

Milly Southworth

From: Marie Clemow <MarieC@volunteercornwall.org.uk>
Sent: 25 April 2023 12:29
To: Andy Brelsford
Cc: Annette Eatock; Philippa Macmeikan; Josh Clarke; Carolyn Trevethick; Bill Davies; Penny Steventon; Laura Chapman; Jayne Roycroft
Subject: Community Hub - Funding
Attachments: Community Hub Funding 2023 v2.docx; Community Hubs Grant Agreement 2023 v2.docx; Forms for Hubs Report Eval.docx

Dear Community Hub Colleagues,

Please find attached a letter and relevant paperwork regarding the next round of funding for the community hub model. Please read the 'Community Hub Funding 2023' document first, which outlines what is being offered and what is expected in return. Then, take a look at the 'Community Hubs Grant Agreement' to see what you will be asked to sign up to if you accept the funding. Also attached are copies of the monthly report, client evaluation form and monthly summary of evaluation forms plus a template for the development plan.

The main difference between last time and this time is the request that all hubs undertake monthly evaluation of users of their services (the number you need to do is linked to the level of funding you request) and the requirement to sign up to a development plan. This should not be seen as an attempt to take away autonomy from you but rather as an attempt to link the funding to building a sustainable model and offering help and support for you to grow your offer.

Another thing that people will find different this time round is that we need everyone delivering in a city, town or village to sit down with everyone else delivering in that city, town or village to join up their offers. This means we won't accept rival bids from different partners in the same place – we need a collaborative approach and we would respectfully request that you sit around a table with your colleagues and thrash out a joint approach. (Our Community Makers can help facilitate these meetings if you are not sure who else is active where you are.)

If your joint plans exceed the limit of the funding on offer (eg if there are multiple partners serving a large population in one of Cornwall's bigger towns, and you can make a case for multiple bids (which all partners in that place agree to) then (and only then) we will consider multiple bids. We want this to work for everyone; for you, the communities you serve and for our health & care system partners and funders so please make full use of my Community Maker team and involve them in your conversations as you work up your proposals.

The funding this time round will be paid in two tranches – one when your application is approved (hopefully in May for most of you) and a further one at the mid-point when we review your development plans (hopefully around October time for most of you). You have as long as you need to complete your applications, but we will be opening the fund up to new community hub partners and new places in the early summer. So, although we haven't set a deadline, it is in your interest to get your applications in sooner rather than later. There is £700,000 available to allocate but when it is gone, it is gone.

If you have any queries or questions about the process or need help with your application at any stage, your Community Maker is your first point of contact as always.

I hope I have covered everything and we look forward to receiving your applications in the near future.

Yours sincerely

Andy

Andy Brelsford
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We are recruiting volunteers for two huge events taking place in Falmouth later this year – Armed Forces Day and Tall Ships. Want to get involved? Find out how you can become a [volunteer by clicking here](#).



I'm suicide aware and ready to listen
Ask me where to find information and support



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 **Save resources..... think before you print**

24th April 2023

Dear Colleague

Following the success of the Warmth Bank initiative over the recent winter, we are pleased to confirm that NHS Cornwall & Isles of Scilly Integrated Care Board, working with its partners across the public and voluntary sectors, wants to continue to fund and develop community-based provision to support the health and wellbeing of the residents of Cornwall and the Isles of Scilly.

As you will be aware from the recent series of roadshows, the voluntary sector has a key role to play in delivering care and support in a place-based model through a network of community hubs and we hope you will continue to be part of that network.

The Community Hub model will allow us to deliver on some of Cornwall's key priorities:

- Reducing health inequalities
- Preventing hospital admissions
- Enabling prompt discharge from hospital
- Delivering anticipatory care assessments and implementing personalised support interventions so people can stay at home in their communities
- Improving physical and mental health and wellbeing

We have created a tiered model, similar to that used for the Warmth Bank initiative, and it is entirely for your organisation, working with other partners in your area, to decide at what level you would like to participate. The level of resource you will receive is obviously dependent on the level of service you can provide.

