

# IMPACT REPORT 2020-2021

## WELCOME TO CCP

### See what we have done during the 2020-2021 financial year

Welcome to our first ever Annual Impact Report. This site showcases who CCP have helped over the last year, how we help them and how we allocate our resources. The site also looks back at a year unlike any other, features our staff and policies, how we deliver social value and some initial insight into our future plans.

Despite the immense impact of COVID-19, the support given to us by businesses, organisations and partners has been immense. This is why now, more than ever we are delighted to feature many of them in this report highlighting the help they give CCP. We hope you find this report to be of interest and if you would like any more information, please do not hesitate to get in touch.



“

I am tremendously proud of the entire CCP team who ensured there was no significant disruption in any part of the charity throughout a year unlike any other, and wish to thank our partners, stakeholders and the inspiring business community who have added so much value to our work.

”

OUR VISION IS OF A  
CARING, SUPPORTIVE  
& INCLUSIVE SOCIETY

# VISION & PURPOSE

Our purpose is to prevent the causes and reduce the effects of homelessness, family breakdown and exclusion.



## ACCOMMODATION BASED SUPPORT

Providing supportive environments for people who are vulnerable, homeless or are still developing their independent living skills. We provide a range of services for care leavers, young people aged 16 to 25, and adults. We work with people to develop co-produced action plans which help them transition from supported accommodation to independent living and develop the skills they need to become self-reliant.

**5064**  
People Accessed  
**FOOD HAMPERS**



**INVESTORS  
IN PEOPLE  
GOLD**

**968** People Accessed  
**HOMELESS  
PREVENTION  
SERVICES**

**1363**  
BUSINESS  
SUPPORT  
HOURS  
worth  
**£17,991**

## COMMUNITY BASED SUPPORT

Delivering short term support that builds on an individual's existing strengths to help them develop the skills to become self-reliant and resilient, and live independently in the long term. We support people to remain in their homes, reduce debt and offer advice on budgeting, build social networks to avoid isolation, source education, training, employment or volunteering opportunities and improve overall health and well-being.

**330**   
**VOLUNTEERS**  
gave  
**1363**   
**HOURS**

**£2.85M**  
SOCIAL INVESTMENT DEAL  
THROUGH SOCIAL &  
SUSTAINABLE CAPITAL



**5321**  
People Accessed  
**DEBT, WELFARE &  
COMMUNITY SUPPORT**



## WHO WE HELP - ACCOMMODATION BASED SUPPORT

### BRISTOL

We provide a number of 2-4 bed homes for children in care and care leavers through our independent living service in Bristol. This service offers a bespoke support and accommodation package to those that need it most.

### BC&P COUNCIL

We provide supported accommodation and self-contained flats for 16-18-year olds in Bournemouth. Our team in Bournemouth work hard to ensure that young people are supported to move on successfully at 18 & 19.

### GLOUCESTERSHIRE

We provide a range of accommodation-based services in Gloucestershire.

For example, supported accommodation for 16-25-year olds over multiple homes in Cheltenham and Stroud. We also provide self-contained flats in Cheltenham for those that are ready to move on with a greater level of independence. This represents 50 homes for young people.

We also provide a large number of 2-4 bed homes for children in care and care leavers through our independent living service in Gloucestershire. This service offers a bespoke support and accommodation package to those that need it most.

### HEREFORDSHIRE

We have a range of accommodation-based services in Herefordshire.

We provide supported accommodation to 31 adults in central Hereford. This service focuses on providing stable homes to those that need it, which is then underpinned by support to help people to realise their potential and move on successfully.

We also provide homes and wrap around support to children in care and care leavers in Hereford. This is through the provision of 8 self-contained flats.

Finally, we provide 2-4 bed homes for children in care and care leavers through our independent living service in Hereford. This service offers a bespoke support and accommodation package to those that need it most.

### SOUTH GLOUCESTERSHIRE

We provide supported accommodation for 16-25-year olds in South Gloucestershire. This consists of a 10-bed supported housing unit and 12 tenancy flats for those that are ready to hold their own tenancy.

