

Homes and Communities Committee - 7th June 2021

Appendix A provides a summary overview of the performance of the three partner organisations commissioned by the council to deliver services as detailed below.

Newark and Sherwood CVS service level agreement 2020/2021

Value: £11,260

In broad terms, Newark and Sherwood CVS agree:

- To operate a Volunteer Centre for all sections of the community who require voluntary assistance or seek to offer their time and skills as a volunteer.
- To supply appropriate administration support, training and line management support to the Centre Co-ordinator.

<u>Activity</u>	<u>Targets</u>	<u>Review of progress</u>
To lead the Volunteers Co-ordinator Network for managers of volunteers.	<ul style="list-style-type: none"> • CVS to organise and Chair 3 meetings per year • CVS to ensure a minimum attendance of 8 organisations at each meeting • CVS to produce and share minutes of meetings • CVS to invite NSDC colleagues representative to each meeting • NSDC to help with promotion of the group 	3 Meetings held, key issues covered: <ul style="list-style-type: none"> • Immediate response to pandemic • Digital support/training required during pandemic. • Recruiting volunteers in lockdown • Funding streams
To deliver an Introduction to volunteering session for new / potential volunteers.	<ul style="list-style-type: none"> • CVS to deliver 2 half day training sessions • CVS to deliver in different locations across Newark and Sherwood • CVS to have scheduled dates in place • CVS to complete evaluation of session forms • NSDC and CVS to advertise training and promote to new volunteers 	<ul style="list-style-type: none"> • Online training on volunteering provided to Notts County Council and Dukeries Post 16 Centre
Attend community events to promote volunteering in Newark & Sherwood	<ul style="list-style-type: none"> • CVS to attend a minimum of 6 events per year covering the whole District 	<ul style="list-style-type: none"> • None attended due C19 restrictions

	<ul style="list-style-type: none"> • CVS to record number of people engaged with and any outcomes from each engagement • NSDC to promote any key events 	
Receive and process volunteering enquiries via appropriate networks, with a view to achieving volunteer placements	<ul style="list-style-type: none"> • CVS to process a minimum of 100 enquiries • CVS to place 50 new volunteers per year 	<ul style="list-style-type: none"> • Total Number of Enquiries: 1410 • Total number of Volunteers placed: 1304 <p>Organisations: Listening Line 14 CVS shopping scheme 51 CVS transport 3 NHS Covid 19 Vaccine sites 1201 Other organisations examples: Salvation Army Macmillan Great Notts Toy Appeal Illuminate Youth Club Driving Scheme Scouting movement St Paulina's church Oxfam Furniture project</p>
Actively promote volunteering opportunities and news stories via multiple communications channels	<ul style="list-style-type: none"> • CVS to use social media, website articles and case studies to promote all aspects of volunteering • CVS to create one new online resource for VCS organisations • NSDC to share any good news stories through their communication channels 	<ul style="list-style-type: none"> • Streams of communication used include, Website, Social Media, Southwell Diocese church network, Nottinghamshire CVS's NHS platforms. • Online visuals created of NHS volunteers and thank you volunteers publicity
Face to Face appointments for potential volunteers unable / unwilling to use online service	<ul style="list-style-type: none"> • CVS to offer face to face appointments at a venue suitable to the potential volunteer within any part of the District • NSDC can call CVS to make face to face appointments for potential volunteers • NSDC to actively promote appointments 	<ul style="list-style-type: none"> • Face to Face Appointments not delivered due C19 pandemic restrictions

Case study (Newark and Sherwood CVS):

“Andy contacted me in February as a friend of his was volunteering at the Newark Showground. A recently retired Firefighter at the start of 2020 he had found the lockdown period difficult and felt he had essential skills that would be very beneficial to us in delivering the vaccine.

On interviewing Andy it was very clear that he had excellent skills in crowd control, marshalling, first aid and safeguarding from his time in the Fire Service. He also was very good at dealing with members of the public. Andy commenced volunteering at the site at the end of February. He is a very valued member of the team and is now one of our lead volunteers who can support and mentor new volunteers.

Andy is especially good at supporting elderly people with mobility problems and those who are nervous and feel overwhelmed with needles etc. He finds this comes very naturally as keeping calm and supporting people was paramount during his time as fire fighter.