We have tried to keep the process as simple as possible and so have created a template stencil for you to complete and send back. This will then allow us to agree a plan with you and make the appropriate payment under the terms of a simple grant agreement.

There are some basic conditions you will need to fulfil in order to claim the grant as follows:

- All paperwork and reporting relating to the Warmth Bank funding must be up to date (if you received such funding)
- That you commit to providing timely monthly reports over the period of the new funding (April 2023 – March 2024)
- That you agree to spend the funds on delivering activities to improve the health & wellbeing of attendees at your hub

- That you agree a development plan with us which shows how you will develop your offer, alone or in partnership with others, for the benefit of users of your service. Your local Community Maker will support you in drawing up this plan.

Payment will be made in two instalments – half up front and half at the mid point (around October 2023). The second payment is conditional on having met the reporting requirements in the first half. Any unspent monies must be returned to Volunteer Cornwall for redistribution or return to the funder.

Tiers of Support

Bronze - £10,000	Silver - £15,000	Gold - £20,000
<ul style="list-style-type: none"> • Minimum 1-2 days/week service with links to other services and support that can be activated as necessary. • Developmental Plan in place • 5 people to be surveyed each month • Monthly activity report consistently submitted 	<ul style="list-style-type: none"> • Service for 3-4 days / week (average) Joint working with local orgs and access to signposting. • Outreach into community • Developmental Plan in place • 10 people to be surveyed each month • Monthly activity report consistently submitted 	<ul style="list-style-type: none"> • Service for 5+ days / week (average) Daily activities and access to IAG (Information, Advice & Guidance) • Proactive outreach into community • Specialist activities available – eg falls prevention, breathers groups, carers support etc • Developmental Plan in place • 20 people to be surveyed each month • Monthly activity report consistently submitted

You will be able to spend the money on whatever additional costs you incur in providing services. This could include the costs of electricity or gas for heating your building due to being open longer; costs of staff time in providing activities or services; costs of food or refreshments or the costs of putting on (or buying in) additional activities for the extra people likely to use your building.

We will not need an itemised breakdown of how you spent the money but on the accompanying stencil, we will ask you for a general indication of how you think you might spend the funding. However, we will require you to undertake basic evaluation of your service as outlined above using a short and simple survey which we will provide.

If you need any help or support with this process, your linked Volunteer Cornwall Community Maker will be able to assist in the first instance.

One thing that is different this time round is that we would like to encourage a single application per town or village. Whilst we recognise that delivery models differ from place to place, we do not want to fund competition between organisations. Ideally, in a town or village with multiple partners, a

single application could be worked up that would allow you to focus on your respective strengths whilst stretching the overall offer to the community into a higher tier.

If we receive multiple applications from one place, we will likely ask organisations to get together to share their plans and come up with a single plan. We will consider funding multiple organisations in one town or village but only where a case can be made that this is the best way forward and only when all parties have at least met to share their respective plans and agreed to at least co-operate with each other regarding provision of services, cross referrals etc.

If you have any queries, or need any support to complete this application, please contact your local Community Maker or call us on 01872 266988.

Yours sincerely

Andy Brelsford
Support & Development Manager – Volunteer Cornwall

Application for Community Hub Funding

Place covered:

Organisation Name:

Lead Person:

Contact Details: (email & Phone number please)

Details of other organisations in the partnership with whom funding may be shared:

We would like to offer Community Hub facilities at BRONZE / SILVER / GOLD (delete as appropriate)

We expect to use the funds to provide the following services from our premises:

Our services will be available on the following days & times:

We estimate that we can provide support to approx. _____ people per week.

We understand that we will need to produce monthly progress reports and undertake evaluation of users of our services. This evaluation will be through using a short, simple survey provided by Volunteer Cornwall. We also acknowledge that we will be asked to sign up to a development plan (with support from our Community Maker). This development plan will include actions for improvement and/or expansion. We understand that in order to receive the 2nd instalment of funding we must meet all reporting requirements of the 1st instalment-including submission of survey responses each month.

