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Foreword

It’s been an uplifting and exciting experience to join CRCC this year, becoming part of a creative, energetic team of people that truly cares about Cornwall, its people and their communities.

The case studies contained in this year’s report give a revealing insight into the breadth of the work we do and how important it is. They show just how we can make a big difference to those who need our help to get their lives back on track.

We’ve been helping Cornish towns and villages since the end of the Second World War and we understand the wellbeing value of being part of a strong community: making friends, sharing common interests and having a place to meet. Now the government is realising it too, with new emphasis on social prescribing - the practice of offering preventative activities to keep people fit, happy and healthy without the need for medical intervention. It’s a policy that puts CRCC and its activities right at the heart of Cornwall’s future and we’re working now to make sure we deliver.

Jeremy Hibbard
Chief Executive
Aged Veterans
Technology Can Make Life Better

Our Aged Veterans project supports individuals who have served in the forces. CRCC’s Get F+IT project (Finance and IT) helps them to develop their IT skills and get their finances in order while improving their confidence and safety online.

Dave was signposted to CRCC after qualifying for a Royal Naval Association initiative enabling communication for isolated veterans. He’d been provided with an iPad and he and his wife (also his carer) attended one of our taster sessions before committing to the duration of the course.

At first Dave was very reluctant. He didn’t see a need for technology in his life, he was worried about being safe online and he questioned whether using the internet could help him in a meaningful and positive way.

But, as he continued to attend our IT sessions, his confidence increased and he started to use the iPad more. Our team was able to assist him, showing him many ways that he could use the device to benefit his everyday life. Now, Dave not only manages his finances online, he uses the iPad every day to contact friends and family via video calls and to get the latest news.

The confidence that he’s gained from our course has benefitted more than just his use of technology. He’s using the internet regularly to help him make other adjustments to his life and to improve his health and well being. And he’s now on a mission to get a better deal from his internet provider, with the confidence to know what he is looking for and the additional support from our team if he needs it.
Apprentice Youth Worker

Reece Has Found His Way

Reece started as an apprentice youth worker with CRCC in December 2017. At first he had little knowledge of what youth work really was. He had tried and failed to complete other further education courses.

The Level 2 Youth Work Apprenticeship comprises a year of monthly sessions that provide learners with the foundation knowledge of youth work. On-the-job training enables apprentices to support trained youth workers to deliver sessions, activities and education to young people around a wide range of topics.

Reece said: “I now have a much better knowledge and understanding and I can proudly say that I can now identify myself as a youth-worker. Throughout the year, I have gained a vast amount of experience through the variety of the role. I’ve been able to try out different areas and take part in a range of training”.

To recognise Reece’s development he was also chosen to attend a Rotary Youth Leadership Award course based on Dartmoor, aimed at developing leadership and team building skills. He loved it: “there were so many activities - hiking, climbing, abselling and more”. Coming to the end of his Level 2 apprenticeship Reece said, “my skills and ambitions have continued to grow. Without the support of colleagues and the kindness and passion that they have shown in their own roles, I wouldn’t have made it this far.” Now Reece has his sights on a Level 3 apprenticeship and is excited about the future: “This apprenticeship has changed my life. It’s given me knowledge and confidence and has guided me to a future far brighter than I could have hoped for.”
Affordable Energy

Warm and Well

CRCC is a lead partner in Cornwall’s Winter Wellbeing Partnership, which helps people who are living in a cold or damp home or who are struggling to stay warm.

We take particular care of those in poor health, those with underlying health issues or those caring for a vulnerable person. We work in close partnership with Inclusion Cornwall, Public Health Cornwall and others.

The partnership runs the Warm and Well project which has enabled people in Cornwall to receive funding to install and upgrade heating and insulation provision in their homes. As well as enabling funding to reach the most needy, CRCC’s work frequently involves offering energy advice tailored to individual needs with home visits a key part of the offer.

CRCC sees the work as a ‘gateway’ service and our interventions often help with other issues related to poverty and disadvantage, such as offering confidential advice on debt, access to appropriate benefits and information about physical and mental health care services.

Derek, a Warm and Well client who suffers from COPD, and his wife, Margaret, who has rheumatoid arthritis, were referred to us. The couple had recently had gas central heating installed but were unhappy with it. When we got to their home we realised their 50-year-old gas meter had not been updated, so we arranged for a new one to be installed.

Then we worked with Cornwall Council and NHS Public Health to solve some of the other problems that had occurred during installation. The Warm and Well Small Measures Fund paid for a new dehumidifier to deal with a damp problem. We were also able to put Derek and Margaret on a WaterCare tariff which gives them cheaper water rates.

