

ANNUAL REVIEW

2022/23



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INTRODUCTION

Care Network Cambridgeshire (CNC) exists to enable individual clients and communities to live happier, healthier and independent lives.

Our aim is to support individuals to improve their health and wellbeing through a person-centred approach. Providing them with information and support that enable them to make informed choices to improve their confidence and connection. This holistic approach is available to anyone over the age of 18 in Cambridgeshire and Peterborough.

With the continued cost of living crisis and challenges on resources both within the NHS and social care, CNC anticipates continued demand for our services. At a time when changes in national health and social care policy are coming into effect CNC must use its presence within the local system to ensure we develop ways to support identified need.

We approach our work collaboratively with partners, clients and communities to meet changing needs and to help and empower people. We engage with our partners in the Voluntary Sector Alliance to develop an innovative hospital discharge support service and intend to redefine our Wellbeing service to meet current user needs.

Internally we will be looking to further develop our volunteer base and aim to focus on trustee recruitment. We aim to develop a new strategic plan to determine the charity's development over the next 3-year period.

Sadly, our Healthy Fenland contract ended in December 2023, and the project closed.

We would like to express our thanks and gratitude to our staff, volunteers and partners for their continued professional commitment and dedication to **'keeping people at the heart of everything.'**



Sue West
Head of Finance

Emma Flanz
Head of Services

Cheryl Lowe
Head of Compliance, Resources & Risk



VOLUNTEERING

We have been fortunate to keep most of our volunteers at a time when other charities have seen numbers fall. We have focused on recruiting younger volunteers and arranged a number of get togethers with staff and volunteers in each district across the county.

Regular induction and update training has been arranged, with the opportunity to attend these sessions in person or online which has been appreciated by volunteers.

Regular newsletters are shared with volunteers to keep them up to date with what is happening in CNC and to share success stories as well as information about training and processes.



Volunteers supported our presence at the Northstowe Running Festival. We are grateful to the volunteers who gave up part of their weekend to help us deliver water to runners and hand out leaflets and information about CNC at this event.

Volunteering really does make you feel great!

Thank you for the information and your kind words, which are much appreciated. It is a pleasure and rewarding to volunteer for Care Network.

During 2022-23 our volunteers gave over **2,000 hours** of their time to make a difference to others!

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 providing Check and Chat services and acting as Trusted Friends, to your commitment to continue to deliver practical and emotional support through our Help at Home, or Community Navigator Service. As always, you have remained 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

COLLABORATION

CNC strives to be a collaborative organisation, and together with trusted partners, we can achieve better outcomes for those we all help and support. This approach provides our staff and volunteers with the opportunity to learn from others, strengthening our organisation and enabling us to drive innovation forward.

CNC has considerable experience of thinking reactively and consciously about how we work with others. Our learnings from the pandemic highlight the importance of collaborating externally, with funders and other support organisations, and internally with colleagues and volunteers. Our continuation of hybrid working has allowed us to make good use of technology and work efficiently.

We have seen an increase of referrals between our services and made improvements to our volunteer training allowing volunteers to work across multiple areas of the organisation, which strengthens the one client journey wraparound provision we aim to provide each individual.

