

**REPORT TO:** Employment, Learning, Skills and Communities Policy & Performance Board

**DATE:** 15<sup>th</sup> September 2014

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO:** Neighbourhood, Leisure and Sport

**SUBJECT:** Monitoring Report for Voluntary Sector Funding 2013/14

**WARD(S)** Borough-wide

## 1.0 PURPOSE OF REPORT

1.1 To receive the retrospective performance information report for Voluntary Sector Core Funding in 2013/14.

## 2.0 RECOMMENDATIONS: That Members of the Executive Board

- i) Note the contents of the report.
- ii) Notes the proposed actions for Cheshire, Halton & Warrington Race & Equality Centre (CHAWREC) in relation to their reduction in activity during 2013/14, in Appendix 1.

## 3.0 SUPPORTING INFORMATION

3.1 The Council awarded eleven Core Grants in 2013/14 to:

	2013/14
Cheshire Asbestos Victim Support Group	£8,000
Cheshire, Halton & Warrington Race & Equality Centre	£4,000
Cheshire Victim Support	£5,000
Halton Citizens Advice Bureaux	£133,000
Halton & St Helens Voluntary Action	£40,276
Halton Talking Newspapers	£1,000
Relate Cheshire & Merseyside	£9,000
Runcorn, Frodsham & District Mencap	£2,590
Samaritans of Warrington, Halton & St Helens	£4,000
Vision Support	£7,850
Widnes & Runcorn Cancer Support Group	£13,000

<b>TOTAL</b>	<b>£227,716</b>
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All organisations are subject to a Service Level Agreement. Those organisations who received under £5,000 provide 6 monthly performance monitoring information and those who receive £5,000 or above provide quarterly performance monitoring information.

**3.2** Appendix one provides the performance breakdown for the individual organisations for the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

#### **4.0 POLICY IMPLICATIONS**

**4.1** None at this stage.

#### **5.0 FINANCIAL IMPLICATIONS**

**5.1** The recommended grants do not exceed the current budget allocations in the general grants budget.

**5.2** The work of the voluntary sector organisations receiving grants impacts greatly on health improvements, social inclusion, community involvement, anti-poverty and diversity issues.

#### **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

The service delivery from organisations receiving core grant in many cases is cross cutting in the context of the Council's strategic priorities. There are significant levels of welfare rights and debt handling support provided which impacts on anti-poverty issues for the Borough.

##### **6.1 Children & Young People in Halton**

The work delivered by Relate Cheshire & Merseyside in preventing family breakdown and offering counselling to teenagers has a direct impact on those children and young people in the Borough.

The Samaritans is open to all age ranges and does receive calls from young people in the Borough looking for support.

Widnes & Runcorn Cancer support group offer support to all members of families affected by the disease, encompassing young members of families.

Cheshire, Halton & Warrington Race & Equality Centre have addressed the issue of racism with a 'Schools Stand Up 2 Racism Project' which included a Halton school. Online training has been created as a free resource for schools, along with advice about embedding race equality into the curriculum.

##### **6.2 Employment, Learning & Skills in Halton**

The voluntary sector organisations have a significant reliance on volunteer time to deliver services. The organisations provide training opportunities for volunteers to enable the delivery of service and improve their skills and employability. The CAB in particular have experienced local volunteers gaining local employment as a result of the training and experience.

### **6.3 A Healthy Halton**

Widnes & Runcorn Cancer Support have a major impact on the health and well being of our residents diagnosed and in remission from cancer through the support, advocacy and therapies they are able to offer.

Cheshire Asbestos Victim Support Group works with sufferers and their families to support them through the illness, offering welfare support and recreational breaks (respite caravan) for sufferers and their families.

Vision Support provide a resource centre for visually impaired people and offer home visits and welfare rights support.

Halton Talking Newspaper enables their clients to receive news on a weekly basis including emergency information, pharmacy opening times, current affairs etc.

### **6.4 A Safer Halton**

Cheshire Victim Support provide support to victims of crime through to pre trial preparation and court attendances which can be daunting for residents left vulnerable from crimes against them.

