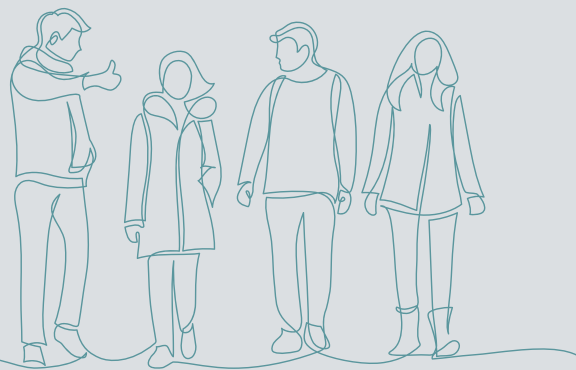


P3	CHAIR & CEO REPORT
P4 - 5	COVID-19 RESPONSE
P6 - 7	INNOVATION THROUGH COVID
P8 - 9	VOLUNTEERING UPDATE
P10 - 11	PRIMARY CARE NETWORK COLLABORATION
P12 - 13	ONE CLIENT JOURNEY
P14 - 15	CNC & COLLABORATIVE WORKING
P16 - 17	THE DIFFERENCE WE MADE
P18 - 19	FUNDRAISING
P20 - 21	FINANCES
P22 - 23	FEEDBACK



This annual review documents Care Network Cambridgeshire’s (CNC’s) activities over the past 12-months, and as such is our first public account of the Covid-19 pandemic, the way it has impacted our clients, volunteers, staff and the charity as a whole. The impact we will be reporting to you demonstrates in times of uncertainty, when initially the country felt paralysed by fear, CNC was able to rapidly mobilise and adapt to completely new ways of working, all the time holding safety of clients, staff and volunteers at the forefront of our minds. This data tells the story of 29,538 times when CNC was able to ensure that we were there, alongside local people. We saw the pandemic increase health inequalities within our local landscape, with increased requests for support relating to food poverty, and as a result, we are committed to continuing to work alongside partners, colleagues and communities to address this, together we are all stronger and can make more of a difference.

CNC saw how Covid-19 brought out the best in communities and it has been an honour and inspiration to work with them. Throughout this time, we maintained our ethos of ‘people at the heart of everything’ this means working with and not doing to, whether that is supporting individual clients or community groups to achieve their ambitions and goals.

We are exceptionally proud and grateful to everyone who makes CNC what it is, staff and volunteers alike. The resounding theme that goes through this annual review, is that without the commitment and passion of our volunteers, CNC would not have been able to deliver innovative and responsive services during the pandemic.

Quite literally, our ‘Check and Chat’ Service, as well as that of ‘Trusted Friends’ would not be possible without volunteers; exceptionally caring people who want to give the gift of their time to others, because happiness within their fellow mankind matters to them.

More challenges stand before CNC over the next 12-months, we must not only survive but continue to adapt in order to thrive and support local need. It is because of the dedication of all our staff and volunteers, we are hopeful about the future. To these wonderful people, as well as partners across systems and sectors we say thank you for your friendship, collaboration, and commitment.



Susie Willis,
Chief Executive



Mike Hill
Chair

COVID-19 RESPONSE

From the start of Lockdown One, we adopted a three-pronged approach to working effectively within the pandemic, which has been to:



Meet local need; both of those individuals who directly needed our help or to support the powerful action sparked within communities.



Ensure our staff and volunteers felt safe and supported in their roles.



Continue collaborative working with our partners in the voluntary and community sector, as well as our those within the local authority and health.



Our primary aim was to deliver a 'no wrong front door' approach so that individuals and communities got the support they needed. Rapidly, we saw the effects on our services was for increased support with Wellbeing and data by the end of Quarter 1 projected that over the forthcoming year, our Wellbeing Service could be experiencing an increase in demand of 44%.

It is hard to find the words to express our gratitude or how impressed and inspired we were at how quickly our staff worked to effectively develop and deliver an operational plan that would meet this need, including staff redeploying from other areas of the charity to help meet need in the first instance.

These plans could not have been achieved without a number of funders rapidly mobilising the opportunity for charities such as ours to apply and receive much needed funds to meet this demand.

From this initial response, our new service 'Project Catalyst' came into existence, providing not only a wellbeing service, but also support to community groups.

