

HIGH PEAK BOROUGH COUNCIL

Community Select Committee

31st March 2021

TITLE:	Working with the Voluntary, Community and Social Enterprise (VCSE) Sector
EXECUTIVE COUNCILLOR:	Councillor Anthony McKeown – Leader of the Council
CONTACT OFFICER:	David Smith – Principal Officer Communities and Partnerships
WARDS INVOLVED:	All

Appendices Attached:

Appendix A: Services Provided by Funded Organisations

Appendix B: VCSE contributions to the Corporate Plan

1. Reason for the Report

- 1.1 To provide an update on High Peak's VCSE Sector and use of the Council's Community Support Grant funding, and to set out the Council's future approach to collaborative working with the Sector.

2. Recommendations

It is recommended that the Community Select Committee supports the following recommendations to the Executive:

- 2.1 The Council should formalise its working arrangements with the VCSE sector through a compact agreement or a collaborative working protocol.
- 2.2 The Council should work with High Peak CVS to jointly deliver an annual awards event for the community and voluntary sector.
- 2.3 The Council should produce a plan setting out how it intends to collaborate with and support the VCSE sector as a means of delivering the Corporate Plan and achieving further efficiencies.
- 2.4 The Council should adopt the principles set out in the report as a means of achieving a more strategic approach to funding the VCSE Sector.

- 2.5 The funding contribution to New Mills Volunteer Centre should be increased in 2021/22 to the same level as Connex and The Bureau (from £2,500 to £5,000) to support the organisation to improve their levels of support in areas such as Chapel-en-le-Frith and Whaley Bridge.
- 2.6 Levels of core Community Support Grant Funding for other organisations should remain the same for 2021/22.
- 2.7 The Council should provide additional funding where necessary for those VCSE Sector organisations (The Bureau and Glossopdale Furniture Project) that are experiencing short-term financial difficulties.
- 2.8 Councillors should be provided with regular updates on work with the VCSE Sector and key partnerships with an emphasis on how this has helped to achieve the Council's corporate objective.

3. Executive Summary

- 3.1 The Council's Corporate Plan highlights the importance of working with the community and partner organisations.
- 3.2 High Peak Borough Council provides grant funding for several VCSE sector organisations within the High Peak. The services provided by each of these organisations are listed at Appendix A.
- 3.3 Most of the funded organisations predict that they will face cost increases, additional training needs and will experience an increase in demand for their services. All the organisations, except for the CAB, expect to face medium to long term financial difficulties.
- 3.4 The Borough Council maintains links with local foodbanks and pantries but does not at this time provide ongoing grant funding. The Borough Council also has links to and/or provides operational support to organisations such as Friends of Pavilion Gardens, Whaley Memorial Park, Manor Park and Howard Park, Bee Wild (Glossop), Residents of Fairfield Association (ROFA), G52 (Gamesley) and Buxton Town Team.
- 3.5 The report presents an approach for further strengthening its relationship with the VCSE Sector, suggesting that:
 - An independent and diverse VCSE Sector plays an important role in improving the social, economic and environmental well-being of the High Peak.
 - HPBC's engagement with the VCSE Sector should be primarily focussed on delivery of the Council's Corporate Plan and opportunities to contribute to the Council's Efficiency & Rationalisation Programme; and
 - Councillors play important roles in championing the VCSE Sector as community leaders and scrutinising how the Council works with the sector.

4. How this report links to Corporate Priorities

- 4.1 Collaborative working with the VCSE Sector provides a mechanism for delivering the Council's corporate priorities. Aim 1 includes a specific objective of working with partners and the community to address health inequality, food and fuel poverty, mental health and loneliness. Increased level of community support is a key Council priority.

5. Alternative Options

- 5.1 None identified. The council needs to work with our partners and the community to address issues such as health inequality, food and fuel poverty, mental health and loneliness.

6. Implications

6.1 Community Safety - (Crime and Disorder Act 1998)

The proposals can assist to improve community safety and environmental crime

6.2 Workforce

The services provided by the Communities Team will be re-aligned to deliver the approach outlined within this report.

6.3 Equality and Diversity/Equality Impact Assessment

Collaboration with the VCSE Sector could support the delivery of the Council's public sector equality duty.

6.4 Financial Considerations

The report describes a strategic approach to deciding future funding for the VCSE Sector.

An increase in in funding for New Mills Volunteer Centre from £2,500 to £5,000 is recommended for 2021/22, whilst it is proposed that levels of core Community Support Grant Funding for other organisations should remain the same.

It is also recommended that the Council should consider providing additional funding for those organisations that are experiencing short-term financial difficulties.

6.5 Legal

Service Level Agreements will be agreed with all recipients of Community Support Grant funding.

6.6 Climate Change

Some VCSE Sector organisations can potentially assist in tackling climate change.

6.7 Consultation

Each of the organisations that received grant funding in 2020/21 were asked to complete a questionnaire that asked question about service delivery, impact of COVID-19 and any future issues they faced.

6.8 Risk Assessment

A reduction in service provided by the voluntary sector may affect the Council's ability to deliver its Corporate Plan.