We also provide a large number of 2-4 bed homes for children in care and care leavers through our independent living service in South Gloucestershire. This service offers a bespoke support and accommodation package to those that need it most.

### WILTSHIRE

We provide 2-4 bed homes for children in care and care leavers through our independent living service in Wiltshire. This service offers a bespoke support and accommodation package to those that need it most.

### WORCESTERSHIRE

We provide a range of accommodation-based services in Worcestershire.

This includes supported housing for adults who are homeless or threatened with homeless in central Worcester.

We also provide No Second Night Out services in Worcester and Evesham where we offer emergency temporary accommodation to those that would otherwise be homeless including rough sleeping. These services help to meet the immediate need by providing a safe place where people are supported to rebuild, and then move on into more long-term accommodation.

Finally, we provide 2-4 bed homes for children in care and care leavers through our independent living service in Worcester. This service offers a bespoke support and accommodation package to those that need it most.

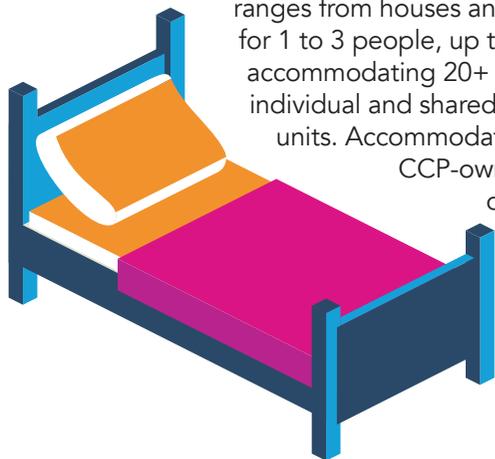


## ACCOMMODATION BASED SUPPORT

CCP's Accommodation Based Support (ABS) services provide supportive environments for people who are vulnerable, homeless or who are still developing their independent living skills. We provide a range of services for care leavers, young people aged 16 to 25, and adults. We work with people to develop co-produced action plans which help them to:

- Build on their individual strengths
- Develop the skills they need to become self-reliant
- Sustain accommodation and tenancies
- Rebuild relationships with family members
- Link with wider community support networks
- Make a smooth transition between supported accommodation and independent living

The accommodation we manage ranges from houses and flats suitable for 1 to 3 people, up to larger sites accommodating 20+ people in individual and shared self-contained units. Accommodation is a mix of CCP-owned, leased, or operated under a management agreement.



## COVID-19 RESPONSE

During the COVID-19 pandemic, we provided accommodation and support to 70 homeless individuals in the county of Worcestershire, as part of the Governments "Everyone In" campaign. Worcester City Council commissioned CCP to provide 24/7 support utilising the Fownes Hotel in Worcester as the accommodation.

The project began on the 3rd of April 2020 by supporting 32 entrenched rough sleepers. By mid-May the hotel was at capacity and housing 56 people. The accommodation included a 3-course evening meal, laundry services, housekeeping and the provision of a secure outside space.

We have received positive media coverage of the project including interviews with staff on BBC Radio Hereford & Worcestershire, The Worcester News, The Washington Post (USA) and latterly both Midlands today and BBC Points West following an interview with leader of Labour Party, Sir Keir Starmer.

## COMMISSIONERS

Rather than just delivering contracted services, CCP works in partnership with service commissioners to create high quality, flexible, services that maximise the use of available resources by establishing longer-term, more integrated relationships that are responsive to emerging needs and develop over time to provide better outcomes for vulnerable people.

By taking a partnership approach, CCP makes a commitment to:

- Share key objectives and work towards agreed outcomes
- Maintain regular open, honest and constructive communication
- Work collaboratively and understanding each other's point of view
- Share relevant information in line with the Data Protection Act 2018
- Avoid duplication of services
- Monitor performance and resolve any conflicts quickly and constructively
- Deliver continuous improvement by working with commissioners to get the most out of the resources available and by finding better, more efficient ways of doing things
- Promote the partnership approach at all levels, for example, through joint training, joint team meetings and shadowing opportunities
- Deliver services which are flexible enough to reflect changing needs, priorities and lessons learned, whilst encouraging service user participation and equality.