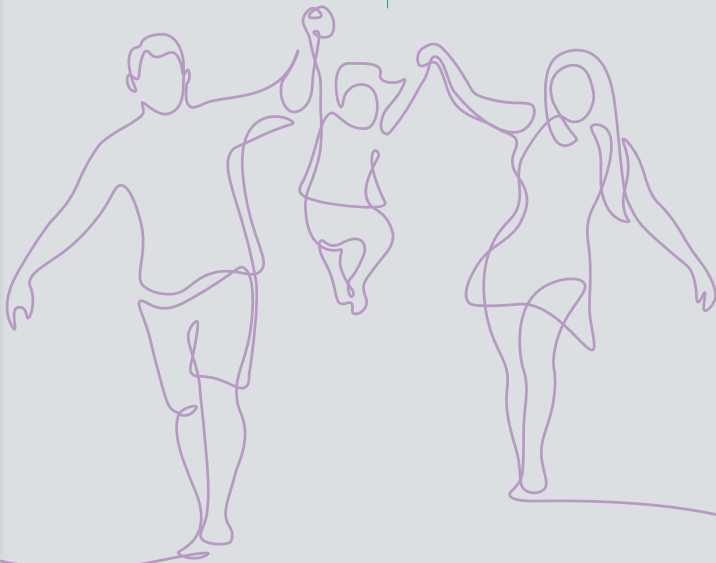
The Wellbeing element targets support at people newly experiencing low mood or stress and support is provided on a one-to-one or group basis.

To overcome loneliness and isolation, our staff and volunteers provide a weekly 'Check and Chat' service to those who would otherwise be alone and have minimal contact with others.

The 'Trusted Friend' element of the project connects clients with a volunteer who takes up this role to support people to return to activities they enjoyed before Covid-19 or to engage with new opportunities and areas of interest.



To talk to one of our Wellbeing Staff please contact: 03300 945750 or email: wellbeing@care-network.org.uk



INNOVATION THROUGH COVID

Project Catalyst (PC) is a powerful example of how CNC's staff identified need during the pandemic and through the support of volunteers rapidly responded to meet this.

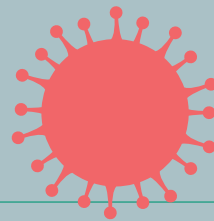
PC grew out of a need to support our community in the most trying and difficult situation this country has faced for decades. We knew that for many people Covid-19 would be very challenging and frightening.

Early in Lockdown One it became clear that people who were shielding were getting their practical needs met by many agencies across the county. However emotional needs were more difficult to support, evidenced through many people engaging with CNC's other services reporting loneliness as the number one issue for them.

CNC is blessed with a wealth of wonderful volunteers, and it was to them we turned to develop the Check & Chat service. A small, dedicated staff team redeployed from within the charity were able to train and support volunteers to deliver this support.

We matched clients to volunteers with a shared interest or local knowledge, who then had weekly phone calls together and to share interests or local news for a period of 6-8 weeks to anyone who was reporting feeling lonely or isolated.

Clients with more complex emotional needs such as grief and loss or low-level anxiety were supported by the PC staff. PC often identified further areas of need that other CNC services were able to support with such as food poverty or financial concerns. We spread the word and were receiving referrals from Health & Social Care teams, Social Prescribers, G.P.'s and other voluntary sector partners.



In between the lockdowns last summer a few of our clients expressed a wish to start going out to the local shops or return to their social groups. Some of these clients expressed concern about doing this alone, so we talked to our volunteers, and some were happy to have further training so they could become a Trusted Friend - a person to provide company and moral support as people emerged from restrictions.

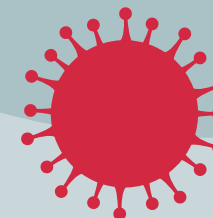
To protect volunteers and clients we put in place clear risk assessment criteria and all necessary PPE and Social Distancing rules were adhered to. This support was again time limited as we were working in a strength-based way to encourage resilience in these clients, so that they could continue to do this for themselves after we had finished supporting them.

It was a privilege to develop this service and CNC is blessed with wonderful, dedicated volunteers and compassionate and professional staff members. I know Project Catalyst will go from strength to strength.

Julie Jeffries, Snr Coordinator and initial lead for Project Catalyst.