MARK TRILLO
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**Web Links and
Background Papers**

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7. Introduction and Background

7.1 The Council's Corporate Plan highlights the importance of working with the community and partner organisations:

Aim 1: Supporting our communities to create a healthier, safer, cleaner High Peak.

Key objective: Work with our partners and the community to address health inequality, food and fuel poverty, mental health and loneliness.

Key priority: Increased level of community support.

7.2 This report is one of a series of three and focusses on the relationship between the Borough Council and the Voluntary, Community and Social Enterprise (VCSE) Sector with a focus on delivering the aspirations set out in the corporate

plan. The importance of this relationship has been particularly emphasised during the response to the COVID-19 pandemic.

- 7.3 Separate reports will consider how the Council works in partnership to deliver its corporate objectives and how the Council supports Arts projects, groups, and activities.

8 The VCSE Sector

- 8.1 The VCSE sector, also known as the Third Sector or Voluntary Sector, includes any non-governmental, non-profit organisation (incorporated or not) working for social or environmental purposes rather than financial gain. This ranges from small community-based groups/schemes through to larger registered Charities that operate locally, regionally, or nationally.

- 8.2 The operating model of VCSE sector organisations varies and can include one or more of the following:

- Direct service provision;
- Infrastructure support (development and practical support for other groups within the sector and representation of the sector at a strategic level);
- Campaigning (to increase awareness of issues and encourage change in behaviour, opinion, etc); or
- Grant distribution (eg Comic Relief).

- 8.3 The value of the VCSE Sector is difficult to estimate. In addition to economic outputs (eg levels of employment and contribution to Gross Domestic Product) they also produce a range of broader benefits¹ including:

- Value of the service delivered;
- Value to volunteers;
- Benefits to donors;
- Additional benefits to VCSE employees (beyond their salary); and
- Contributions to fostering economic and social cohesion at the community level.

- 8.4 Evidence² suggests that VCSE sector organisations can deliver value for money through:

- economy of input, eg through the utilisation of volunteers and low management and overhead costs relative to larger providers.
- efficiency of output, eg by supporting larger numbers of clients within the resources available, or by providing preventative services that reduce the burden on expensive public services in the short, medium and long term.
- effectiveness of outcome, eg by delivering services that lead to immediate, sustained and extended improvements in well-being for people (often from vulnerable groups).

¹ Charity Commission for England and Wales 2019, The Value of the Charity Sector.

² Centre for Regional Economic and Social Research 2011, Demonstrating the Value for Money of Third Sector Activity in Rotherham.

9 The VCSE Sector in the High Peak

Council Funding for the VCSE Sector

- 9.1 High Peak Borough Council provides grant funding for several VCSE sector organisations within the High Peak as shown in the Table 1. The services provided by each of these organisations are listed at Appendix A.
- 9.2 The VCSE organisations are all locally rooted and have a wealth of local knowledge and connections that makes them well-placed to identify local needs and gaps in provision. They possess the ability to flex, innovate and adapt to local needs and can harness the commitment and passion of local communities.
- 9.3 High Peak Community and Voluntary Support (HPCVS) is a borough-wide infrastructure organisation that also provides a direct delivery social prescribing service³. The Bureau (Glossop), New Mills Volunteer Service and Connex (Buxton) are multi-purpose 'anchor organisations' that provide a mix of direct delivery and support for local community groups. All receive funding from the Borough Council.
- 9.4 HPCVS organise a monthly 'Alliance' meeting which brings together representatives from HPCVS, Connex, New Mills Volunteer Centre, and the Bureau. They also organise a monthly Community Forum bringing together community groups across the Borough.
- 9.5 The Borough Council is represented on each of the VCSE Sector 'Alliance' organisations as follows:

Organisation	Representation	Role
High Peak CVS	Councillor Jean Todd	Board Member
The Bureau	Councillor Rob Baker	Board Member
New Mills Volunteer Centre	Councillor Tony Ashton	Vice-Chair, Board of Trustees
Connex Community Support	Councillor Keith Savage	Board Member

- 9.6 The Borough Council provides financial support to local branches of two national charity organisations (The Samaritans and Citizens Advice). The Council contributes to the Glossopdale Furniture Project, which provides a Borough-wide service, and encourages householders with unwanted usable furniture to contact the project as an alternative to utilising the Council's bulky waste collection service. Funding is also provided to the Jericho Café, which provides a community café and meeting place for the community of Gamesley.

³ Social prescribing enables GPs, nurses and other primary care professionals to refer people to 'link workers' who focus on 'what matters to me' and take a holistic approach to people's health and wellbeing. The Social Prescribers connect people to local, non-clinical practical and emotional support provided by community groups and statutory services.