Andy is extremely positive and the site have commented he is a great volunteer to have around. He is very flexible and always helps out at short notice. He tells me he is really enjoying the work being part of the vaccine programme is giving him a real sense of pride as he knows how important it is to the country.

Andy is keen to continue until the vaccine programme is over, we have agreed afterwards that we will look at other options for him in terms of volunteering as he feels he definitely would like to continue after this positive experience.

Andy has also offered to speak on our introduction to volunteering courses about the positive impact being part of the vaccine volunteers has had on his life.”

Home- Start service level agreement 2020-2021

Value: £4,690

In broad terms, Home-Start agree:

- To provide family support to support all sections of the community who require it.
- To supply appropriate administration support where necessary, training and line management support to its staff and volunteers.

NSDC will provide informal support to the Home-Start Newark through appropriate Business Units to add value to the service offer provided.

<u>Activity</u>	<u>Target</u>	<u>Review of Progress</u>
Support a minimum of 40 families with children under 5 through home visiting/remote support. This includes remote support for 5 families for 6 months in the Ollerton area (funded by Coalfields Regeneration Trust)	<ul style="list-style-type: none">• At least 40 families per year• Referrals to service, recorded on our data management system	<ul style="list-style-type: none">• Referrals since 01/04/20: 20• Support not taken up by family: 8• Referrals who were matched with a volunteer: 12• Families already matched with volunteer at 01/04/20: 15• Families in process on 1/4/21: 3

	<ul style="list-style-type: none"> • Engagement with service, recorded on our data management system 	<ul style="list-style-type: none"> • Families linked to Syrian homework transition support: 0 • Total families supported 20/21 year via home visiting and BHBF homework support: 30 • 2 new members of staff now in post since 1st March to replace 2 staff who left. Referrals now coming in more quickly again. • Currently offering remote support with risk assessed outdoor visiting where appropriate.
<p>Enable families to support their children’s early learning through our Big Hopes Big Future school readiness work. This includes individual family zoom sessions with a volunteer over the summer to work through a summer learning pack provided by Barnby Road Academy (5 families). This trial project may extend into the school year and ongoing if it proves successful. All new volunteers to be trained in BHBF and for this to be embedded across all service delivery. BHBF is funded by the Domlall Foundation</p>	<ul style="list-style-type: none"> • 5 families supported in the summer • Referrals to service recorded • Engagement with service monitored • Recording progress against ‘Being involved in the development/learning’ outcome 	<ul style="list-style-type: none"> • 5 families signed up for summer programme. 3 completed with high levels of satisfaction. • This programme to continue in partnership with Barnby Road Academy with a maximum of 5 families at any one time. • School paused restart of this programme due to their high workload around Covid. Then our BHBF staff member left. New staff member now in place and funding secured until 31.12.21. • This work to resume in April 2021 once new staff member inducted.
<p>Support local families with a safe play environment at our Family Group sessions. Also providing free healthy snacks, different stimulating learn-through-play activities, guest facilitators e.g. Inspire Learning and Children’s centre to do craft activities with the children. We signpost and engage with other agencies. Family Group is funded by Children in Need</p>	<ul style="list-style-type: none"> • 2 Family Groups weekly serving a minimum of 26 families (dependent on Covid restrictions) • Hold two sessions during the summer holidays where the older children can attend to do some educational arts and crafts • Referrals to service recorded • Engagement with service monitored 	<ul style="list-style-type: none"> • Family Group on pause since initial lockdown due to Covid. • 14 Zoom family support and activity sessions offered to all Group families. Attendance dropped when lockdown finished and sessions stopped. • We stay in touch with Group families via emails, texts and calls. All have been offered remote support. One has accepted so far.