Cheshire, Halton & Warrington Race and Equality Centre work with minority groups in the Borough to contribute to a cohesive and integrated community in Halton. They offer support to individuals experiencing discrimination and will support in challenging discriminatory practice and will help people through tribunal processes.

Runcorn, Frodsham & District Mencap provides a community meeting point for adults and children with learning disabilities in Halton, offering a safe environment for residents to engage in community activity and participate in skill development and recreational activity.

### **6.5 Environment and Regeneration in Halton**

None directly.

## **7.0 RISK ANALYSIS**

**7.1** The PPB will monitor how the grants are being spent and ensure that the Council and Halton residents receive value for money.

## **8.0 EQUALITY & DIVERSITY ISSUES**

**8.1** To receive a grant, organisations have to demonstrate that acceptable equality and diversity policies are in place.

## **9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

**9.1** None under the meaning of the Act.



# Voluntary Sector Core Funding

Monitoring Information 2013/14

1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014

# Monitoring 2013/14

**Cheshire Asbestos Victims Support Group**  
**3 Fryer Street, Runcorn Cheshire WA7 1ND**

**£8,000**

<b>Activity</b>	<b>Total 2013/14</b>
New clients	89
Telephone enquiries	1,159
Letters/emails/fax	5,905
Home/office visits	136
Website hits	47,733
Referrals received from other organisations	89
Welfare Rights obtained	£400,063
Civil Claims DETR etc	£1,424,178
Volunteer hours per year	1,994
No of volunteers over the year	10
Respite caravan – number of weeks used	27

<b>HBC Priorities met by organisation</b>
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A Healthy Halton
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A Safer Halton
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**Cheshire Halton & Warrington Race and Equality Centre**  
**17 Cuppin Street, Chester, CH1 2BN**

**£4,000**

<b>Activity</b>	<b>Total 2013/14</b>
Attend CHEWS Equality meeting	3
Attend Chief Executives Advisory Group on Gypsies & Travellers	1
Attend Halton Equalities, Engagement & Cohesion Group	2
Casework (no of individuals)	3

<b>HBC Priorities met by organisation</b>
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A Healthy Halton
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A Safer Halton
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Children & Young People in Halton
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Employment, Learning & Skills in Halton
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The proposed action in relation to CHAWREC's performance is to improve activity during 2014/15. The Halton Advice Services Transition Fund project has now started - CHAWREC are working with Halton CAB and Age UK to deliver this. As part of the programme they will be starting outreach surgeries, which should encourage more cases from the Halton area. Part of the work will involve delivery of training for volunteers in the Halton area.

**Relate Cheshire & Merseyside**  
**151 Dale Street, Liverpool, L2 2AH**

**£9,000**

<b>Activity</b>	<b>Total 2013/14</b>
Appointments made	319
Appointments kept	247 (inclusive of repeat appointments)
Females seen	104
Males seen	84

<b>HBC Priorities met by organisation</b>
A Healthy Halton
A Safer Halton
Children & Young People in Halton

**Cheshire Victim Support**  
**Widnes Police Station, Kingsway, Widnes, WA8 7QJ**

**£5,000**

<b>Activity</b>	<b>Total 2013/14</b>
Volunteer hours per year	584
No of volunteers over the year	10.75
Telephone enquiries & letters/e-mails/fax	6,964
Home visits	119
Office visits	14
Pre Trial visits	52
Court Attendances	360

<b>HBC Priorities met by organisation</b>
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

**Cheshire Vision Support**  
**Halton Independent Living Centre, Collier Street, Runcorn, WA7 1HB**  
**£7,850**

<b>Activity</b>	<b>Total 2013/14</b>
Client visits to Resource Centre inc family visits	1,285
Telephone enquiries from service users & their families	606
Other agencies visits to centre	355
Other agencies telephone calls	484
Home visits to new and existing service users	1,086
Users receiving tele-friending service	884
Welfare Rights inc. DLA and back pay	£89,665
Volunteers involved in service delivery	175
Total number of volunteer hours	2,142
Number of sessions delivered at resource centre (computer training, awareness training, computer club, braille, social groups, activity groups)	1,126

