS are working together to support other people to access a better future.”

“Mr X: From Service User to Volunteer ACCESS Project helper:

Mr X developed agoraphobia as a child and left school at an early age without any qualifications. Mr X is on ESA and his support worker suggested he visits AVA. Mr X attended with his Mum as he couldn't leave the house alone. After talking to Mr X, we suggested that he attends ACCESS as it is a very friendly environment with support but he is also able to come and go as he feels able. Mr X fitted straight into the relaxed environment and as his confidence grew he became a volunteer supporting others attending the ACCESS Project. After several months he was supported by AVA into work experience and, after a bumpy start, really began to shine. Mr X has now been offered part-time work. Thanks to the funding from NCC many people attending ACCESS are working together to support other people to access a better future.”

Grant Aid Theme: Play Forums

The play forums all offer accessible play opportunities that meet the social, psychological, and physical needs of children – this is delivered through direct work with children and by offering support, advice, training and shared resources to groups who work with children. Services offered include a Play Resource Centre, Toy Library, Loan Equipment and Scrap Store.

Broxtowe Play Forum (*Broxtowe*)

“We offer value for money...”

“We attended the local playday in Stapleford approx 200 children came to our activity tables. We worked in partnership/ supporting the Arts and Development team of Broxtowe Borough Council. We feel we offer value for money as the numbers of children and adults we work with face to face (7243) means the Grant Aid contributes to under £1 per person.”

Gedling Play Forum (*Gedling*)

“...This has given many [children] a sense of achievement and pride...”

“Using these materials saves money, landfill space and helps children understand the value of recycling”

“Through family membership a family with two children has access to our well stocked scrapstore. J is a wheelchair user and has multiple diagnoses. With support J searches through the shelves of recycled materials, feeling textures of fabrics and other materials, he chooses colours and shapes he wants. His parents work with him on making model rooms. He can relate to new places by making a room and becoming comfortable with his model. His sibling can also choose items for her own arts and crafts projects. They have the opportunity to take part in community play activities. We display child/parent made items in Gedling Civic Centre. This has enabled children to see their work is valued and this has given many a sense of achievement and pride. We have been told that children have taken family members to see their displayed work. Most items include recycled materials from our scrap store. Using these materials saves money, landfill space and helps children understand the value of recycling.”

Play Forum Support: Broxtowe Play Forum (*Broxtowe*)

Over the past year we have put on play events indoor and out (children attended 227) and training events (members attending 197), we were able to manage this through a successful bid from Awards for all. We have a good working relationship with our local SureStart Childrens Centre and local Councillors, both have attended our play sessions.

Grant Aid Theme: Promoting Independence

Ollerton and District Economic Forum

Feel Good Foods (*Newark & Sherwood*)

A project for those at risk of suffering social exclusion and lack of independence which generates social interaction and self-help.

“The County Council grant means ODEF can deliver a support service that is good value for money in the long term by reducing social care benefit costs”

“...Sharon is a transformed character since she first attended the project and has a much more positive outlook on life...”

“The people who attend the project are usually vulnerable, marginalised and have little social interaction with others in their community. This project helps to improve their lives by engaging them in activities which results in a more positive outlook and increased confidence and self esteem. The County Council grant means ODEF can deliver a support service that is good value for money in the long term by reducing social care benefit costs. In the future, there will be less people losing their independence and having to rely on social care benefits.”

Case Study

Sharon (not her real name) is a widow in her early 70's living alone in her own home. She was told about Feel Good Foods by a friend. She came along initially because she had an interest in gardening. During her interview with the ODEF support worker, Sharon revealed that she felt harassed and abused in her own community and was generally unhappy that she could not engage in any social activity, particularly gardening which she loved. Sharon described how important access to outdoor space was to her and she longed to be able to spend time with new friends in a communal activity. Sharon started coming to the Feel Good Foods work sessions regularly and she now sees it as her garden but she also views the Sherwood Pines site as a "retreat" saying that it is "inclusive" and therefore brings real benefits to people with limited or declining mobility. She meets a mix of people with different skills, experience and varying physical ability and she finds this a real advantage. Sharon is a transformed character since she first attended the project and has a much more positive outlook on life and is a good example that therapeutic "green care" can work.

Grant Aid Theme: Youth Projects & Youth Infrastructure Groups

Nottinghamshire Clubs for Young People

Events & Training Programmes for Nottinghamshire Young People

The Project provides opportunities for engagement in positive activities, contributing to young people becoming more self confident, improving their self esteem and enhancing their self worth. The project also provides a universal and inclusive service for young people aged 10 - 19 (or, up to 25 for young people with a disability).

“...One young woman in particular, has absolutely grown in confidence and self esteem...The camp and group is good value for money in respect to her achieving what she does with us...we will be working further with her with the intention of nominating her for young person of the year next year.”