“

After spending 18 months with CCP, I'm happy to say how amazing the support staff are. I was sure they would give up on me like most services but they didn't and helped me to keep on fighting. The strength and resilience of the staff is brilliant and thanks to them I was more than ready for independence. I am so grateful for CCP and wish them the best in the future.

”

“

I think that all staff are lovely and have made me feel very comfortable. I appreciate staff for coming to support me during COVID-19 as they are putting themselves at risk for my benefit. Well done everyone!

”

“

Roxy and Alex have been amazing. Both very supportive ladies, straight to the point and try to get things sorted right away. They're both very proactive and lovely people to have around. Massive thanks to both of them. Great team members and always looking forward to seeing them.

”

“

At first I just wanted to be housed and was annoyed at staff keep asking me if I was okay but I think the staff that gave me space, helped a lot. They didn't back off completely but gave me time to settle in and reminded me that they were there for me. When I was ready to accept help they encouraged me to get involved with activities and I started to work with them to get a better life. Thank you CCP for all your hard work. I know I wasn't easy to work with at first but I am glad you didn't give up on me.

”

“

The staff are so friendly, they were always smiling, and I could joke around with them. But they also explained where to go for help, they sorted out my benefits so that I could live a bit better and the food parcels we had were excellent because it was a variety of foods so sometimes you didn't need to buy a lot of shopping, just the odd thing or two to make it a nice meal. Thank you to everyone for everything. You really have changed my life.

”

“

The staff have been fantastic, they couldn't have done better. I've been here and they've looked after me and kept me safe. They were really here for us. Everybody has made such a difference to my life. It makes me think that perhaps I could go on and help somebody.

”



## WHO WE HELP - COMMUNITY-BASED SUPPORT

### GLoucestershire

We provide a range of community based services in Gloucestershire, including:

Advice and support relating to debt, financial inclusion, housing rights, benefit appeals and representation, and financial capability. This service is regulated by the Financial Conduct Authority (735541). Appropriate Adult service to support juveniles and vulnerable adults who are held in police custody or are attending a voluntary interview. The service also supports people undergoing age assessments and those being investigated at benefit fraud interviews.

Community-based support for adults with housing and tenancy-related issues, including support with benefit entitlement, budgeting, money management, and emotional well-being, and community groups increase social inclusion. Community Well-being and Social Prescribing service, working in partnership GPs to support health, well-being, family life, relationships, education and social inclusion.

Family Services, including parenting support, youth work outreach, mentoring and befriending, family advocacy and family relationships mediation. Going the Extra Mile (GEM) project, to support adults to access educational and employment opportunities, and a Community Pantry which offers low cost fresh food to people on low incomes whilst reducing food wastage.

### HEREFORDSHIRE

Hereford Community Based Support provides a housing-related support service for vulnerable adults aged 18+ who are homeless or at risk of homelessness. In addition to supported accommodation, the service can provide advice and support for tenancy issues, housing rights and homelessness, budgeting and benefit take-up, housing-related debt, training and employment and social and community inclusion.

### SOUTH GLOUCESTERSHIRE

In South Gloucestershire CCP launched an Early Help Project (Family Services) for parents and children up to 18, contributing to a culture where children, young people and families are engaged in conversations when things are not going well, or where there may be a risk of problems arising. We work alongside those families to empower them to find their own solutions.

The work will specifically support two of the main priorities in South Gloucestershire's Early Help Partnership Strategy 2019-24 by recognising that family, friends and community can be the most effective and sustainable forces of "help"; and embracing strengths based whole-family approach to finding sustainable solutions. We are working with families requiring help at 'Universal Plus' level and will contribute to Families in Focus (the national Troubled Families Programme).

### WILTSHIRE

CCP provide an Appropriate Adult service to support detained persons who are vulnerable adults or young people arrested and in police custody, or attending a police station for a voluntary interview. The service also supports people undergoing age assessments and those attending benefit fraud interviews.