<b>HBC Priorities met by organisation</b>
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

**Halton District Citizens Advice Bureau**  
**Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ**      **£133,000**

<b>Activity</b>	<b>Total 2013/14</b>
Number of unique users	5,546
Number of cases worked on	12,804
Welfare Rights	£670,651
Debt written off	£1,255,783
Debt handled	£6,296,874
Gains (employment)	£3,560
Volunteer hours	14,358
Number of volunteers (on average)	14
Telephone enquiries	1,201
Personal visits	3,258
Home Visits	172
Tribunals attended	0
Court attendances	28

<b>HBC Priorities met by organisation</b>
A Healthy Halton
A Safer Halton
Children & Young People in Halton
Employment, Learning & Skills in Halton

**Halton Talking Newspapers**  
**c/o Halton Community Partnership Centre, Old Police Station, Mersey**  
**Road, Runcorn, Cheshire, WA7 1DF** **£1,000**

<b>Activity</b>	<b>Total 2013/14</b>
Number of individuals receiving a weekly 'Talking Newspaper' (average)	73.5
Number of volunteers	29
Volunteer hours (average)	553

<b>HBC Priorities met by organisation</b>
Children & Young People in Halton
Employment, Learning & Skills in Halton
A Healthy Halton

**Halton & St Helens VCA**  
**Sefton House, Public Hall Street, Runcorn WA7 1NG** **£40,276**

<b>Activity</b>	<b>Total 2013/14</b>
No of volunteers involved in VCA activities	13
No of volunteer hours	107.5
Volunteer enquiries by telephone	460
Volunteer enquiries by email	12,803
Volunteer enquiries – face to face	1,124
Volunteers recruited (for placements)	881
Volunteers placed	209

<b>HBC Priorities met by organisation</b>
A Healthy Halton
A Safer Halton
Children & Young People in Halton
Employment, Learning & Skills in Halton



**Runcorn, Frodsham & District Mencap**  
**The Acorn Club, Laburnam Grove, Runcorn, WA7 5EX**

**£2,590**

<b>Activity</b>	<b>Total 2013/14</b>
No of volunteers (average)	41.5
Average no of attendees per week:	
Monday drop in group	25
Keep Fit	30
Bingo	50
Thursday Youth Club	8
Saturday disco	45
Gardening & maintenance to building	4
Art class/trips	45

**HBC Priorities met by organisation**

A Healthy Halton

A Safer Halton

Employment, Learning & Skills in Halton

**Samaritans**

**46 Arpley Street, Warrington, WA4 1LX**

**£4,000**

<b>Activity</b>	<b>Total 2013/14</b>
Counselling calls	16,863
Counselling by email	758
Volunteer hours per year	6,327
No of volunteers over the year	60.5 (average)
Personal visits to centre	4

**HBC Priorities met by organisation**

A Healthy Halton

A Safer Halton

Children & Young People in Halton

Employment, Learning & Skills in Halton

**Widnes & Runcorn Cancer Support Group**  
**21-23 Alforde Street, Widnes, Cheshire, WA8 7TR**

**£13,000**

<b>Activity</b>	<b>Total 2013/14</b>
Counselling hours	167
Listening Centre	1,526
Information centre - patients	158
Volunteer hours per year	3,313
No of volunteers over the year	44.75
Information phone calls	206
Listening phone calls	561
HUGS club	1,098
Hand in Hand	46
Bosom Buddies Breast Cancer	251
Therapies and workshops	530
Exercise inc. Swimming and Walking	403
Mens group	255
Runcorn Open Arms Club	703

<b>HBC Priorities met by organisation</b>
A Healthy Halton
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Employment, Learning & Skills in Halton

## **CASE STUDIES**

### **Cheshire Asbestos Victims Support Group**

Mr X was referred to the group by the lung Specialist Nurse after being diagnosed with Mesothelioma. Brian our Client Advisor went out to see him and his wife the next day. All the documentation was completed and exposure was traced to his trade as an electrician for over 25 years. The meeting lasted approx. 3 hours. Mr X received his weekly Industrial Injuries Benefit which was backdated to the day of his diagnosis. Mr. X passed away only months after diagnosis, leaving his wife struggling to cope with finances. A Civil Claim has now been settled; therefore Mrs. X can now comfortably retire, to spend time with her children and grandchildren. Mr & Mrs X would have been lost without the information, help and support. The group helped to relieve some of the stress and anxiety during this already stressful time.