“ I would like to thank our Check and Chat volunteers, who are always willing to make a difference to clients - You are all worth your weight in gold. ”

Mandy, Project Catalyst Coordinator



VOLUNTEERING UPDATE

Volunteering over the past 12-months has been challenging, initially due to restrictions in Lockdown One, as well as in the early days, ensuring CNC was able to secure PPE to keep staff, volunteers and clients safe. Our priority was to keep talking to our volunteers, so that they knew that even though they might not be able to support clients as they were used to, they continued to be a vital part of the charity.

We maintained important communication channels such as the monthly volunteer newsletter. Training and refresher training was adapted to be delivered online, whilst we also developed regular virtual catch ups with staff and volunteers as well as a volunteers Christmas Get-Together and celebrating Volunteers Week in June with a number of online events.

As restrictions around volunteering started to lift, CNC established a Volunteer Steering Group, to gain volunteer input into developing how our volunteers could support clients in an unknown world.

Here it was decided that CNC would send out a questionnaire to volunteers to gain understanding about how people felt going back out to provide community support.

The results were outstanding, and we were struck at how brave and committed our volunteers were to support those who needed their help. CNC supported volunteers in their desire to 'get back out there' with training on the proper use and safe disposal of PPE, as well as dynamic risk assessment.

In the next 12-months we are focused on assessment to maintain our Investing in Volunteers Accreditation. We believe that in maintaining this standard, we are able to demonstrate to current and potential volunteers how much they are valued, and they can be confident that in volunteering with CNC, they will become part of a professional and empowering volunteer experience.



Online Volunteer Christmas party 2020

We hope that we will soon be able to start face-to-face events to reconnect our volunteers to each other. The peer-to-peer support they receive from one another has been missing and both them and us are keen to bring this back.

Thank you to our wonderful volunteers over a difficult 12-months, you have responded and adapted to the need of local people in the most powerful ways, from supporting the work of Project Catalyst, to your commitment to continue to deliver practical and emotional support through Help at Home, or Community Navigators Service, albeit in slightly unusual circumstances at times. As always, you have remained brave and determined to make a difference through the gift of your time and care.

If you are interested in finding out more about volunteering opportunities within CNC, please contact: volunteering@care-network.org.uk

“ A BIG thank you to all our volunteers who have offered their time unconditionally throughout the crisis of CV-19. During these uncertain times you have strived to support those who faced fear, desperation and isolation. I feel humbled, proud and energised. Thank you, to all you wonderful people. ”

Lesley, Help at Home Coordinator.

“ I really appreciate the time and energy our volunteers give so graciously, they have provided practical support, passed on information to clients and beyond. You have provided me with insight I would not otherwise have had. Thank you all so much. ”

Jigna, Community Navigator.

PRIMARY CARE NETWORK COLLABORATION

Primary Care Networks (PCNs) form a key building block of the NHS long term plan and describe a group of GP practices working together with community, mental health, social care, pharmacy and the voluntary sector.

PCNs aim to enable a greater provision of proactive, personalised, coordinated and integrated health and social care for people, closer to their homes. With the establishment of PCNs a number of new posts are being created within GP practices, one of which was those of Social Prescribing Link Workers (SPLWs).

A GP can refer a patient to a SPLW to provide a holistic approach to supporting health and wellbeing, connecting people to community groups, the voluntary sector and statutory services for emotional and practical support. Social Prescribing can support a wide range of people including those with long term health conditions, needing mental health support, lonely or isolated or other needs which affect their health or wellbeing.

Funding from Cambridgeshire and Peterborough Clinical Commissioning Group enabled CNC to be able to support the role out of SPLWs across Cambridgeshire and Peterborough, through

recruitment and support. The concept of what these roles are here to do is a natural fit with CNC's mission and vision; and our 35 years' experience of recruiting and training staff to help achieve connection and empowered lives for our clients, meant the charity had a wealth of experience and support to provide to PCNs as they started on recruiting for these new roles.

The support we have offered to SPLWs as they came into post has focused on helping staff to become embedded in these roles and their locality by building links between them and other organisations both in the statutory and in the voluntary and community sector. This connection and collaborative working will help SPLWs to deliver personalised care for patients, that empowers patients to have choice and control over the way their care is planned and delivered, based on a 'what matters to me' approach.

To achieve this CNC has developed an induction process, whereby SPLWs get the chance to meet and find out information from the local voluntary sector, including Caring Together, MIND, and Hearing Matters, to name just a few. We also provided other sessions linking these roles which are based within health, connecting them to local authority services, such as the Adult Early Help Team or wider partners such as the Department of Work and Pensions.