		<ul style="list-style-type: none"> • Craft bags delivered to all group and home visiting families during the summer break. A second round of craft bags to be delivered during the October half term break. Then again at Christmas, then again in February. Packs to continue for holiday periods for meantime. • Group activity due to resume in May outdoors. Both Group staff retiring this year so 2 new posts being recruited and Group restart indoors in August this year. • CIN funding ended March 21 (but we have underspend to fund several months of activity). New bid went in April – we will hear in July.
<p>Providing interesting outings for Home-Start families' e.g. a day trip to a local attraction that otherwise these families would not be able to do</p>	<p>At least 1 day trip annually</p>	<ul style="list-style-type: none"> • So far this has not been possible due to Covid restrictions • We were able to provide families with access to an online pantomime over Christmas, thanks to John Lewis/Waitrose funding. • We also provided Salvation Army presents to families (depending on need), as well as food hampers from Waitrose in Newark and in Lincoln at Christmas. Also presents from The Palace Theatre.
<p>Recruit, train and place at least 10 new volunteer parents from the local community to support other parents through home visiting/remote support and a range of support activities</p>	<ul style="list-style-type: none"> • Minimum of 10 new volunteers trained & placed with new families • 50% of volunteers completing course 	<ul style="list-style-type: none"> • 4 new volunteers completed our remote support training course in July this year. • 5 more volunteers completed the course in November. • Training has been offered to all existing home-visiting volunteers to build skills and

		<p>confidence in providing support remotely.</p> <ul style="list-style-type: none"> • Suicide awareness training opportunity shared with all volunteers. • 'Top-up' training being developed to upskill remote volunteers to enable them to do face to face visits. • Volunteers all received a £5 Boots gift voucher as a thanks at Christmas, and Group volunteers also received a big box of chocolates. These were both thanks to the John Lewis/Waitrose funds.
<p>Retain at least 50% of the scheme's current volunteers and provide additional and on-going training.</p>	<ul style="list-style-type: none"> • 35 current (service delivery) volunteers • Keep a register of volunteers • Keep a record of training • Record any enrichment activities 	<ul style="list-style-type: none"> • Current home visiting/remote support volunteers: 26 (plus 2 paused until can visit in person and 4 paused for personal reasons) • Current group volunteers: 8 (plus one resting)
<p>Work closely with partner agencies to maintain strong working practices with regard to safeguarding children e.g. Healthy Families Teams, Social Care, Family Service, Early Help, Children's Centre's</p>	<ul style="list-style-type: none"> • Review safeguarding policy annually to ensure compliance Ensure all staff and volunteers have an annual training update • Regular staff and volunteer supervision prioritise safeguarding • Keep records of staff and volunteer training 	<ul style="list-style-type: none"> • Staff linking with social care and other partners to contribute towards ongoing safeguarding cases with supported families. • Staff have completed annual safeguarding updates via NSCP. Administrator also now booking training. • 'Top-Up' training for remote volunteers to include safeguarding focus. • Volunteer online safeguarding update focusing on domestic abuse provided via partner agency. • Safeguarding prioritized in all staff and volunteer supervisions. • Training records kept for staff and volunteers.
<p>Retain support outside the home alongside home-visiting/remote support to encourage first steps</p>	<ul style="list-style-type: none"> • Volunteer diary sheets record any work done with family to facilitate links 	<ul style="list-style-type: none"> • This is more challenging due to Covid-19 but volunteers and staff continue to signpost to