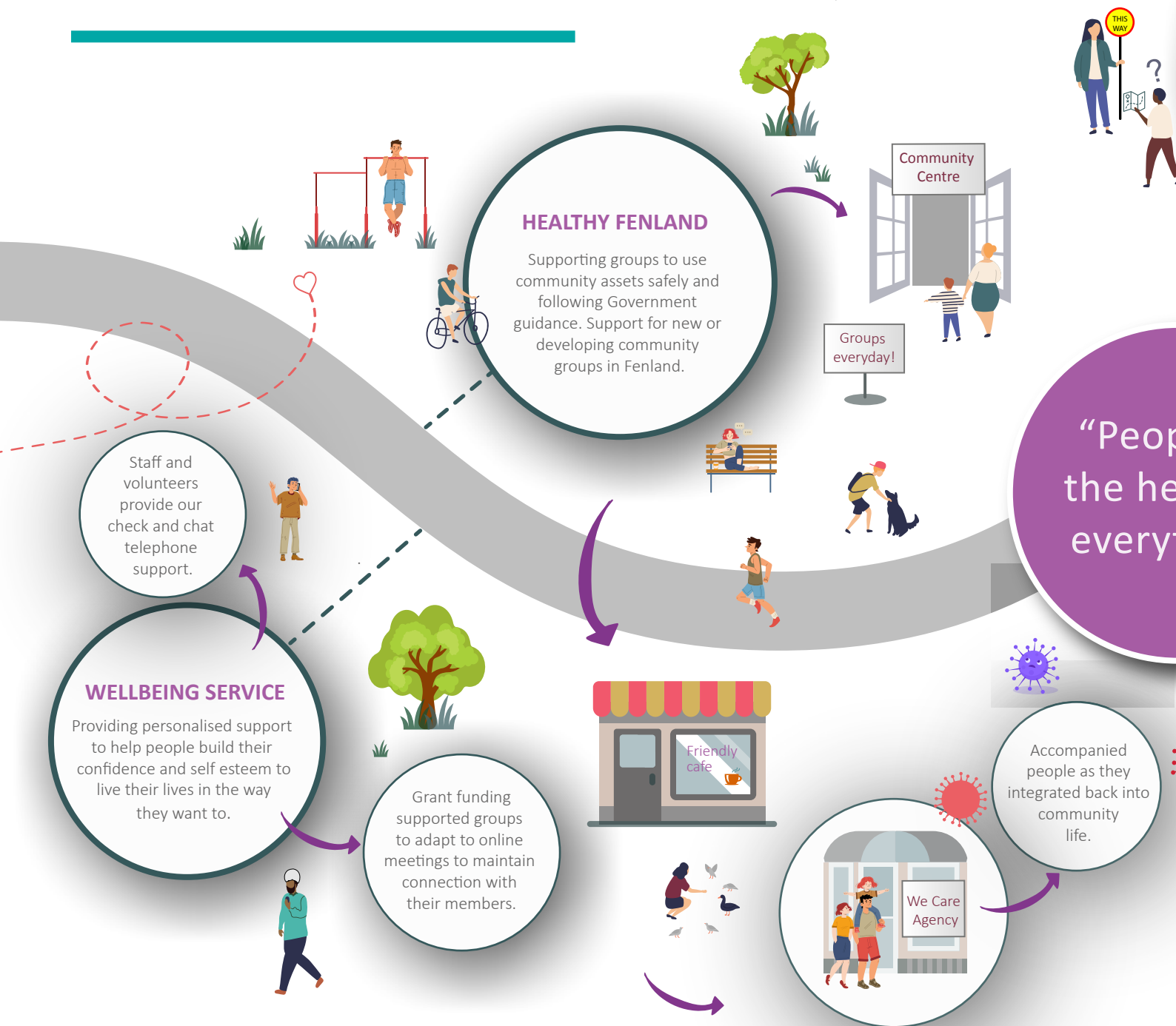
What new collaborations did CNC experience over the past 12-months?

In 2022 alongside Caring Together and Age UK Cambridgeshire & Peterborough, we developed a partnership establishing a shared vision of the future with a single pathway for professionals to access the voluntary sector. We hope to see this alliance between our 3 organisations flourish into innovative delivery and will seek to continue to work with the statutory Health and Social Care Sector.

We have developed some great relationships with our voluntary sector partners, enabling us to talk and refer to each other's services and support, to represent each other at meetings, and share information to ensure better outcomes for patient care.



OUR SERVICES - ONE CLIENT JOURNEY



COMMUNITY NAVIGATORS

Helping people make informed choices about the things that are important to them. A gateway to info and services in the local area.



HELP AT HOME

Staff & volunteers providing practical and emotional support whilst people recover, rebuild their independence or get the right long-term support in place.



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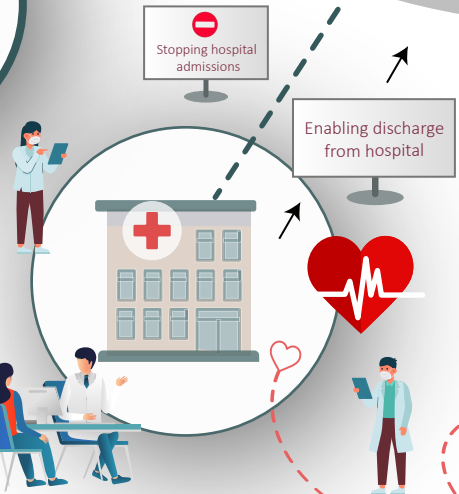
COLLABORATIVE

Developing workstreams with other charities.



PRIMARY CARE NETWORK

Developing peer to peer support of social prescribing link workers and other PC roles.



OUR SERVICES

COMMUNITY NAVIGATORS

Community Navigators bridge the gap between local communities, statutory and voluntary organisations to maintain and improve the health, wellbeing and independence of clients.



3,101

Signposting Service referrals received



20,782

Contacts with clients

Our signposting service provided information and advice using a place-based and person centred method. Our team of local experts work alongside clients to provide them with guidance to help them live well.

We have focused on utilising a data-led approach to inform the team's work. We have monitored unmet needs in the community and shared information about these with the County Council in the hope that together we can identify solutions.

WELLBEING SERVICE (PROJECT CATALYST)

The service continues to provide focused support to adults experiencing low mood, stress and isolation.



197

Referrals

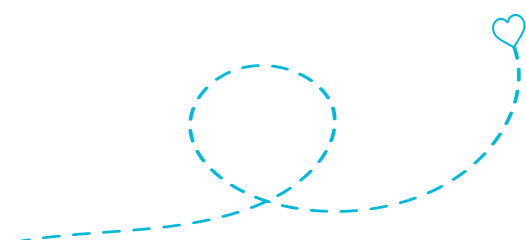


1,760

Contacts with clients

Our wellbeing team provided regular support to adults experiencing stress and isolation, enabling them to feel better equipped to cope with their concerns and feelings, advising on a wide range of person-centered strategies and options.