Table 1 Community Support Grants

Organisation	Area covered	Annual HPBC grant	Aims
Citizens Advice Bureau (CAB)	Borough-wide	£50,000	<p>Citizens Advice Derbyshire Districts is an independent charity providing free, confidential, and impartial advice to the residents of the High Peak.</p> <p>CAB aim to be accessible to everyone and offer an extensive face to face and phone advice service in addition to our outreach advice projects.</p> <p>CAB offer advice covering a variety of issues including benefits, debt and financial capability, employment, housing, consumer, energy and homelessness prevention.</p>
High Peak CVS	Borough-wide	£10,000	To promote community and voluntary sustainability to the High Peak. We provide support to Community and Voluntary groups across the whole of the High Peak through advice, practical services, information, training and identifying funding.
Connex Community Support	<p>Some borough-wide services (eg Home from Hospital, Handy Van, Care & Support).</p> <p>Other services focus on Buxton and surrounding area</p>	£5,000	<p>To enable voluntary activity that supports strong, thriving communities and to deliver lifeline services that help people in need to live safer and more fulfilled lives.</p> <p>Connex Community Support benefits the High Peak community by:</p> <ul style="list-style-type: none"> • Offering services which support people's mental and physical well-being • Enabling better integration of marginalised and vulnerable people into the community • Working with community partners to support thriving local communities.
The Bureau (Glossop Volunteer Centre)	Glossopdale	£5,000	To create solutions and opportunities that enable people and communities to create positive social change for community benefit. This is through providing infrastructure to voluntary action and providing quality support projects that respond to local need.
New Mills Volunteer Centre	New Mills, Birch Vale, Hayfield, Chapel-en-le-Frith, Chinley, Whaley Bridge, Furness Vale	£2,500	<p>To identify gaps in community care, to respond to the needs of the elderly, disabled and isolated people in the New Mills District; meeting those identified gaps, which can be met appropriately by volunteer activity.</p> <p>To provide preventative support to empower individuals and support them holistically.</p>

Organisation	Area covered	Annual HPBC grant	Aims
			To recruit, support and train volunteers and offer opportunities for integration, therefore enhancing the quality of life for both client and volunteer.
The Buxton & High Peak Samaritans	Borough-wide	£2,500	To support people in distress or despair, in confidence and without judgment.
Glossopdale Furniture Project	Borough-wide	£1,000	Support individuals and families referred to the Project who are disadvantaged, any who are on low income with the supply of affordable or free furniture and household packs providing the basic requirements.
Jericho Café	Gamesley	£1,000	The cafe continues to be a meeting place for the community of Gamesley and beyond. It has an open-door policy for people of all ages. We support various initiatives to enhance the quality of life in the neighbourhood and work in conjunction with other agencies.
TOTAL		£77,000.00	

9.7 The use of the funding by HPCVS is governed by an SLA but this requires updating. No other SLAs are currently in place.

9.8 The Borough Council also has links to and/or provides operational support to organisations such as Friends of Pavilion Gardens, Whaley Memorial Park, Manor Park and Howard Park, Bee Wild (Glossop), Residents of Fairfield Association (ROFA), G52 (Gamesley) and Buxton Town Team.

State of the Sector

9.9 Each of the organisations were asked to indicate whether they would be affected by a range of issues (see Table 2). The key points raised by the survey were:

- The Bureau and Glossopdale Furniture Project both report that they are facing short-term financial difficulties. All the organisations, except for the CAB, suggest that they are expecting to face medium-long term financial difficulties. Only the Jericho Café and The Samaritans said that they would not be facing cost increases.
- All organisations except The Samaritans predict that they will experience increase demand for their services.
- All organisations, apart from Connex Community Support and The Samaritans, report that they will face additional training needs.
- High Peak CVS, The Bureau, New Mills Volunteer Centre and Glossopdale Furniture Project face issues in terms of staff capacity.

9.10 HPCVS highlighted uncertainties around their funding because of planned reviews of funding arrangements by Derbyshire County Council (DCC) and Tameside and Glossop Clinical Commissioning Group (CCG) in 2021.

9.11 The Bureau argued that it would be helpful for the Council along with DCC, Tameside & Glossop CCG, Primary Care Network (PCN), Tameside & Glossop

Integrated Care Foundation Trust (ICFT) and the VCSE Sector organisations to develop a clear shared plan and set of priorities to better align diminishing resources.

- 9.12 All of the organisations rated themselves as very or fairly successful when asked whether they had been successful in meeting their objectives over the last 12 months. All organisations said that they had developed or changed their normal service provision in response to the pandemic.

Table 2 Issues Facing VCSE Organisations

Organisation	Access to equipment and supplies	Cost increases	Accommodation difficulties	Increase in demand	Cash flow problems	Additional training needs	Med-long term financial difficulties	Short term financial difficulties	Volunteer capacity	Staff capacity	Additional advice and guidance needs	Immediate/short term impact on clients	Long term impact on clients	Technical ICT/software limitations
Citizens Advice		yes		yes		yes			yes			yes	yes	
High Peak CVS	yes	yes	yes	yes	yes	yes	yes			yes				yes
Connex Community Support		yes	yes	yes			yes							
The Bureau		yes	yes	yes		yes	yes	yes	yes	yes		yes	yes	
New Mills Volunteer Centre	yes	yes		yes		yes	yes		yes	yes				
Samaritans							yes							
Glossopdale Furniture Project	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	
Jericho Café					yes	yes	yes		yes					yes

- 9.13 HPCVS, Samaritans, Glossopdale Furniture Project, Connex Community Support and New Mills Volunteer Centre reported that the demand for their services had increased over the last 12-months. The Bureau reported a mixed picture with demand for services such as their befriending scheme greatly increasing whilst demand for some other services (eg their car scheme) decreased. The demand for Citizens Advice services remained the same (although the method of accessing the services changed from face-to-face to telephone advice) whilst the demand at Jericho café decreased as a result of only being able to provide a takeaway service.
- 9.14 The organisations all predict that service demand will continue to be high over the next 12-months (particularly the provision of befriending service, food deliveries, and prescription collections). The CAB emphasised increased support needs from people who lost their job or suffered financial detriment as a result of the pandemic. The CAB has particularly seen an increase in the numbers of younger people accessing services in the last 12-months.