As with many other areas of work, delivering this support was adapted to being on-line due to Covid-19, but also provided the opportunity for the groups to meet more frequently. We are delighted that this work will continue for another 3-years to support the role out of additional personalised care roles, including Care Coordinators, and Health and Wellbeing Coaches.



Quotes about this work:

“Thanks Azanda for arranging this. I think this has been one of the most beneficial sessions to date and I have learnt so much. Instead of just asking patients to contact an agency for advice I can at least now understand what the different eligibility criteria is for these benefits and can provide a bit more information to patients on what they may be entitled to, and how they can claim.”

“The use of breakout rooms is a great strategy that supported me in my learning and gave me the opportunity to ask questions of others in a more personalised environment which I enjoyed and found useful.”



CNC & COLLABORATIVE WORKING

CNC has always strived to be a collaborative organisation, as we know that together with other partners, we can achieve better outcomes for those we are here to help and serve. This approach provides our staff with the opportunity to learn from others, as well as to share our learnings, all of which strengthen our organisations, services and opportunities to drive innovation forward within our sectors, as well as across those of health, social care and communities.

Lynette Hurren, our Deputy CEO, shares insights and experiences of collaborative working over the past 12-months.

How did CNC have to adapt its collaborative working approach because of Covid-19?

It was really interesting to me, that during the pandemic and lockdown periods, we all had to think differently and consciously about how we worked with other people. Not only externally, with funders and other support organisations, but also internally with our own colleagues and volunteers. We had never before faced a situation where we had to be physically separated from others. This encouraged us to think differently about how to work with others, and how together as communities or support

sectors, we could achieve more together than in isolation. We had recently moved all of our systems onto Teams and SharePoint, and so were able to seamlessly carry out our roles, but we had to set up regular morning meetings with as many people as possible within the organisation, to check on well being and tasks for the day. We reached out to all of our statutory sector partners to let them know how we could support them and their patients / clients through the initial lockdown phases, and whilst volunteering had to be put on hold, we were able to review our volunteer roles, to allow them to be delivered remotely, over the telephone to make sure that those who were socially isolated had someone to talk to. We came together with other voluntary sector partners to try to unblock barriers from referrals from hospitals and to share resources where we could to support people in the community.

What new collaborations did CNC experience over the past 12-months?

We worked with all of our statutory sector partners very closely, meeting weekly with organisations such as Age UK Cambs & Peterborough and The British Red Cross, to help each other problem solve and share solutions / resources where we could. In December of 2020 we were asked to work to de-

velop a one route in for hospital discharges | needing personal care, provided by Caring Together and practical & emotional support and problem solving provided by our Help at Home team, who as always were backed up with our other services in Community Navigators, Wellbeing and Community Development. All of this was new collaborative work in addition to the usual day to day collaborations of working across Health & Social Care, Acute settings, Primary Care and communities!

What challenges did CNC experience within collaborative working over the past 12-months?

Communication really was the biggest challenge, but early on we realised that email wasn't the best platform for many comms. Often it is far better to just pick up the telephone, or book a teams meeting. There was such a willingness to help that really the challenges were around having early enough access to the people we all want to support.

What do you think CNC has taken from the past 12-months that will improve our ability to collaborate better in the future?

We have so many learnings to take from the past 12 months, but I think the biggest is to keep your mission and vision really clear in the forefront of your mind. Really listen and hear what your potential partner organisations are saying, understand their mission and vision too. By doing this and finding the synergy between people and organisations we can all do what matters most to us all, which is helping as many people as we can.

What are your hopes for across sector collaborations for the future?

I am really excited about our collaborative approach going forward. The pandemic offered us the opportunity to talk to other organisations and partners where we wouldn't have done so before. Keeping it very human, we have made some great friendships with our voluntary sector partners, and are able to more easily talk to each other's services and support and to represent each other at meetings, and pull in relevant organisations at the right time.

THE DIFFERENCE WE MADE

Community Navigators



3,107
Referrals received



18,416
Contact sessions providing advice and guidance



367
Volunteer hours

During a time when many services and activities were suspended, the Community Navigators still found solutions.

Covid-19 Rapid Response Service

This was our initial response to community need at the start of Lockdown One, where we swiftly mobilised to support local residents, collaborating and partnering across sectors to ensure there was 'no wrong front door' to people getting the support needed.