### WORCESTERSHIRE

Worcester Homelessness Prevention and Severe Weather Emergency Protocol (SWEP) supports young people up to the age of 18 with tenancy ready floating support, homeless prevention support and relief from rough sleeping via night shelters during the winter. Through signposting and support with mental health, substance misuse, community engagement, reducing criminal behaviour, Rent Ready training, GP registration and support, benefits applications and appeals we hope to move people from a street lifestyle to accommodation.

No Second Night Out (NSNO) and Somewhere Safe To Stay (SSTS) helps people to secure a new tenancy or a more stable accommodation. Supporting them with access to health services, budgeting, benefits and managing debt and establishing a network of service providers where those at risk can receive ongoing support. We provide outreach support to those new to rough sleeping, rough sleepers and entrenched rough sleepers in Redditch & Bromsgrove sourcing and supporting with a new tenancy, mental health signposting, substance misuse referrals, reducing criminal behaviour, GP registration.





## COMMUNITY-BASED SUPPORT

CCP's Community-based Support (CBS) services deliver short term support that builds on an individual's existing strengths to help them develop the skills to become self-reliant and resilient, and live independently in the long term.

We support people to:

- Reduce the risk of tenancy breakdown or losing their homes
- Find and maintain appropriate accommodation
- Maximise their income, improve budgeting and money management skills, and reduce debt
- Find activities, build social networks and avoid isolation, including rebuilding family relationships and developing links with other people, neighbourhoods and community networks
- Take up education, training, employment or volunteering opportunities
- Improve their health and well-being and enable them to access health and social care services, including GPs, mental health and drug and alcohol services

The accommodation we manage ranges from houses and flats suitable for 1 to 3 people, up to larger sites accommodating 20+ people in individual and shared self-contained units. Accommodation is a mix of CCP-owned, leased, or operated under a management agreement.



Throughout  
the year we  
worked with

**6398**  
People

## COVID-19 RESPONSE

As part of our Community-based Support service, and particularly in this pandemic year, we would especially like to feature the work of our Pantry Project. Since the inception of the charity 31 years ago, emergency food provision has been a staple activity. Typically provided in the form of a food bank, more recently CCP has revolutionised the food offer to become a Pantry, which achieves better nutritional balance and choice for people living in food poverty. Pantry mirrors the offer of a small supermarket. People become members, pay a small weekly fee of £3.50, and then shop to the value of up to £20. Members have total choice over the produce, including fresh meat, dairy, fruit, vegetables, bread, eggs and frozen foods. In response to Covid restrictions and the initial lockdown period, Pantry was transformed into a doorstep delivery service. Between April and July, we delivered 2,394 emergency food deliveries to the doorsteps of 229 Pantry members. The average shop was valued at £33.60, with 17 volunteers donating 1121 hours and over 250 businesses responding to our rallying cries.

## COMMISSIONERS

Rather than just delivering contracted services, CCP works in partnership with service commissioners to create high quality, flexible, services that maximise the use of available resources by establishing longer-term, more integrated relationships that are responsive to emerging needs and develop over time to provide better outcomes for vulnerable people.

By taking a partnership approach, CCP makes a commitment to:

- Share key objectives and work towards agreed outcomes
- Maintain regular open, honest and constructive communication
- Work collaboratively and understanding each other's point of view
- Share relevant information in line with the Data Protection Act 2018
- Avoid duplication of services
- Monitor performance and resolve any conflicts quickly and constructively
- Deliver continuous improvement by working with commissioners to get the most out of the resources available and by finding better, more efficient ways of doing things
- Promote the partnership approach at all levels, for example, through joint training, joint team meetings and shadowing opportunities
- Deliver services which are flexible enough to reflect changing needs, priorities and lessons learned, whilst encouraging service user participation and equality