Signed..... Date.....

Community Hubs – Grant Offer

This funding offer is made by Volunteer Cornwall on behalf of NHS Cornwall & Isles of Scilly Integrated Care Board to the Community Hub Network in order to provide health and wellbeing services to your community, in line with your submission to us, for the 2023/24 financial year.

The funding can be used flexibly to meet your costs associated with providing support to your community subject to the following caveats:

- The money should be paid into an organisational bank account (not a personal one) and your organisation is responsible for ensuring it is properly spent and accounted for. In the event of fraudulent activity, the organisation may be asked to return the funding.
- A payment of half of the agreed grant will be made initially. You commit to report on the progress of the service on a monthly basis using the reporting template provided to you by Volunteer Cornwall. You also agree to complete a simple 'Community Hub Development Plan' which will be revisited half way through the period. The payment of the second part of the grant is subject to meeting this condition.
- You commit to undertake 5, 10 or 20 user surveys per month (depending on level of grant) to evaluate users experience of your services and activities. The survey questions will be provided by Volunteer Cornwall for all hubs to use.
- You should not display any specific NHS branding or logo when advertising your services but you should acknowledge the grant in your accounts as coming from "NHS Cornwall & Isles of Scilly Integrated Care Board"
- The grant should be deemed to be inclusive of any VAT liability
- In the event of any issues, concerns or queries regarding this funding, or the Community Hub model generally, your first point of contact is your Volunteer Cornwall Community Maker.
- Any disputes between Volunteer Cornwall and yourself which cannot be resolved locally will be referred to the Community Hub Steering Group for a final decision.

I accept the terms and conditions of the agreement as set out above on behalf of

(insert name of organisation).....

I enclose or attach an invoice for £10,000 / £15,000 / £20,000 (delete as appropriate)

Your name:.....

Your role/title:.....

Date:.....

Community Hub Monthly Report

Address of Hub:.....

Name of person completing this form:.....

Month of form completion.....

Status of hub: (please tick /delete as appropriate)

Bronze: Silver: Gold:

Please tick which days and times you are open to provide support:

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Please list the key activities that you provide each week:

We understand how busy you are and do not want to take up too much time completing this form, but an average indication of attendance and sense of outcomes would be helpful for us to understand the potential need/ impact for this initiative and the return on investment.

If you have any questions or comments in the meantime, please contact your local Volunteer Cornwall Community Maker

Description	Number		Additional comments/notes/ feedback/ good news/ challenges
	Existing	New	
Number of Children (0-12yrs old) attending			
Number of Teenagers/Youths (13-25)			
Number of Adults (25-65)			
Number of Older People (65 years +)			
Total number of attendees this month			
Average length of time that you feel people have attended			

How many people required ongoing help and support?			
How many people were you able to have a conversation with about their needs?			
How many people were you able to signpost on to other services and support?			
What services and support did you signpost people to? <ul style="list-style-type: none"> • Gateway • Other hub/community group • VCS organisation • Local NHS Team • Adult Social Care • Housing • Employment • Financial/Benefits/Grants 			
Numbers of people that you have asked the 3 questions to this month			

Please complete by each month and send to : XXX



Hub User Evaluation Form – 1 per user

To help us understand how our service is supporting you, please take a few moments to complete this simple, three-question survey. Your answers will remain anonymous.

1. Please tell us (on a scale of 1-5 where 1 is 'not at all' and 5 is 'very much') to what extent you agree with the following statements:

The support I received from the hub today....