Public Health England has identified and praised the Cornwall partnership, which CRCC helped form, as best practice for Warm and Well.
Memory Cafés
Securing Charity Status

Callington Memory Café enables those living with dementia and their carers to meet in a friendly and secure environment. Run entirely by volunteers, The Memory Café meets fortnightly in the local Town Hall.

The group approached CRCC for help to become a registered charity. After discussing various options we felt that a Charitable Incorporated Organisation (CIO) would be the most suitable legal option for them.

CRCC supported the group throughout the whole CIO registration process, including the completion and submission of all the necessary paperwork to the Charity Commission. They’re now successfully registered.

John Ware, Treasurer of the newly registered CIO, commented: “We were delighted to hear from the Charity Commission that Callington Memory Café had been successfully registered. I would like to thank the team at CRCC for their invaluable and patient attention in supporting our application.”

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Imerys Bowling Club
New Clubhouse

Imerys Bowling Club, based in Bugle, has about 50 members. Their ultimate aim was to build a new clubhouse, to include facilities for wider community use, supporting the many, non-bowling related activities.

A bigger, more modern facility would help the Club expand, as well as providing other community groups in the area with a large modern space, great facilities and plenty of parking.

Imerys Bowling Club approached CRCC to help them develop the idea. We started by helping the club to identify and approach the best large-scale funding. CRCC helped them develop the idea of developing a community hub and began working with them to collect small pots of funding to enable activities and services to appeal to the wider community.

We helped them bring in more than £42,000 of funding for bowling and other community-based projects. They now have a vibrant social scene outside the bowling season with regular bingo sessions and a thriving Carer’s Craft Club.

Recently we helped them with a successful Heritage Lottery Fund application to enable them to research the history of their existing clubhouse which was once the very first waiting room at Bugle Station, at the turn of the 20th Century. Many members and non-members have already taken part in workshops and events connected to the project.

Bill Avery, Committee Member of Imerys Bowling Club explained “CRCC’s advice and support helped me transform the Club. When I started it was mainly members of retirement age, numbers were dwindling and the clubhouse needed major work done or replacing. With CRCC’s help over two years, the club has younger members joining and a bright future. CRCC helped me to access the grants to cover the cost of new equipment and safety improvements for this.”

The Club is still being actively supported by CRCC to investigate various options for building the new Clubhouse.
Smart Tenants Project
A New Beginning for Scott

Scott had been struggling with life. Unable to get himself mentally prepared for work, he was constantly exhausted and depressed and spent much of his life in bed. He was a long way from fulfilling his ambition of moving out of his parents’ flat and becoming independent.

CRCC’s Smart Tenants project aims to identify vulnerable social housing tenants, supporting them to stabilise their financial situation and then preparing them for employment. Smart Tenants worked with Scott for 12 months.

Scott had been struggling to comply with the need to attend an Employment and Support Assessment (ESA). The Assessment decides whether someone is eligible for financial support if they are unable to work or, if they can work, it offers personalised help toward employment.

Scott’s failure to attend the ESA on more than one occasion meant he had no financial support or help getting a job, so CRCC helped him with a successful appeal to allow him into the system followed by guidance through the complex process that enabled him to move into his own flat. We helped him sort out the lease, open a bank account, sort out his utility bills and set up home.

Having now settled into his new flat, Scott is looking really well. He is taking care over his appearance and has started applying for jobs. Smart Tenants helped him to apply for voluntary work and he works for a care agency. Scott still requires regular, but ‘light touch’ support when he is worried about letters or bills. Scott was very grateful for all the support he received.

“I live independently thanks to your support. I am more confident, my health has improved and I am less financially dependent on other people.”
Kernow Carers Service

Carers Story

Julie is a full time carer for her mother who has complex and numerous medical conditions, including dementia and sight impairment. She needs near constant care. Julie also has complex health issues of her own, impacting her wellbeing and causing extreme fatigue.

Our Kernow Carers Service provides information, guidance and support to anyone in a caring role. Support is provided by Carer Support Workers and Coordinators.

One of our Carer Support Coordinators received a referral for Julie. We quickly realised she needed additional care and her issues were getting worse as she was unable to leave her mother to complete necessary tasks. Julie was feeling isolated and felt her personal freedom was restricted due to her caring responsibilities.

We helped her identify areas of difficulty, which justified additional financial support. We told her about day care, a local carer support group and carers breaks. By identifying opportunities to socialise with people in similar situations the carer feels less isolated and can enjoy much needed time away from caring responsibilities.

We also provided information about assistive technology and equipment which can help carers have greater independence. We gave Julie information about specific carer courses and training to help boost her knowledge and confidence. We also encouraged her to take time for personal interests and to embrace her passion for dancing.