## OUR PARTNERS

### BUSINESSES

- Abbeyfield Gloucestershire
- Ageas Insurance Ltd
- Albright IP Limited
- Amiosecltd
- AMS Auctions
- Bamboo Technology Group Limited
- Box Tree Gifts
- BPE Solicitors LLP
- Brace Creative
- Circle2Success
- Cotteswold Dairy Ltd
- Eagle Tower
- Eurolink Connect Ltd
- Hacche Retail Ltd
- Harrison Clark Rickerbys
- MR Ratcliffe Insurance Consultants Ltd
- Officeworx Ltd
- Ontic Engineering
- Paish Tooth
- Pennant International Limited
- PinPoint Media
- Prestbury Marketing & Consulting
- QuoLux
- RockWealth
- RRA Architects Ltd
- St Mary's and St Nicolas
- Target Marketing Group Ltd
- The Isbourne
- The Midcounties Co-operative
- The Really Helpful Marketing Company
- The Sober Parrot



### COMMISSIONERS

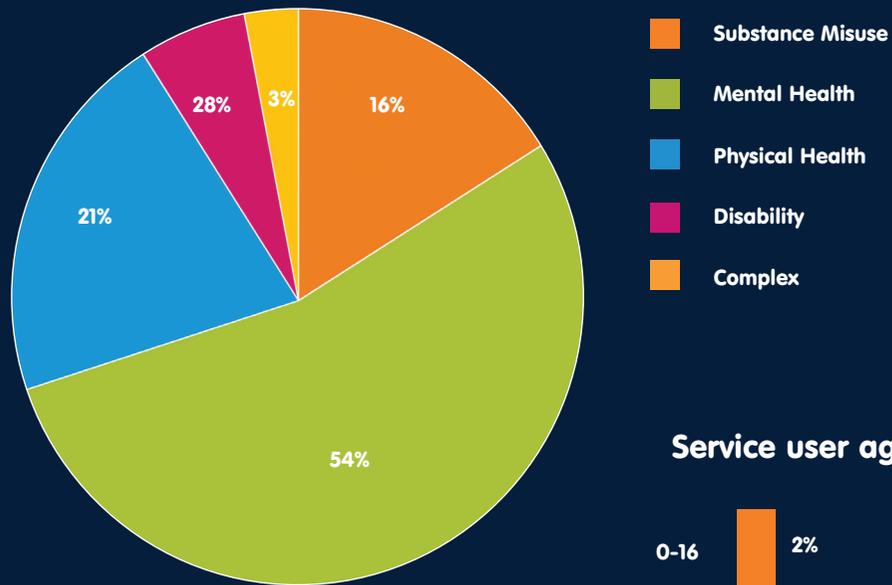
- Gloucestershire County Council
- Herefordshire Council
- South Gloucestershire Council
- Swindon Borough Council
- Worcester City Council