<p>towards community involvement (groups, courses, family outings and fun days) <i>This will be dependent on the fluid situation re Covid-19</i></p>	<p>with external agencies. This work is recorded on our data management system</p> <ul style="list-style-type: none"> • Volunteer supervision notes are recorded 	<p>appropriate services and to encourage families to get out and about as per national guidelines.</p>
<p>Support minority groups such as immigrant, refugee and asylum seeking families Recognising the structural inequalities in society and the impact these can have on people with protected characteristics as defined by the Equality Act (2010). Committing to inclusivity in all areas of service provisions.</p>	<ul style="list-style-type: none"> • Support Syrian families, part of the N&S resettlement programme. • Record referrals to service • Monitor engagement with service • Volunteer diary sheets completed to record homeworking • Provide transition homework support to Yr6/7 Syrian children 	<ul style="list-style-type: none"> • Currently we have one traveller family in permanent accommodation receiving remote support. • We had 3 Syrian families signed up for our homework service; however this was a difficult service to deliver remotely. We have another family about to be referred for this service in the next financial year. • Volunteer training has an equality, inclusion and diversity focus as standard.
<p>Identify and closely monitor a family's needs and aim to meet their needs</p>	<ul style="list-style-type: none"> • All families & volunteers receive regular reviews/supervision to ensure improvement within the family needs. Complete referral forms, initial visit forms, review forms and end forms record this progress, which is then uploaded to our data management system. • Implement new data management system, to allow greater detail in monitoring and evaluation of service. • Complete volunteer supervision records. 	<ul style="list-style-type: none"> • Regular supervision being undertaken with volunteers every 4-6 weeks depending on need and safeguarding issues. • Reviews undertaken regularly with all remote support families. • New data management training now being cascaded down to rest of team and data starting to be inputted into new system. This has sadly been held up a bit by the major change in staff, but is still underway.
<p>Review Policies in line with Home-Start UK's Policy Schedule</p>	<ul style="list-style-type: none"> • All mandatory governing policies are reviewed annually. • All other policies are reviewed 3 yearly • Take Trustee meeting minutes • Keep an active policy file 	<ul style="list-style-type: none"> • Ongoing at trustee meetings and as instructed by Home-Start UK. • Active policy file now maintained online, instead of paper based file.

<p>Maintain self-assessment to Quality Standards to Home-Start requirements & audited every 3 years by HS-UK</p>	<ul style="list-style-type: none"> • Ensure compliance with all Quality Standards annually. • Maintain quality standard audit records (our most recent was in 2017 and our score was 100%) 	<ul style="list-style-type: none"> • Paused due to Covid-19, although we work to the same standards.
--	--	---

Case Study (Home-Start):

The project was based on some similar work we have done with Syrian families. This work focuses on bridging the gaps children may have and enable them to make the most of their educational opportunities. We linked with Barnby Road Academy and they identified 5 families where the children were substantially behind their expected achievement level and this gap was expected to increase due the COVID pandemic and the children not accessing education during this time. School provided a booklet of work for each child linked to their specific learning needs which was shared via Zoom with a volunteer and parent present with the child.

- Mum and younger child (Child P) live in a household.
- Mum is separated from Dad and an older child lives with Dad in another household. Child P does visit and stay with Dad.
- There is historical domestic violence from Dad in the past and previous social care involvement and Mum continues to contact them with regards to concerns she has about Dad and his “manipulative influence” on the children. Mum has some mental health needs with low mood.
- Mum also believes Child P may have some learning needs such as ADHD which hinders his ability to focus and learn.
- School have begun the process of referring to the Small Steps Programme to assess his learning needs but they are also mindful that some of Child P’s behaviour may stem from his unsettled home life.

The organiser had a long conversation with mum regarding the project; how it will work, what it will entail and the expectations that are around it. Mum was very keen to be involved, she felt that she wants to help her child and tries to but she doesn’t always know what she is doing or how to motivate Child P *“I try to help but there’s lots going on in our lives and sometimes Child P doesn’t behave, this makes us fall out. I want him to learn” Mum 22nd July 2020*

Mum said when they do try and work it can end up with arguments and can be very stressful. On our score sheet for Being Involved in Your Child’s Learning mum scored herself as 3 (0 being the lowest and 5 the highest).

The family were matched with an experienced volunteer with an educational background, this felt appropriate due to the complex nature of the family and the possible learning needs of the child. As a part of the sessions mum had to be present to safeguard Child P and as a safeguard to our volunteers. However, the volunteer noted how mum was prompt, had everything ready and helped to keep Child P on track. At the end of session 1 the volunteer discussed with Mum how Child P had seemed tired and Mum said he hadn’t had any lunch. The volunteer suggested Child P eat before the

Zoom sessions to help his energy levels and concentration, Mum took this on board and Child P was fed before the rest of his sessions. At times the volunteer reported that Child P did lack some focus *“Needed lots of encouragement with the reading activities – struggled with rhyming pairs but got there in the end. M very supportive.” Volunteer R Diary sheet.* However, the volunteer was able to share some motivation strategies and role model encouragement to Mum, which she willingly took on board. All sessions were completed and all of the work was completed for school.