Council performance

- 9.15 The Local Government Association (LGA)'s procurement strategy recognises the 'critical and integral role' of VCSE organisations in achieving community benefits as service providers, advocates and through representing the voice of service users.⁴ The LGA guidance provides the following guide to assessing maturity in this area.

	Minimum	Developing	Mature	Leader	Innovator
High level principle/ specific behaviour	Organisation does not see any benefits to be gained from VCSE engagement	VCSE organisations are engaged in a few key contracts only	Taking a proactive approach to integrating VCSE organisations into procurement and commissioning	VCSE engagement is embedded into corporate strategy	VCSE engagement is a core operational way of doing business, integrated into all directorates/ departments and activities with regular reporting against targets.

- 9.16 It is suggested that the Borough Council is currently at the 'developing' level. The steps outlined in Section 10 are intended to move the Council through the maturity profile to demonstrate clear innovation in this area of activity.

⁴ National Procurement Strategy for Local Government in England 2018
https://www.local.gov.uk/sites/default/files/documents/11.122%20-%20National%20Procurement%20Strategy%202018_main%20report_V7.pdf (focuses largely on the involvement in health and social care)

Foodbanks and Pantries

- 9.17 The Borough Council maintain links with local foodbanks and pantries but does not provide grant funding. The foodbanks have played a vital role during the pandemic and it anticipated that they will continue to do so.
- 9.18 Foodbanks typically operate on a referral basis with appropriate individuals being referred by frontline professionals to access emergency food supplies. Individuals can exchange a food bank voucher for a food parcel, which is normally intended to last a minimum of three days. There are five foodbanks in High Peak:
- High Peak Foodbank.
 - Glossopdale Foodbank.
 - Chapel Good Neighbour Food Distribution Network.
 - Helping Hands Foodbank, New Mills.
 - Whaley Bridge Foodbank.
- 9.19 Grace Kitchen, Whitfield also distribute food bags to the local community on a 'first-come, first-served' basis.
- 9.20 Pantry schemes provide subsidised groceries to struggling low-income households. Members make regular (weekly) payments into the scheme. There are five such schemes in the High Peak.
- Hadfield Pantry – Bellies not Bins.
 - Gamesley Pantry – G52.
 - Fairfield Endowed Pantry.
 - Residents of Fairfield Association (ROFA) Pantry.
 - Whitfield Food Club.
- 9.21 The Council has commissioned HPCVS to carry out a scoping exercise to look at the provision of food banks, pantry schemes and other food projects across the High Peak. This includes investigating the possibility of establishing a specific forum for exchanging ideas, good practice, and practical support. This work is due to be completed by April 2021.
- 9.22 Additional work will follow this scoping exercise to consider how best to support the work of these organisations, including reviewing financial and operational support.

10 The Next Steps

- 10.1 The recommendations presented in this section to further develop collaborative working with the VCSE Sector are underpinned by the following propositions:
- An independent and diverse VCSE Sector plays an important role in improving the social, economic and environmental well-being of the High Peak.
 - HPBC's engagement with the VCSE Sector should be primarily focussed on delivery of the Council's Corporate Plan and opportunities to contribute to the Council's Efficiency & Rationalisation Programme.
 - Councillors play important roles in championing the VCSE Sector as community leaders and scrutinising how the Council works with the sector.

Statement of Future Relationships

- 10.2 The Council will look to formalise its working arrangements with the VCSE sector through a compact agreement or a collaborative working protocol. This would provide an opportunity for the Council to publicly declare its support for the VCSE Sector and to establish and document:
- A shared vision and values;
 - Borough Council commitments to the VCSE Sector (eg obtaining VCSE views on policy development as appropriate, maintaining good lines of communication, actively seeking opportunities for collaborative working); and
 - VCSE Sector commitments (eg maintain high standards of governance, demonstrating value for money, promoting equality and inclusion).
- 10.3 HPCVS have asked the Borough Council to provide support for their annual awards for the community and voluntary sector. An annual awards event could provide an opportunity for the Council to recognise the vital role that VCSE organisations have played in responding to the COVID-19 pandemic and to launch the agreed compact/protocol.

VCSE Collaborative Working plan

- 10.4 The Council's Heads of Service will be asked to consider ways in which they can collaborate with and support the VCSE sector as a means of delivering the corporate plan and achieving further efficiencies. This may include exploring opportunities for delivery by or in conjunction with the VCSE sector, information exchange, provision of in-kind support, assistance in skilling-up the sector, and opportunities for co-location or transfer of community assets, employee volunteering scheme.
- 10.5 Examples of collaborative working could include assistance with the Council's access to services strategy and promoting greater use of green spaces. The Government Green Paper on transforming public procurement, which includes the priority of ensuring that social, economic and environmental benefits are delivered through procurement, may present further opportunities for collaborating with the VCSE Sector.