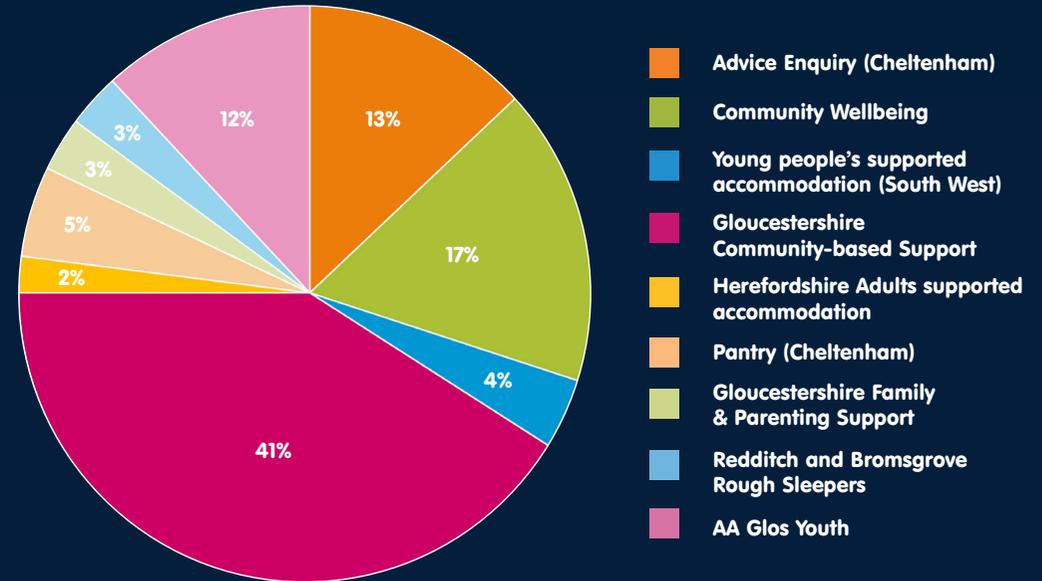


# 2020 STATS AT A GLANCE

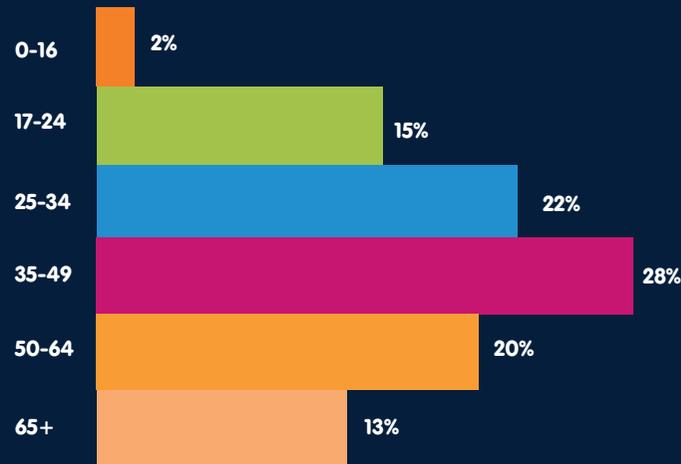
## Health conditions reported by our users