In a 3-month period this service received :



197 Referrals,



Providing 643 contact sessions.

From August 2020 this became an established service, Project Catalyst, with a focus on wellbeing and supporting community groups.

Herein there have been:



353 Referrals to our wellbeing service,



which provided 1,100 contact sessions.



Moreover, our wonderful volunteers gave 804 hours of Check and Chat support to clients at risk of loneliness, isolation and low mood.

Help at Home

A person-centred service with the aim of helping clients to return home from hospital in a safe and timely manner, prevent readmission, make connections in their community, have an enjoyable life and increase their confidence and independence.

The team received:



1,237 referrals,



through which they provided 8,210 contact sessions to clients assisting with practical and emotional support when independence was low or required support.

Community Development

Through the period of the pandemic the team



Contacted 314 community groups (including Community Car Schemes) and hubs, the resulting



1,169 contact sessions included our offer and activities to assist and support as need increased within communities.

During the easing of the lockdown periods, we have been in touch to offer advice on health and safety, social distancing, any queries, or concerns, being a supportive friend in the background. Via our small grant award for community groups,



£1,975.43 was awarded to provide funding for PPE and other resources to operate in the new normal, enabling groups to safely re-emerge from lockdown via Project Catalyst.

FUNDRAISING

This year we were incredibly grateful for the flexibility shown by our existing funders at the height of the Covid-19 pandemic, which enabled us to adapt our services to respond swiftly to meet the urgent needs of vulnerable people in communities across Cambridgeshire.

This included;

- Cambridgeshire County Council
- Cambridgeshire and Peterborough NHS Clinical Commissioning Group
- The National Lottery Community Fund
- Evelyn Trust
- Sobell Foundation
- Edward Gostling Foundation
- Britford Bridge Charitable Trust
- Betty Lawes Foundation
- Pye Foundation
- South Cambridgeshire District Council
- NHS England

Regular donations and multi-year grants significantly increase our ability to plan ahead and ensure we are able to respond to increasing demand and challenges which are only expected to increase over the next few years, and we will continue to seek this support over the coming year.

We were also grateful to receive grants from additional generous voluntary funders as the pandemic progressed. This saw us receive funding from the following organisations;

- Independent Age
- The Childwick Trust
- The Julia and Hans Rausing Fund
- The Schroder Charity
- Cambridgeshire Community Foundation
- The Harry Cureton Charitable Trust
- The Simon Gibson Charitable Trust
- The Souter Charitable Trust
- The Frank Litchfield Charitable Trust
- The Grace Trust

We know businesses are keen to support their local communities and despite the challenges this year presented for everyone we continued to press ahead with our ambition to diversify our funding. As a result we were pleased to receive much welcomed support from local businesses including;

- Westfield Health
- Tesco Bags of Help
- Arnold Clark Community Fund
- PrinceBuild

We have also identified a wide range of different ways local companies and their staff can get involved and contribute to our work over the coming year, either on a one-off basis or as part of a bespoke charity partnership, and will continue to welcome support from companies.

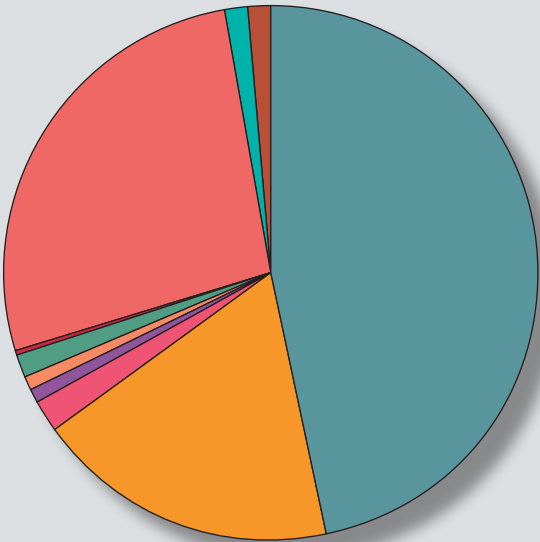
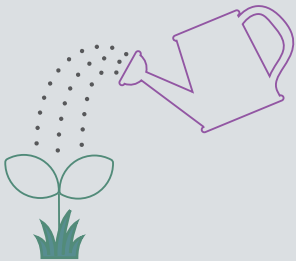
Finally huge thanks go to individual members of Cambridgeshire's local communities who supported the charities first online fundraising campaign by undertaking their own innovative challenges during lockdown restrictions. This including people baking and organising their own personal exercise challenges, all based around the number 34 to raise £1,500 with donations still received on a regular basis.

