

# MONITORING OF SERVICE LEVEL AGREEMENT GRANTS 2018/2019: SECOND YEAR END UPDATE

A4 - Appendix C – Additional Information

<b>Table 3 – Voluntary Organisation Activities</b>
<p><b>Activities for Young People:</b></p> <ul style="list-style-type: none"> <li>• <u>Groundwork Northamptonshire</u> <ul style="list-style-type: none"> <li>○ 50+ young people are attending the Barton Seagrave Youth Club on a regular basis.</li> <li>○ Within this club they set up a Young People Friendly Neighbour Group, this included some intergenerational work by holding an afternoon tea and running activities for older people.</li> <li>○ There is a new campaign running called “Knives Down, Gloves Up”, due to current knife crime and discussions being had at the Youth Club, as Groundwork are looking to get involved with this campaign.</li> <li>○ The Protective Behaviour (PB’s) project has been extremely well received. The students learn about Early Warning Signs, protective language, safety network of trusted adults, safe spaces, risking on purpose and the right to feel safe at all times.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <u>Youth Works CIO</u> <ul style="list-style-type: none"> <li>○ Set up a peer led support group to tackle anxiety issues, having identified a need through the number of young people presenting with anxiety issues.</li> <li>○ Secured funding to increase access to counselling services.</li> <li>○ Continued to provide activities and support at community events across the Borough.</li> <li>○ Supported youth consultation events focussing on mental health and youth enterprise.</li> <li>○ Worked in partnership with Johnny's Happy Place encouraging and supporting young people’s involvement in a range of activities, including supporting young people who struggle to stay in school.</li> </ul> </li> </ul>
<p><b>Community Watch - Neighbourhood Watch</b></p> <ul style="list-style-type: none"> <li>○ Increase of 67 schemes from 2017/18 to 2018/19.</li> <li>○ Focus on recruiting new coordinators to keep schemes running.</li> <li>○ Local Co-ordinator attended community groups to offer advice around crime prevention.</li> <li>○ Continued working in partnership with Town and Rural Neighbourhood police schemes.</li> <li>○ Continued working jointly with PCSO's at Crime prevention meetings.</li> </ul>
<p><b>Debt and Money Advice - Citizens Advice Corby and Kettering</b></p> <ul style="list-style-type: none"> <li>○ CASCK deliver services from accessible locations across Kettering.</li> </ul>

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- CASCK support a range of clients, from those able to act independently once they understand their options, to clients with complex problems or vulnerabilities.
- They also provide specialist support for clients with debts, including:
  - Advising clients on claiming benefits or tax credits to which they may be entitled; maximising their income
  - Offering financial capability advice; enabling clients to make best use of their income (e.g. budgeting, energy best deals) and avoid future debt (e.g. understanding and avoiding costly credit).
- During 18/19 CASCK have attracted additional fund to deliver complimentary services alongside our core business.
- These include services which support customers to get the best energy deal, support those who are farthest from the job market to remove barriers to employment and a project which further supports additional resources for casework in both benefits and debt.
- CASCK measure client satisfaction through an annual survey which asks questions about both quality and accessibility of the service.
- Results consistently show that customers are happy with the service and have confidence in the knowledge and abilities of their advisers
- CASCK also conduct impact surveys to measure the difference they have made to individuals.
- Results show that they are making a difference to people's abilities to cope with life's difficulties, which in turn has a positive impact on the way they feel and improving health and wellbeing.

### **Discrimination Casework – Northamptonshire Rights and Equality Council (NREC)**

In addition to the difficulties NREC outlined in Items 4.8 and 4.9 in the main report, NREC have also:

- Undertook case work to support people experiencing discrimination in Kettering and offering a case work telephone support service from our office in Northampton.
- Held periodic Drop In surgeries at Johnny's Happy Place on Rockingham Road Kettering.
- Undertook Public Legal Education and ran a stall at Kettering Carnival.
- Undertook active social media including blogs on discrimination matters and Twitter (including contributing to Kettering Hour).
- Maintained the Quality Mark which means they can continue providing advice and case work.

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### **Healthy Living – Groundwork Northamptonshire**

- Health walks are on offer through the Borough, with walks starting from Desborough, Kettering, Burton Latimer and the Green Patch.
- Due to demand in Burton Latimer an additional walk has opened with an average of eight to ten people in the group each week.
- Barton Seagrave Youth Club are keen to join the Burton Latimer during the summer months.
- The Green Patch walk have on average ten to twelve people in the group on a regular basis. This walking group also has children who are currently excluded from mainstream provision, helping with their intergenerational skills as well as their well-being.
- In addition to the health walks, the Green Patch also work with a number of groups in the area, one in particular are from Olympus Care. 100% of participants have reported a positive improvement to their Well-Being.
- The Green Patch offer a volunteering day every Tuesday and they receive visits from a diverse range of volunteers, some with very specialist skills to share and some with rather intensive needs that the team are able to meet to help them build skills and improve their well-being.
- The Green Patch also receives visits from schools for students to learn about biodiversity and healthy eating.
- The Friends of Green Patch group continues to meet regularly and are actively fundraising.
- Groundwork Northamptonshire are working in partnership with KCU and will be delivering a joint programme to address 'Holiday Hunger' throughout the school holidays.
- Groundwork Northamptonshire continue to work with many people who are living in poverty and are struggling to maintain their dignity in times of crisis.
- Reporting for 19/20 and 20/21 will now include a survey with new walking group participants from joining and end of a 12-week period to monitor and review changes in health and wellbeing.