- 10.6 Appendix B shows the ways in which the funded VCSE Sector organisations consider that they currently assist with delivery of the objectives within the Council's corporate plan.
- 10.7 The Heads of Service will be asked to populate a VCSE Collaborative Working Plan (CWP). Delivery of the plan will be overseen by the Alliance Leadership Team with an annual report to Councillors to allow them to scrutinise performance. This will help to ensure that working with the VCSE Sector is a central consideration when planning service delivery and is not just a marginal "nice to have".
- 10.8 A Workshop involving Heads of Service and VCSE has been organised to assist with this process and to further improve communication channels between the Council and VCSE Sector organisation.
- 10.9 The structured approach will assist the Council to meet its corporate objectives and to ensure that its work with the VCSE is focussed on those objectives as much as possible.

Funding the VCSE Sector

- 10.10 The funding arrangements for the VCSE Sector, as outlined in Table 1, have developed over time in response to demands and priorities.
- 10.11 A more strategic approach could be adopted to ensure that funding:
- Supports the delivery of the Council's Corporate Plan.
 - Meets an identified need within agreed timescales.
 - Achieves value for money.
 - Encourages high standards of governance.
 - Contributes to the sustainability of the VCSE Sector.
 - Supports both infrastructure and delivery organisations.
 - Promotes active citizenship and voluntary activity in local communities.
 - Benefits all areas of the Borough and all groups across the whole funding portfolio.
 - Supports the delivery of the Council's public sector equality duty.
- 10.12 Future funding arrangements should consist of core funding to key organisation and project-specific funding to deliver projects identified through the CWP. Smaller grants to organisations that benefit their local community. for the purchase of specific items, to undertake specific pieces of work or to support the development of the organisation can continue to be provided through the Councillors Initiative Fund (CIF).
- 10.13 It is recommended that the levels of Community Support grants should largely remain the same for 2021/22 to allow time for the CWP and new arrangements to be implemented. Service Level Agreements (SLAs) should be put in place with each organisation to provide transparency and oversight of the use of public money. The SLAs will also set out monitoring and reporting arrangements that will assist the Council to make informed funding decisions

going forward. New funding arrangements for 2022/23 onwards will be presented to Councillors as part of the annual budgeting process.

- 10.14 This does not preclude the Council from funding VCSE Sector organisations to deliver specific projects during this period where they assist in delivering the corporate objectives and can be shown to provide value for money.
- 10.15 The Council may also wish to consider additional support for those organisations that are experiencing financial difficulties. The Bureau and Glossopdale Furniture Project have both indicated that they are experiencing difficulties in the short-term and any impact on their service delivery would have knock-on impact for local communities and the ability for the Council to deliver the Corporate Plan. It is therefore recommended that an earmarked reserve is created during the current financial year specifically set aside to support organisations that have been impacted financially by the pandemic. Criteria for allocations from this reserve will be developed and shared with organisations prior to the consideration of requests.
- 10.16 It is suggested that the funding contribution to New Mills Volunteer Centre should be increased in 21/22 to the same level as Connex and The Bureau (from £2,500 to £5,000) to support the organisation to improve their levels of support in areas such as Chapel-en-le-Frith and Whaley Bridge.

Councillor involvement

- 10.17 Councillors have a key role in both supporting and scrutinising work with the community/voluntary sector and partnership activity. As noted previously, the Council is well represented on the boards of the local VSCE Sector 'Alliance' organisations. Councillors also actively support a variety of local groups and provide funding for community activities and projects through their Councillors Initiative Fund.
- 10.18 The following actions are proposed to formalise and further develop the involvement of Councillors with VCSE Sector organisations:
- The Leader of the Council will be given explicit responsibility for promoting working with the VCSE.
 - The Community Select Panel should play a key role in guiding and shaping work with the VCSE and partnership activity.
 - Councillors should be provided with regular updates on work with the voluntary sector with an emphasis on how this has helped to achieve the Council's corporate objective.
 - Officers should assist Councillors to provide support for local groups and to make effective use of the Councillors Initiative Fund.
- 10.19 The Community Select Committee has a key role in scrutinising the work with the key partnerships and use of the funding provided to the VCSE Sector, including receiving annual:
- Updates on performance of the VCSE Compact/Protocol and delivery of the Council's Collaborative Working plan and use of the community grants.

- Reports/presentations from each organisation in receipt of HPBC community support grant funding.
- Reports from key partnerships: Health and Well-Being Partnership, Community Safety Partnership, Place Alliance.
- Update on Councillor Initiative Fund; and
- Thematic reports on progress towards addressing the priorities set out in the corporate plan: Health inequality, Food and fuel poverty, Mental health, and Loneliness.