## People supported by CCP in the last year



## Service user age range



## STAFFING



EMPLOYEES  
**237**



REGULAR VOLUNTEERS  
**150**

## ACCOMMODATION-BASED SUPPORT

**646** People | **53%** of income

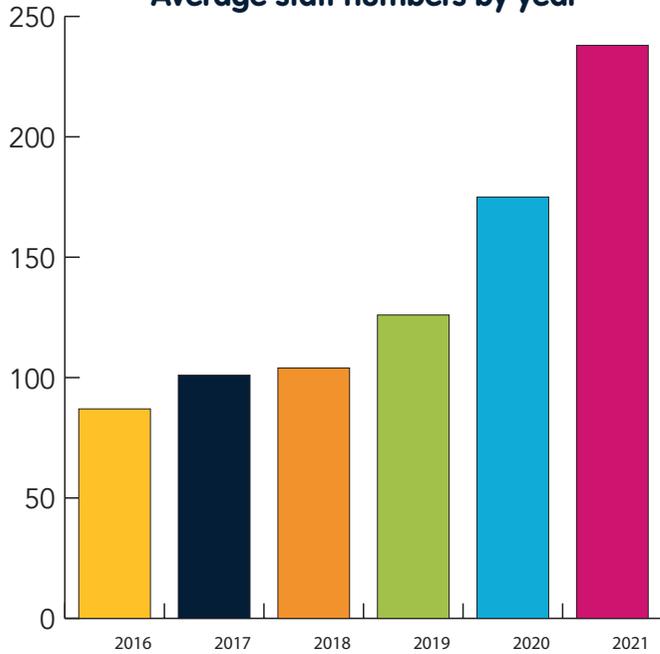
## COMMUNITY-BASED SUPPORT

**5,538** People | **47%** of income

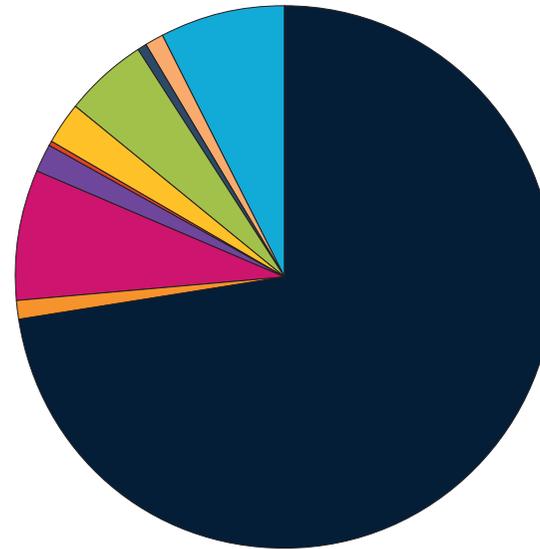


## FINANCE

Average staff numbers by year



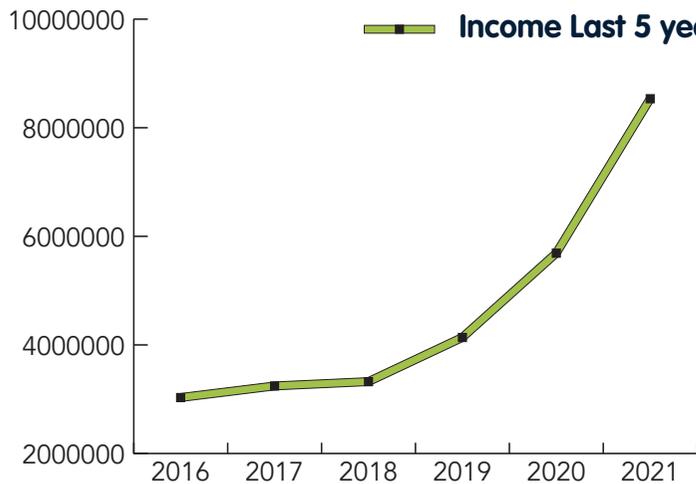
Expenditure in 2021



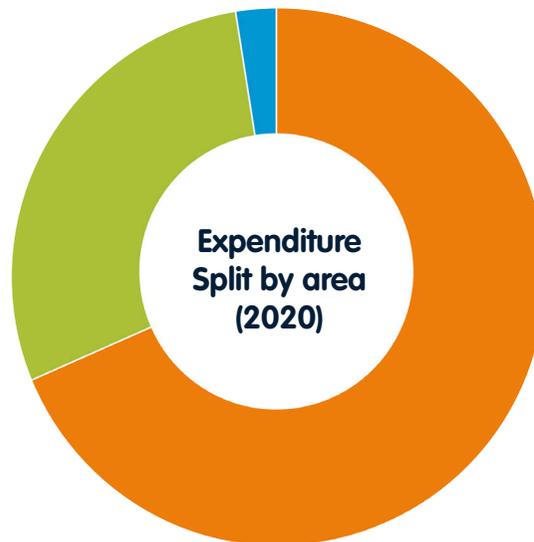
2021

- 7.5% Other Staff Costs
- 1.0% Interest Payable and similar charges
- 0.6% Depreciation
- 4.9% Professional Fees and Legal fees
- 2.5% Administration Costs
- 0.3% Vehicle Costs
- 1.8% Equipment Costs
- 7.7% Property Costs
- 1.0% Client Resources and Activities
- 72.7% Staff Costs

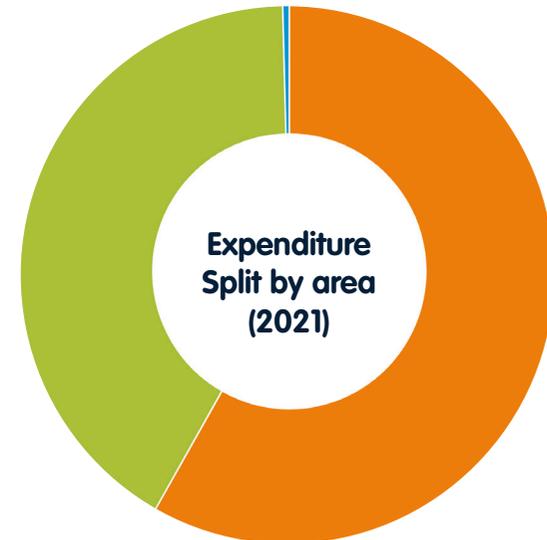
Income Last 5 years



Expenditure Split by area (2020)



Expenditure Split by area (2021)



- ABS
- CBS
- Unrestricted



## Short Term

### STAFF WELL-BEING

We recognise that our people are our biggest asset, and sometimes they have to deal with difficult situations that can affect their well-being, mental health, and ability to perform well in their roles. We anticipate that the relaxation of Covid restrictions will cause further upheaval and a readjustment to the way in which we've all become accustomed to working over the last year, at a time when we've never been busier.