As the impact of the pandemic continues to be felt we have an ongoing need to provide and fund additional wellbeing services and will be particularly grateful for any funding received to support these services.

Paula and Graeme, 2 volunteers supporting fundraising with Challenge 34



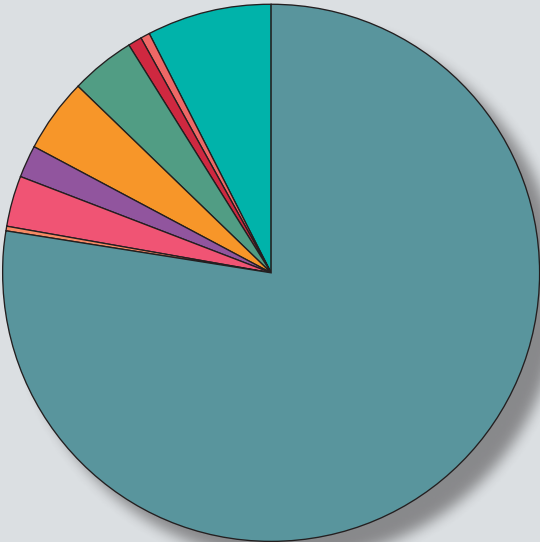
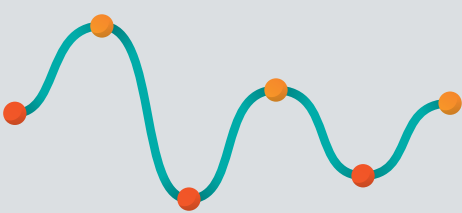
Care Network Income 2020-21



Cambridgeshire County Council	£514,627
Cambridgeshire and Peterborough NHS CCG	£200,960
South Cambs District Council	£18,500
Huntingdonshire District Council	£10,000
Fenland District Council	£10,000
NHS England	£13,800
Cambridge City Council	£3,000
Charitable Trusts	£295,918
Partners	£15,000
Other	£14,449

Total £1,096,254

Care Network Expenditure 2020-21



Staffing costs	£734,351
Volunteer expenses	£567
Fundraising costs	£30,000
Governance	£17,845
Office accommodation costs	£42,065
General running costs	£37,569
Publicity & marketing	£6,931
Capital equipment	£5,286
Healthy Fenland Grant Fund	£70,196

Total £944,810

FEEDBACK

We regularly get feedback from clients, their families and professionals. They are a real testament to the dedication and kindness of our staff and volunteers.

Help at Home:

“

“You all make such a difference not only to my Mother but to us, the family. Thank you for all your help”

“

“You’ve given me hope, thank you so much”

Community Navigators:

“

“I really appreciate how quick you and your team have responded and the amazing knowledge you have.”

“

“I have had some wonderful help now which was initiated through you and just want to thank you for what you are doing. It has been a difficult time this whole year and whilst it has taken it’s toll, I am a very driven person and won’t give up. I really am very fortunate with the help I had and will keep going.”

Project Catalyst:

“

“I would like to say a big ‘thank you’ to you for helping me through anxiety in these uncertain times, you have kept in touch with me by phone and gave me lots of tips to help me.”

“

“I just had a conversation with a client I referred to you, it was the first time in months she was feeling better and listed all the positive things she is doing to better manage her anxiety. Thank you for your input and support.”

Community Development and Healthy Fenland Project:

“

“A massive thank you to Ellie from Care Network as they have kindly provided funding for Manea United Strikers teams for new equipment. Again, we are very grateful and appreciate the support you provide all our teams”

“

“Thank you for taking the time to meet with me yesterday and for the follow up email with information included. I appreciated your enthusiasm and very positive approach to the various initiatives we have in our village to help people to come out of the end of the restrictions.”



Registered Address:

18 Broadway House
149-151 St Neots Road
Hardwick
Cambridgeshire
CB23 7QJ

Email: admin@care-network.org.uk

Phone: 01954 211919

Website: www.care-network.org.uk



Registered Charity Number: 1120693