Appendix A Services Provided by Funded Organisations

Citizens Advice

<ul style="list-style-type: none"> • General advice (face-to-face, phone and webchat). 	<ul style="list-style-type: none"> • Money advice and associated debt case work. 	<ul style="list-style-type: none"> • Personal budgeting support.
<ul style="list-style-type: none"> • Specialist energy team focussing on helping consumers reduce their energy costs. 	<ul style="list-style-type: none"> • Building Better opportunities (Money Sorted)⁵. 	<ul style="list-style-type: none"> • Help to claim advice for Universal Credit claimants.
<ul style="list-style-type: none"> • Pension Wise.⁶ 	<ul style="list-style-type: none"> • Homelessness prevention. 	

High Peak Community and Voluntary Support (HPCVS)

<ul style="list-style-type: none"> • Group development support. 	<ul style="list-style-type: none"> • Bereavement and loss support groups. 	<ul style="list-style-type: none"> • Children and Young Person Network.
<ul style="list-style-type: none"> • Local management of the Community Derbyshire Database (database of all local groups and services). 	<ul style="list-style-type: none"> • Provision of strategic input to local, district and county wide agendas and partnerships 	<ul style="list-style-type: none"> • Local administration of the Police and Crime Commissioner's Vulnerability Fund for bids up to £1,000⁷.
<ul style="list-style-type: none"> • 'Social Connectedness' project (supporting the lonely and isolated). 	<ul style="list-style-type: none"> • Governance training. 	<ul style="list-style-type: none"> • Social Prescribing across the High Peak (excluding Glossopdale).
<ul style="list-style-type: none"> • Funding workshops. 		

Samaritans of Buxton and High Peak

<ul style="list-style-type: none"> • Listening and support to people and communities in times of need 	<ul style="list-style-type: none"> • Suicide prevention 	
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⁵ Support for people whose financial circumstances are spiralling or causing stress.

⁶ A government service that helps people understand the pension options available to them.

⁷ Bids of over £1,000 are administered directly by the OPCC.

The Bureau

<ul style="list-style-type: none"> • Providing volunteering opportunities. 	<ul style="list-style-type: none"> • Sight loss support. 	<ul style="list-style-type: none"> • Befriending and mentoring sessions.
<ul style="list-style-type: none"> • Call Companions (telephone befriending service for socially isolated or sight impaired people). 	<ul style="list-style-type: none"> • Building Better Opportunities (Towards Work) (tailored pre-employment support). 	<ul style="list-style-type: none"> • Car scheme (volunteer drivers taking people unable to use public transport or taxis to medical appointments).
<ul style="list-style-type: none"> • Life Skills (group work and volunteer mentor support). 	<ul style="list-style-type: none"> • Peer support group for anyone caring for those living with dementia. 	<ul style="list-style-type: none"> • Social groups (informal check in and chat groups facilitated by the Community Navigation team).
<ul style="list-style-type: none"> • Community Navigation (NHS funded workers supporting people to meet goals and link into activities, support and services). 	<ul style="list-style-type: none"> • Move More (encouraging people across Glossopdale to get involved, start moving more and share ways to fit activity into everyday life). 	<ul style="list-style-type: none"> • Community Development (supporting community groups and organisations through providing advice, guidance and funding through grants and place-based partnerships schemes).

New Mills Volunteer Centre

<ul style="list-style-type: none"> • Transport to medical appointments (car scheme involving volunteer drivers transporting those unable to use public transport). 	<ul style="list-style-type: none"> • IT support (eg enabling people to access Zoom and similar platforms). 	<ul style="list-style-type: none"> • Befriending service (currently rebranded as 'check in and chat').
<ul style="list-style-type: none"> • Chair-based exercise classes. 	<ul style="list-style-type: none"> • Prescription delivery service. 	<ul style="list-style-type: none"> • Shopping service.
<ul style="list-style-type: none"> • Friday lunch club. 	<ul style="list-style-type: none"> • Help with garden maintenance, small gardening jobs, general tidy ups. 	<ul style="list-style-type: none"> • Signposting service on information about VCS services.
<ul style="list-style-type: none"> • Volunteer brokerage on behalf of local and national voluntary organisations. 	<ul style="list-style-type: none"> • DIY - home safety and security support to older and vulnerable people – key safe install / handrails, changing lightbulbs – small handyman jobs. 	<ul style="list-style-type: none"> • Group Support - provision of dementia friendly, stroke support, handicraft social groups.
<ul style="list-style-type: none"> • Minibus transport –usually used for in house groups, shopping trips , market town shopping and day trips etc 	<ul style="list-style-type: none"> • Allotment which provides food for the centre's lunch club 	

Café Jericho Ltd (t/a Gamesley Community Café)

<ul style="list-style-type: none"> • Breakfast club for Primary and Comprehensive school children. 	<ul style="list-style-type: none"> • Safe place for people with mental health issues to meet and get support 	<ul style="list-style-type: none"> • Help and support to those with drug, alcohol or gambling addiction through links with rehab centres and the local GP surgery.
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Connex Community Support