### **Cheshire Halton & Warrington Race and Equality Centre**

We received three new enquiries during this six month period from Halton based clients. None of these have progressed into cases. The first was a previous client who had returned to us to ask for advice on a court case that had gone to Europe and involved a breach of human rights on the basis of race discrimination. We provided him with advice and support, but were unable to pursue the case because of its complexity and the nature of the representation involved. The second was a non-employment case regarding his granddaughter's education at special school - this was not pursued because we do not deal with non employment cases since we started to charge as we cannot charge for contentious matters. The last was a racial harassment case, where we were asked to maintain a record but the client did not wish to take action.

### **Relate Cheshire & Merseyside**

Mr X, 43, and Mrs X, 39, have been married for 13 years and have two children aged 7 and 10. Mrs X works at a school and also does some evening work, and Mr X is an electrician. The couple came for counselling because Mr X had had a brief affair with an ex-girlfriend who he had met again on the internet. Although the couple had said that they loved each other and wanted to rebuild the marriage, Mrs X was having difficulty coming to terms with the affair and felt that she was the one making all the effort. The counsellor worked with them to explore how the affair had started and discovered that Mr X suffered from depression. This and the way that Mrs X dealt with it was part of the reason for his connecting with his ex-girlfriend and the counselling enabled them to examine this, and their relationship in more depth. The couple led very busy and stressful lives and in fact spent very little time together. Through counselling, Mr and Mrs X worked on changing the ways in which they communicate with each other and on making time to talk issues through. Making quality time for each other proved more difficult but not impossible, and with a little forward planning and the help of grandparents, they managed to have a couple of nights out together. By the last session Mr X had booked them a night away in a hotel and they both felt as if they were taking positive steps forward together.

## **Cheshire Victim Support**

Terry lives in Runcorn and has experienced ongoing difficulties with a neighbour. The problems included harassment and assault by the neighbour. An attempt has been made previously to resolve this matter through mediation but this has been ineffective as the neighbour has continued to harass Terry, which has left him feeling vulnerable and cautious about leaving his house. In this case both parties are home owners; making relocation more complex than in rented accommodation.

We have met with Terry helped him with a combination of emotional and practical support in the form of window shock and personal alarms. We have liaised with the Police and referred Terry to Halton antisocial behaviour team for further support. We will continue to provide Terry with emotional support as this is an on-going case. Terry is starting to feel more confident about things as the problem is being approached by multiple agencies all working together to resolve the situation.

## **Cheshire Vision Support**

Phone calls/letters made on behalf of clients by Rehab Assistants have included contacting BT over an increased bill, advising Deafness Support Services that a ladies flashing doorbell wasn't working, chasing a ladies request for a carers break, referring for retraining with a long cane and writing a letter regarding a TV licence. Two ladies have been awarded the Blue Badge and another has received a £26 reduction in her Council Tax. One lady was taken to purchase a new fridge/freezer. A lady, due to go on holiday, appreciated help with finding a bag to take and writing two lists for her - things to buy and things to take. Referrals included, mobility training, IT lessons, social groups and radio/cassette from BWFB. VS was remembered in the collection at a lady's funeral. Her family remembered how their mother loved the home visits from the Rehab Assistant before dementia took hold and she was admitted into a care facility.

## **Halton District Citizens Advice Bureau**

Client A was referred to the CAB by Open Mind Mental Health Services. Client A is a single parent of six children. Client A suffers from severe panic attacks and anxiety. Client A was referred to the CAB for advice around Debts. When the CAB adviser contacted Client A it was discovered that the client was not receiving benefit payments. CAB adviser visited Client A at home as the client would have struggled to attend an appointment at an alternative location.