### **Housing Options – Citizens Advice Services Corby and Kettering**

In addition to the points outlined in Items 4.2 to 4.6 in the main report, CASCK have also:

- CASCK continue to support a range of clients, from those able to act independently once they understand their options, to clients with complex problems or vulnerabilities.
- They also provide specialist Housing advice in the prevention of homelessness, housing options, finding a positive way forward.

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- The partnership working between the Council’s Housing Team and CASCK continues to be exceptional and key to the success of helping their mutual customers.
- CASCK provided outreach services at the temporary homeless day shelter in Kettering.
- Clients seeking advice and support from CASCK are presenting more complicated issues meaning that they require more interventions and this means it is taking longer to resolve their cases.
- CASCK have secured funds from the Henry Smith Charity which will mitigate the impact of this cut and they are also seeking to identify other funding pots that could further support this area of their work.
- CASCK have met their target for 18/19, however, due to the nature of the cases being presented to them which are more complex and difficult, and due to the changes in legislation and referral route for individuals to access the service, they have not overachieved as previously seen in 17/18.

### **Independent Living:**

- Age UK Northamptonshire (AUN)

- The SLA helps to support the wide range of services provided by AUN which includes:
  - Hospital Discharge & Community Team (HD&CT)
  - Day Care
  - Befriending
  - Handypersons
  - Gardening
  - Volunteering Opportunities
  - Carer’s Sitting Service
  - Domestic Care
  - Transport Service
- Service satisfaction surveys are regularly sent out to clients with the return rate being approximately 60%.
- Satisfaction with AUN services continue at a high rate, highlights include the following:

<b>Service</b>	<b>Satisfaction</b>
Information & Advice	100% user satisfaction
Wellbeing & Day Centre clients	Collected during April 2019, to be included in next 6 month appraisal
Extra Help, End of Life	100% satisfaction rate
Hospital Discharge & Community Team	85% satisfaction

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Community Care Team	94% considered the care to be very or quite helpful and 96% would recommend the services to others
Handypersons	100% satisfaction
Toe Nail Cutting	98% would recommend the service
Carer's Sitting Service	95% would recommend the service

- AUN have worked in partnership with Community Vine Trust - ensuring AUN staff working in the KGH Discharge Lounge are able to complete referral forms for meals on wheels in a timely manner.
- KGH Project Support workers are now covering eight wards within the hospital and this has resulted in an increase in referrals for the HD&CT. Patients are seen whilst on the ward, in A&E or in the Discharge Lounge.
- During Scams Awareness Week, AUN colleagues worked with Northamptonshire Trading Standards to raise awareness of scams this year by giving advice, reassurance and information to older people in the County who have been or could become victims of scammers.
- During Carers Week AUN had a focus on building Care Friendly Communities through a number of activities at our day centres.
- The Four Seasons centre held an 'owls to behold' exhibition in the centre everyday as well as offering foot spas, nail care, information packs and coffee mornings.
- In quarter four alone, AUN assisted 161 clients to access an additional £82,012 in benefits to support them with their needs.

• Vine Community Trust

- Over 18/19 the day centre run at Marlow House, Desborough had over 5,000 attendances, with many clients attending on a regular basis.
- On average, 870 people per month received meals on wheels and tea time club in and around Desborough and Rothwell.
- The activities rota continues to be very well received and includes a weekly Movement to Music sessions, Art and Craft Sessions, Scrabble Club.
- St Giles, their local parish church, have continued to provide our Service Users with a monthly Praise and Worship service.
- They have seen an increase in the take up from more rural locations within the Borough, especially the day centre.
- Increasing numbers of volunteers as the client numbers increase and are hosting more students from the local schools, colleges and University of Northampton for work experience and placements.

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**Shopmobility – Evans Hearing & Healthcare**

- Over 18/19 usage of the scheme has continued at a consistent rate and most of their users are regular clients – over 1,600 customers hired mobility scooters in Kettering Town Centre.
- They have seen a slight drop in demand through the retail challenges and this may continue to effect usage going forward. This is reflected in the hiring figures not meeting the target of 2,000.
- Going into 19/20 with support from the Community Services Team, is to support the organisation in promoting their services through social media, leaflets and increased signage.

**Upcycling – KCU**

- KCU's shops, warehouse unit, Education and Learning Centre and Inclusive Volunteering Project all deliver elements of the upcycling/recycling project.
- This forms part of the integrated KCU model that provides crisis as well as transitional services to help people move on to a better place in their lives.
- KCU has further embedded and developed the Inclusive Volunteering Project to ensure volunteers and those on work experience who have more complex needs are provided with support to get the most out of their time with us and to overcome issues that might be causing barriers to them achieving their goals.
- They continued to deliver the 'food with dignity' foodbank model and will be developing this further now funding has been secured in conjunction with Groundwork Northamptonshire.
- This will help expand the 'Dignity in Crisis' Project that will make links between need for food, clothing, furniture and household goods as many people who use one service will also need the other.
- KCU are already seeing an increase in referrals for help with essential goods from partner agencies and individuals through drop-ins to our offices caused by changes to benefits and benefit delays and referrals for clothing and food for homeless and rough sleepers have increased.
- Over 18/19, over 5,000 households were helped with affordable furniture and essential items through KCU.

**Voluntary Sector Local Infrastructure – Groundwork Northamptonshire**

- The membership is now at 62 groups who all received regular updates on funding, activities and training.
- Through the KVN they have run an event called Kettering Soup, which is an innovative micro finance programme.

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- Continued to support and encourage funding for other community organisations, including promoting and supporting application to The Tesco Bags of Help funding programme.
- Held a funding workshop in September 2018, which saw presentations from national and local funders on how to access funding and top tips for applications.
- Over the year they have 182 enquires to volunteering opportunities via the Do-it.org website.