<ul style="list-style-type: none"> • Volunteer brokerage (promotion of volunteering within the community, recruitment of volunteers for local, regional and national organisations). 	<ul style="list-style-type: none"> • Social Group activities (coffee clubs, 'Meet & Eat' group, art group etc for older and vulnerable people). 	<ul style="list-style-type: none"> • Befriending (one-to-one social visits and or telephone contact to help reduce loneliness and isolation).
<ul style="list-style-type: none"> • Free short-term (6 weeks) loan of wheelchairs. basis for those that are isolating, shielding and are vulnerable). 	<ul style="list-style-type: none"> • Hearing Aid battery distribution (collection point for hearing aid batteries for patients registered at the audiology clinic at Chesterfield Royal Hospital). 	<ul style="list-style-type: none"> • Management support of Buxton 'Street by Street' (a mutual aid group that emerged in direct response to Covid to provide practical help on a neighbourhood
<ul style="list-style-type: none"> • Home from Hospital service (practical help and social contact to support people following discharge from hospital, and support to help avoid admission/readmission to hospital. Help includes prescription collection, shopping support, and liaison with hospital discharge and social care teams). 	<ul style="list-style-type: none"> • Home Maintenance and Hoarding Clearance service. This is a charged for service, providing practical home maintenance support. The service also provides a specialist property clearance for people identified as having a hoarding disorder. 	<ul style="list-style-type: none"> • Handy Van service (delivery of the DCC Handy Van service across the High Peak (and the whole of north Derbyshire). The service provides free home safety and security support to older and vulnerable people, and installs telecare equipment to enable people to continue to live safely and independently).
<ul style="list-style-type: none"> • Transport (volunteer transport service, taking people to medical and hospital appointments across the High Peak. Lead organisation for the delivery of the Derbyshire Connect Active Travel High Peak and North Derbyshire Dales service 	<ul style="list-style-type: none"> • 'Alive & Kickin' project (social activities that support and encourage physical activity and communal activities amongst older and vulnerable, and that help to involve residents of care homes in their local community. Activities include 'New 	<ul style="list-style-type: none"> • Care & Support services – domiciliary personal care for vulnerable children and adults of all ages, to enable them to live safe and more fulfilled independent lives. This is a CQC registered service, working with local authorities for care provision, as

contract ⁸ across the High Peak (in partnership with New Mills VC, The Bureau, and Bakewell & Eyam Community Transport)).	Age Kurling', 'Little Weeds Gardening' project and a furniture upcycling project).	well as working directly with clients for private care packages.
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Glossopdale Furniture Project

<ul style="list-style-type: none"> • Offer a service to the public by collecting donated, unwanted items of furniture for re-use, resale or recycling. 	<ul style="list-style-type: none"> • Prevent waste by restoring and upcycling furniture or making new items of furniture from recycled wood. 	<ul style="list-style-type: none"> • Offer training to volunteers to help and support them into paid employment.
<ul style="list-style-type: none"> • Look at ways of increasing our sales to further support the project's charitable ethos and become more financially sustainable. 		

⁸ Services to healthcare appointments for people unable to use conventional buses because of age, disability or because they live in areas where public transport is limited. Services are door-to-door to hospital, GP surgeries, health centres, clinics, dentists, opticians, chemists, physiotherapists and any other medical appointments. Passenger assistants are available, on request, for anyone needing extra help.

APPENDIX B VCSE contributions to the Corporate Plan

The organisations were asked to identify how they helped to meet the priorities within HPBC's Corporate Plan. Their responses are provided below.

Organisation	Health inequality	Food and Fuel Poverty	Mental Health	Loneliness	Community Safety	Supporting Access to Services	Supporting Local Businesses	Protecting the Environment	Use of Parks/Open Spaces	Access to Physical and Leisure Activities
Citizens Advice Bureau (CAB)	Advice helps to address the social determinants of health.	Specialist energy team focusses on helping consumers reduce their energy costs. CAB work closely with foodbanks to help clients needing specialist benefit checks and dealing with any debt issues. Provide access to accurate advice, debt management and income maximisation.	Advice can help clients feel more supported and empowered to help deal with any issues that may be having a negative effect on mental health	Specialist older peoples champion project based in the High Peak. CAB receive referrals from local dementia charities and groups and offer a home visiting service to assist with benefit checks and general advice queries. CAB are hoping to resume service delivery from outreach locations.		CAB has trained advisors who specialise in supporting clients who are digitally excluded. They can assist with making online claims and provide basic training and assistance in digital upskilling.				
High Peak CVS	Social Prescribing and access to groups	Linking in with local groups and organisations such as CAB. Social Prescribing offers support to those most vulnerable	Social Prescribing, support for mental health groups and services.	Social Connectedness - working with Public Health focusing on Young People, Digital Exclusion and Community Engagement	HPCVS administer the PCC Vulnerability Fund for the High Peak	Social Connectedness project	Corporate Partnership Scheme – encouraging businesses to work with HPCVS to support the community.		HPCVS encourage members to utilise parks and open spaces for their activities.	Support for the Move More initiative and Health & Wellbeing Partnership's Physical Activity priority.
Connex	Enable access to medical support, signposting to	Shopping support, food parcel delivery, signposting	Befriending and social contact	Befriending and social group activities	Handy Van – installation of home security and fire safety equipment.	Transport provision, Home from Hospital support, Befriending,	Volunteer recruitment to help support community initiatives.	Volunteer recruitment to help support conservation initiatives.	'Park Pootle' - embryonic walking group (curtailed by Covid) but due	Care & Support – assists people with disabilities to take part in