Our wonderful volunteers provided regular phone calls and supported clients to access local groups. Six community groups were supported with start-up funding and advice to increase social impact and build social cohesion and wellbeing.



HELP AT HOME

Through our Coordinators and wonderful network of volunteers, we provided practical and emotional support to individuals and their families to allow recovery from a spell in hospital, or to avoid hospital admission and remain independent.



Using our principle of **'What Matters to Me,'** ensuring individual circumstances and needs are always considered and supported, we provide a wraparound service that works in partnership with organisations across different sectors.

There was a surge in demand around winter when hospital admissions were at their highest.

HEALTHY FENLAND

The Healthy Fenland Project improves Community Resilience, Health and Wellbeing using an asset based approach to community engagement

with a small pot of funding that groups can access to develop their projects.



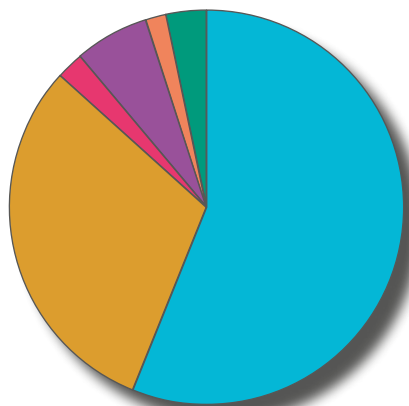
The team provided community development to help the residents of Fenland identify, address and take action on their health and wellbeing needs.

In the past 12-months the team focused on combating increased health inequalities as a result of the pandemic. Via our small grants for community groups, **£8,690.25** was awarded to help 16 groups get established in local communities.







COMMUNITY CAR SCHEMES

We support Community Car Schemes across the county, enabling people to access healthcare services and appointments. During the year we arranged training and support sessions for coordinators and drivers. We updated the handbooks for Drivers and Coordinators and distributed these to all schemes.

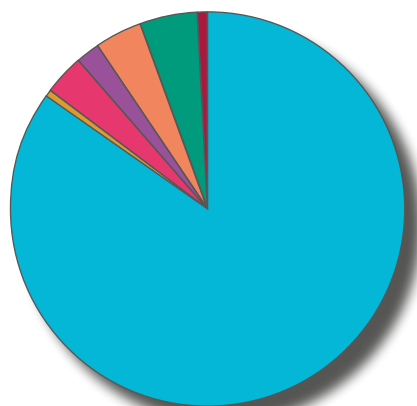
FINANCES










Care Network Income 2022-23

	Cambridgehire County Council	£513,890
	Cambridgehire and Peterborough NHS ICB	£280,685
	South Cambs District Council	£18,500
	Charitable Trusts	£56,869
	Partners	£15,000
	Other	£29,669

Total £914,613



Care Network Expenditure 2022-23

	Staffing costs	£774,218
	Volunteer expenses	£3,606
	Fundraising costs	£29,520
	Governance	£18,939
	Office accommodation costs	£36,088
	General running costs	£42,724
	Capital equipment	£5,769

Total £910,864

FUNDRAISING

We were incredibly grateful for the support shown by our existing funders this year, enabling us to run our services to meet the current and changing needs of people in communities across Cambridgeshire.

This included:

- Cambridgeshire County Council
- NHS Cambridgeshire and Peterborough Integrated Care Board
- Cambridgeshire Community Foundation
- Evelyn Trust
- Betty Lawes Foundation
- The Pye Foundation
- South Cambridgeshire District Council
- NHS England

Regular donations and multi-year grants help underpin our services, ensuring we can respond to changes and increases in demand when needed. We will continue to seek support from our regular funders and develop longer term funding streams over the coming year.

We were also grateful to receive grants from voluntary funders, these included:

- Cambridgeshire Community Foundation
- The Harry Cureton Charitable Trust

- The Garfield Weston Foundation
- The Souter Charitable Trust
- The Frank Litchfield Charitable Trust
- The Grace Trust
- Alan Boswell Group
- Sir Jules Thorn
- Earl Fitzwilliam Charitable Trust
- The Annie Tranmer Charitable Trust
- Robert Hall Charity

We know businesses are keen to support their local communities and we continued to develop and build relationships to support our ambition to diversify our funding. We continue to offer paths that local companies and their staff can follow, to get involved, support and contribute to our work.

We were invited to become a Charity Partner at the Northstowe Running Festival in September 2022, when we had a team running and raising funds on behalf of the charity. We were delighted to raise over **£2,000** towards the operating costs of our Wellbeing service and have been invited to join again as a partner for the 2023 event.

Finally our thanks go to Cambridgeshire's local communities who have supported our fundraising this year, by donating through our website, our new QR code and collection buckets that have accompanied us at various events this year.



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Registered Charity Number: 1120693