And we awarded her a personal grant of £400 to be used in any way to support her caring role. It could be spent on practical things like a washing machine or a computer or on help with housework and gardening - or even a short holiday to recharge her batteries.

Julie was delighted with our help.

“"You have given me more help and support than I ever thought was out there.”"
FOCUS ON: GRANTS

We administer grants for groups and organisations on behalf of Cornwall Council and the NHS. Here are some examples of the type of grants available and some feedback from groups around the benefits they can bring.

Carers Wellbeing Grants

Any organisation or community group that may have members or clients who are unpaid carers can apply to pay for an activity that gives carers a break from their caring role.

“I care for my adult child. Others in the group look after ill or ailing partners. It’s very emotionally and physically challenging. The spa day gives us a chance to ‘recharge our batteries’.”

“To be able to discuss similar problems with other carers made me realise I was not alone.”
Mental Health Self-Help Group Grant

This grant enables groups of people aged 16 and over, throughout Cornwall and the Isles of Scilly, to apply to set up and run self-help initiatives for people who have experienced, or are experiencing, poor mental health or mental illness.

Memory Café/ Dementia Support Group Grant

This grant enables Memory Cafés or Dementia Support Groups in Cornwall to apply to help pay for running costs, training events or activities that help promote the health and wellbeing of people with dementia.

"The group is my lifeline. I was very isolated, suffered extremely low self-esteem and was on a lot of anti-depressants. After 2 months of coming here, I had reduced the medication by 75%. I now have friends I can talk to and I even acted as an advocate for the group."

"With help, I was able write down things that I remember. It took me some time to think back and remember how things were in the village but we had a local book with pictures and this helped me. I have many happy memories."

"I feel it is the only place I can go with my wife without worrying what people will say if she does her own thing!"
Our Finances
Figures as audited account to 31 March 2019

Analysis of Expenditure
- Raising Funds
- Charitable Activities

Sources of income
- Charitable Activities
- Other Trading Activities
- Donations and Legacies
- Investments

Charitable Activities: Key Funding Partners
- Action for Children
- Learning Partnership
- Cornwall Council
- Ministry of Defence
- Cornwall Development Company
- Other
Looking Forward

It has been both a challenging and enjoyable first year as Chair, I’ve learned more about the services we deliver and the people we support. I was sad to see Peter Jefferson leave CRCC after his 10 years as CEO; however, I am delighted to announce the successful recruitment of our new Chief Executive, Jeremy Hibbard who has come to us after a 35 year career in Broadcasting.

He was inspired to join CRCC after seeing the well-being benefit of community projects that he was involved in and he brings creativity, communication expertise and lots of fresh ideas to CRCC.

Over the next year our dedicated staff will continue to deliver services that support our communities, enabling individuals and groups to achieve their goals across money management, gaining skills, enriching communities and support for carers. In addition to the everyday delivery of services, over the next two years Jeremy is tasked with building on CRCC’s solid foundations, setting out a three year live strategy that will widen our reach for funding opportunities, building relationships with potential funders and working with commissioning partners to ensure the social prescribing agenda has the best chance of success.

Karlene Stokes
Chair

Over the next year our dedicated staff will continue to deliver services that support our communities, enabling individuals and groups to achieve their goals.

Board Members

Karlene Stokes, Chair
Cllr Marian Berkeley
Cllr Hilary Frank
Sue Guard
Karen Jackson
Paul Parkin
Cllr Loic Rich
Jane Royle
Alan Shepherd, Vice Chair
Sandra Tregidgo
Philip Willoughby

Patron: Colonel Edward Bolitho
## A Year in Numbers

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young people supported</td>
<td>10,721</td>
</tr>
<tr>
<td>One to one carer interventions</td>
<td>6,136</td>
</tr>
<tr>
<td>Community groups supported</td>
<td>239</td>
</tr>
<tr>
<td>Worth of grants administered</td>
<td>£188,945</td>
</tr>
<tr>
<td>Fuel debt tackled or written off</td>
<td>£6,500</td>
</tr>
<tr>
<td>Small measure grants administered to help people stay warmer at home</td>
<td>£10,449</td>
</tr>
<tr>
<td>NEA new businesses supported</td>
<td>38</td>
</tr>
<tr>
<td>Community buildings supported</td>
<td>29</td>
</tr>
<tr>
<td>Groups supported to carry out litter picks</td>
<td>148</td>
</tr>
<tr>
<td>Saved by helping clients switch energy provider/tariff</td>
<td>£6,275</td>
</tr>
<tr>
<td>People taught how to get online and stay safe online</td>
<td>172</td>
</tr>
<tr>
<td>Average increase in carer yearly personal budget</td>
<td>£370</td>
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