Organisation	Health inequality	Food and Fuel Poverty	Mental Health	Loneliness	Community Safety	Supporting Access to Services	Supporting Local Businesses	Protecting the Environment	Use of Parks/Open Spaces	Access to Physical and Leisure Activities
	other support services	support to access				simple IT support to help people stay connected with wider family and friends.			to restart in early 2021. Easy walk and talk group around Buxton Pavilion Gardens for those 'new to exercise' and looking to build social confidence again.	physical activities.
The Bureau (Glossop Volunteer Centre)	Support people in relation to the wider determinants of health. Target services and community development efforts in deprived areas. Building Better Opportunities (BBO) Towards Work project, life skills, social prescribing and volunteer car scheme support	Provide signposting and support to access local foodbanks, Citizens Advice or manage their finances.	Support local people's wellbeing through a range of our services, with the aim to prevent people requiring mental health services, to give them the tools to manage good mental health, through social connection and meaningful activity. Provide signposting and support to local mental health services such as MIND or Minds Matter.	Most of our services aim to reduce loneliness and the impact of loneliness on the local community. Through befriending, social groups, mentoring and even the car scheme, we aim to provide positive interactions and facilitate friendships between clients and volunteers.	We liaise with local PCSOs and Police Officers to highlight where our clients may be feeling unsafe in their communities, where there may be high levels of antisocial activity and we can also discuss these issues with local councillors. We are developing pathways and referral routes from local PCSO's and probation services into our offer to help rehabilitate offenders and create a sense of community cohesiveness.	We are working with local tech charity PC Refurb on their Digital Literacy project, which aims to provide local people with the training and equipment they need to access online services. We are actively recruiting volunteers for them, referring clients for their services and acting as a collection point for the IT equipment. While we are offering online services, we ask clients and volunteers if they need any support to access these services and ensure that	Throughout lockdown, we collected and shared information regarding local business who were providing delivery or click and collect services, and we will continue to do this as we believe it is vital to support these businesses, not just for our community but for our clients who rely on these delivery services so much. We also developed the 'Glossop Loves' brand which we aimed to offer to local	We have our own Environmental Sustainability policy where we pledge to reduce waste. We recycle all recyclable items using the brown bin that we pay for ourselves, and we have vastly reduced the amount of printing we do which means less electricity used and less paper wasted. We are starting to develop social activities within green spaces because of the positive impact this has on wellbeing and hope to foster wellbeing outcomes with individuals as well as a sense of	One of our newer projects, Move More, aims to encourage people across Glossopdale to fit activity into everyday life. One of the ways we are attempting this is through a range of local walks and activities – Milestone walks are a collection of mapped walks in the local area with painted stones along the route and online maps, which are shared online. We also have the story walks, which are a range of mapped walks in Manor park, Howard park and Whitfield,	See the above two boxes. We partner with move more and our local leisure provider to develop joint initiatives to encourage people to access leisure activities. Examples of this have been the development of a dementia swim and gym and swim buddies to motivate people new to exercise to engage positively with it.

Organisation	Health inequality	Food and Fuel Poverty	Mental Health	Loneliness	Community Safety	Supporting Access to Services	Supporting Local Businesses	Protecting the Environment	Use of Parks/Open Spaces	Access to Physical and Leisure Activities
						nobody feels excluded.	businesses, this is still an option to be developed.	pride and ownership for our local environment. Examples of this are Glossop's big pick (using volunteers to tidy up the local area) and walk and talk group (social groups walking in the great outdoors).	which have a story for children to follow along the route and bright leaflets with bright illustrations to keep them engaged. Also see above.	
New Mills Volunteer Centre	Transport to medical appts	Lunch Club Delivery (donations requested)	Check in and chat service	Check in and chat service		IT support. Zoom training over the telephone.			We are working with HPBC and other orgs to see how we can develop such a plan.	Online chair-based exercise class
Samaritans	Respond to calls from people in poor health, often related to drug or alcohol issues.	Listening and referral to specialised services if appropriate	Samaritans estimate that around 60% of callers have mental health issues. Call takers provide support and may also refer them to specialist services.	Many callers are desperately lonely and/or isolated for a variety of reasons. Many contact Samaritans regularly.		Encourage callers to contact local services.				
Glossopdale Furniture Project	Supporting with the supply of furniture and household items.						Use local suppliers as much as possible for operational uses	Divert over 100 tonnes of furniture and household items which would otherwise go to landfill by reusing, renovating, repairing and relocating putting recycled produce to good use.		

Organisation	Health inequality	Food and Fuel Poverty	Mental Health	Loneliness	Community Safety	Supporting Access to Services	Supporting Local Businesses	Protecting the Environment	Use of Parks/Open Spaces	Access to Physical and Leisure Activities
Jericho Café	Stakeholders with local GP & health visitors	Provide affordable food, bags of food from food banks and where needed free offers of food	Conversations with cafe manager and volunteers who can listen and refer where needed	Provide a space to meet others and chat. Especially the elder and bereaved		Signpost people to relevant agencies if cannot help personally				