(Score 1-5)

- Cheered me up / improved my mood –
- Helped me connect with new people –
- Supported me to be more physically active –
- Supported me to learn a new skill -

2. If you weren't able to get support from the hub today, which of the following would you have approached for support?

Please tick any that apply	Yes	No	Maybe	Don't know
999				
NHS 111				
Mental Health Services				
GP				
Local hospital				
Council				
Adult Social Care				
Pharmacy				
Friends/ family				
Other NHS community services – eg nurse				
Other Community organisation or charity				
Other (please specify)				

3. During your visit today, what did we support you with? (Please tick all that apply)

a. Physical health	
b. Emotional health / wellbeing	
c. Finances	
d. Employment / Education	
e. Other (please provide details)	

If you have any other comments or feedback about our service, please feel free to write them below.....

Hub User Evaluation Form Summary Sheet

Hub Name / Location: _____

How many people did you survey this month? _____

Please summarise results below.

1. Please tell us (on a scale of 1-5 where 1 is 'not at all' and 5 is 'very much') to what extent you agree with the following statements:

The support I received from the hub today....

	No of replies	Record all scores given	Average Score *
Cheered me up / improved my mood –			
Helped me connect with new people –			
Supported me to be more physically active –			
Supported me to learn a new skill -			

If you weren't able to get support from the hub today, which of the following would you have approached for support?
(please enter totals for each option)

Please tick any that apply	Yes	No	Maybe	Don't know
999				
NHS 111				
Mental Health Services				
GP				
Local hospital				
Council				
Adult Social Care				
Pharmacy				
Friends/ family				
Other NHS community services – eg nurse				
Other Community organisation or charity				

Other (please specify)				
3. During your visit today, what did we support you with? (Please tick all that apply)				
				No of ticks for each
a.	Physical health			
b.	Emotional health / wellbeing			
c.	Finances			
d.	Employment / Education			
e.	Other (please provide details)			

If you have any other comments or feedback about our service, please feel free to write them below.....



Community Hub Development Plan

To be completed twice - once on application to be eligible for 1st portion of grant and to be updated with progress after 6 months to receive 2nd portion of hub grant.

Community Hub Title, address, town location, area covered										
Integrated Care Area:	Primary Care Network:	Areas/days/hours covered:	Lead person's contact:	Current capacity: (i.e. how many people seen a day/week)	Not yet operational	In development	Fully operational	Spare capacity/ready to expand		
					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Hub current target group/population			Hub aims and objectives			Organisations involved (please include any plans to work with more local organisations in the future).				
Hub confidence in undertaking core components [RED = not confident, ORANGE = unsure, GREEN = confident] Please think about what area you would like to develop/need help with.										
How you receive referrals/identify and reach out to the people in your area that need most support			Having conversations – finding out what people need help with-today and in the future and putting solutions in place/suggesting actions to help			‘Personalised care and support planning’ – recording people’s needs and actions, and how people are supported to access other help and opportunities				
Key activities provided (please include any plans to offer more activities-e.g. through training, setting up new groups, working with another local organisation etc)										
Areas chosen for improvement -please tick which areas you will be working on-there must be at least 2 included and actions included to allow receipt of funds. This section is not about selecting what you currently do, it is about selecting which areas you will develop and make improvements to.							Please tick areas worked on [✓]		Actions to complete (to be completed to access 1 st round of funding)	Progress (to be completed to access 2 nd round of funding)
1. Staff training in mental health awareness, suicide prevention and safeguarding										
2. Staff training in guided conversations										



3. Staff training in support planning				
4. Recruitment, training, use and supervision of volunteers				
5. Outreach work into community				
6. Joint working with local gateway team, primary care network teams e.g. social prescribers				
7. Providing more activities that respond to local need				
8. Demonstrating working in partnership with other organisations (e.g. delivering activities jointly with other hubs, sharing resources, linking people to other hub opportunities, bidding for joint funding, working with local NHS teams to identify people who need support, working with locality gateway teams to develop activities etc)				
9. Anything else. Please state in your own words.				
Resource/capacity/support requirements? e.g. training, help with linking in to primary and community care networks, volunteer recruitment, comms, staff to deliver activities, advice on setting up activities etc.				