Following the session an Organiser spoke to Mum and the volunteer to evaluate the sessions and how successful they were. At rescoring Being Involved in Your Child’s Learning mum scored herself as 5 stating *“Child P was struggling at the start because of missing so much school and already being behind but he was like a different child at the end, he had improved in his learning and just seemed generally much better – it was brilliant. I think I learnt some things too – not numbers and that but how to help him in a better way, I’d definitely do it again.” Mum 8.09.2020*

Newark and Sherwood Community Hub service level agreement 2020/2021

Value: 12,000

In broad terms, the NSCH agrees:

- To operate a Play Leadership Service Programme for all sections of the community who require play leadership support.
- To supply appropriate administration support where necessary, training and line management support to Play Leaders and registered play partners.

NSDC will provide informal support to the Play Support Group through appropriate Business Units to add value to the service offer provided.

Activity	Targets	Review of Progress
Providing free play opportunities for children in Newark and Sherwood including playschemes, playdays and play in the parks, using local park facilities.	<ul style="list-style-type: none"> • Provide 3,000 children aged between 5-11 in Newark and Sherwood with free play opportunities 	<ul style="list-style-type: none"> • Quarterly reviews with NSDC • Due to Covid 19 we have been unable to provide Play schemes, play days and play in the parks but we have delivered over 1,000 craft bags to isolated and vulnerable families, meals for 90 during the summer including to Emmaus Trust young people. • We also did 10 Street Play sessions, taking play to children’s homes and communities instead these sessions are obviously hard to judge numbers for but we gave out over 1000 Play bags to children on the street containing activities to do at home, these were themed to the play being delivered by The Joker and our Playworkers. Each Street play involved 2 outside Play providers,

		2 Playworkers and 1 support worker to carry equipment and promote events
Promoting and supporting any children's play opportunities in Newark and Sherwood	<ul style="list-style-type: none"> To support any other NSDC projects such as OVO cycle event, Traditions festival. Sconcefest, Events at the Castle etc 	<ul style="list-style-type: none"> As all these events were cancelled we supported Homestart, Salvation Army and NSDC homeless team to support their communities as well as a Youth group in Rainworth, we also supported 3 schools who were supporting their vulnerable families at home(Newark (2) and Bilsthorpe)
Providing volunteer opportunities with suitable supervision, ongoing training alongside qualified staff.	<ul style="list-style-type: none"> To maintain a core of volunteers giving them an opportunity to support their local community, gain experience, build confidence. 	<ul style="list-style-type: none"> Our volunteers made up craft bags and food bags for families in need and supported our Street play events. 5 volunteers supported us on a regular basis with maybe 5 more on occasional basis.
Providing paid work for up to 10 18-25yr olds in Play schemes, Play days, Play in Parks etc. on a sessional basis.	<ul style="list-style-type: none"> To provide up to 10 young people aged 18-25 the opportunity to work with children, gain experience, build confidence to help further careers in teaching, sport etc. 	<ul style="list-style-type: none"> We only employed 4 x 18-25 year olds this year due to Covid 19 restrictions. These workers initially helped fill bags but then supported all the Street Play sessions, handing out bags to children and supporting play at the 10 Street play sessions which were all 2 hours each
Training for staff in Child protection and First aid plus ongoing Play Training	<ul style="list-style-type: none"> To ensure sessional staff are suitably qualified for the workplace, increase knowledge, aid their development, ensure quality staff. 	<ul style="list-style-type: none"> As above no formal staff training until end of financial year as not able to bring groups of people together as of yet. Other than Safeguarding which we always do online, our training is practical hands on so difficult to do online.

Case Study 1 (Newark and Sherwood Community Hub):

Due to Covid restrictions we decided we would design and deliver arts and craft boxes to various localities in the District with a VE Day theme in May 2020 to commemorate the 75th anniversary of the end of WW2 in Europe. A number of these boxes were distributed in Ollerton and we received this comment back from a lady, via Karen Wakefield, who was a Frontline worker and therefore her children were attending Forest View School during the first lockdown. She said " *I am told that you organised the V E Day packs, if so just wanted you to know how much I appreciated it. Between working and home schooling I had not had time to look and sort resources for this. Made my day that the boys could do these activities and learn so much really meant the world to me that the boys could be so involved in remembering this.*"