CAB adviser provided client with a food parcel to help the family manage to eat until benefit payments were reinstated.

Adviser contacted Tax Credits and found out that the benefits had been stopped due to an overpayment. Adviser worked with Client and tax credits which resulted in the overpayment being written off. Client was also referred

to CAB debt specialist who negotiated with creditors to arrange an affordable repayment plan for Client.

Client B was referred to the CAB by HBC Children's Social Care for advice around numerous debts including rent and council tax which was subject to bailiff action. There was also an issue around benefits not being paid. Client B lives with her 9 year old child in housing association accommodation. Client B had been in full time employment but had been forced to leave work due to her Mental Health. Client B was being harassed by creditors which was exacerbating her mental health issues and making it increasingly more difficult for her to cope with taking care of her daughter.

The CAB: Supported with application for benefits, negotiated with Council Tax re Bailiff action, provided Client B with a food voucher, provided specialist debt advice and provided emotional support. As a result of CAB intervention the client had correct benefits put in place with backdated payment. Bailiff action was stopped and court action and potential eviction were prevented. A debt relief order is now in place for Client B meaning that she is less stressed about her debts and is more able to cope with caring for her daughter.

The feedback from Client B is as follows: If it wasn't for the CAB I don't know what I would have done. The amount of support and help I received from my adviser was great. Even helped me to realise and accept that I needed help and provided me with a food parcel and now I will be donating food to help others in my situation.

### **Halton Talking Newspaper**

Mr B required a digital speaker to be able to use the new memory sticks we were supplying, as he didn't have a computer. I arranged a date to visit and along with a colleague (CRB checked) went to visit him and his wife.

The new speaker enabled Mr. B to start listening again to the Runcorn news which he had missed out on when the changeover happened. Both Mr and Mrs B. have lived in Runcorn all their lives and now it is more difficult for them to get out and about the local news is even more important, especially the obituaries!!!

They were delighted with the new speaker as it is much better quality than the tapes and they can both listen together again, although this did seem to cause some disagreement between themselves as to where to start listening.

If we had not been able to provide the new speaker to this couple they would have missed out on all the local news and events that are important to them, and had difficulty keeping up to date with conversations about local goings on when they visited their local clubs.

### **Halton & St Helens VCA**

Vol ID: 4270 stated she went on to volunteer after contacting VCA. She was very satisfied with the information she received and contacting VCA made it easier to get into volunteering. VCA gave help & advice on choosing the right

opportunity. She stated that - "I am very pleased with the advice and help I received from VCA. I love the fact that you not only try to help organisations by finding volunteers for them, but as well you are helping the volunteers to find the right position to match their needs and interests. I would recommend VCA to friends who want to volunteer. Keep up the good work".

### **Runcorn Frodsham & District Mencap**

Christine began a programme of Fresh Start sessions to help improve her eating habits and increase her regular exercise regime. She would have been reluctant to take part if the classes not been in familiar surroundings like the Acorn Club.

This enabled her to lose over a stone in weight and improve her over all fitness and body shape which has certainly boosted her self-esteem and confidence. She now takes part in several exercise programmes set up around the Halton area, extending her social life as well as improving her health.

If this service was not available, the service user would have continued to eat a poor diet, leading to ill health. She would also become more isolated leading eventually to loneliness and depression.

### **Samaritans**

Due to the organisational policy on client confidentiality no outcome case studies could be provided.

### **Widnes & Runcorn Cancer Support**

Dave says – 'I just like to drop in on a Monday and a Friday. The house is empty on those days and I don't like to be in on my own. I can get a bit down, just thinking'. Dave likes to drop in for a cuppa and chat – and as he points out – the centre is near enough to home to allow him to walk here and get a breath of fresh air.

Up until now that's been enough although he is aware of the counselling service offered at the centre and may consider accessing it – 'depending on what happens next'.