That's why we're implementing a better welfare support package for our staff, including easy access to well-being resources, an in-house counselling service, regular activities to promote teamwork and inclusion, reflective practice, and mindfulness.



## Medium Term

### DIVERSITY & INCLUSION

As we expand into new geographies and new services, we're working hard to make sure that our services are as open and accessible as possible to everyone. Building on the success of implementing an internal Diversity and Inclusion panel led by a cross-section of staff from diverse backgrounds, we'll engage with an external specialist to review every aspect of the charity, improve working practices and staff training, and fully embed Diversity & Inclusion across the organisation.

### Our Vision

### ENVIRONMENT

We've achieved the Green Impact award as the first step towards building a greener, more sustainable charity. Looking forward, we want to do more to reduce our carbon footprint and our impact on climate change and the environment. We're aiming to achieve ISO 14001 certification within the next couple of years.

## Longer Term

### PROPERTY PORTFOLIO

Thanks to a funding partnership with Social and Sustainable Capital (SASC), we have begun to build a portfolio of charity-owned properties in localities across the South West where there are identified shortages of suitable high-quality accommodation for care leavers and young people at risk of homelessness. To demonstrate our commitment to upholding high standards, our longer-term goal is to become a Registered Provider of Social Housing.





## EMPLOYEE ENGAGEMENT

CCP applies the same principles to its staff as it does to the communities it serves: people come first.

During a year of unprecedented growth against a backdrop of turmoil, 2020-21 saw our biggest wholesale investment in staff engagement, placing us again at 'Gold' standard by Investors in People.

We have become a Real Living Wage Foundation employer to ensure we pay a fair wage to all staff.

We listened to staff and introduced a life insurance policy, as well as upgrading our subscription to Perkbox to enable greater access to perks and discounts, and renewing our healthcare package to ease out-of-pocket medical expenses for staff.

A Training Coordinator was hired to innovate training pathways across the organisation; fast tracking talent into management or to develop further as subject matter experts.

Managing the isolation of lockdown and its effects on staff has been a priority. We have invested in a Workplace Welfare Manager to coordinate our Health and Well-being Strategy and bring together a Steering Group of representatives from each Service.



“ Without the administration team the front line wouldn't be able to operate. They are the unsung heroes of CCP.

**Cordell Ray, Chief Executive Officer**



70% of our staff continued to deliver front line services through lockdown as key workers. We delivered to each a 'Hug in a Box' care package and held 'Covid Stars' awards to acknowledge those who had gone above and beyond during lockdown.

We launched the Diversity & Inclusion Action Group comprising representatives from each department to oversee and monitor our Diversity and Inclusion Strategy and were placed in the top 100 most inclusive employers in the UK by the National Centre for Diversity.

## EQUALITY, DIVERSITY & INCLUSION

Building on strong credentials in inclusive work practices, resulting in twice being recognised in the top 100 most inclusive employers in the UK by National Centre for Diversity (2019, 2020) we have launched our Diversity Inclusion and Action Group (DIAG) to oversee the next stages of our Diversity and Inclusion strategy.



Drawn from representatives from across the charity and operating under the auspices of our Statement of Intent, the DIAG meets frequently to review, discuss and deliver on our commitment to the principles of FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement.) Further, we have invited the support of an established Diversity and Inclusion consultant, Fiona Jackson, to advise and guide us through the next stages of our D&I programme.



“ CCP is committed to understanding how to become a diverse and inclusive employer, as they recognise the importance of being able to represent the communities they serve and want to create an inclusive environment for all their employees and volunteers. It's a pleasure to be working with CCP on their journey to help them achieve their goals.

**Fiona Jackson, Fiona Jackson Consulting**





## EMPLOYEE ENGAGEMENT



**95%**  
of staff said  
that CCP embraces  
**DIVERSITY**  
whilst at work



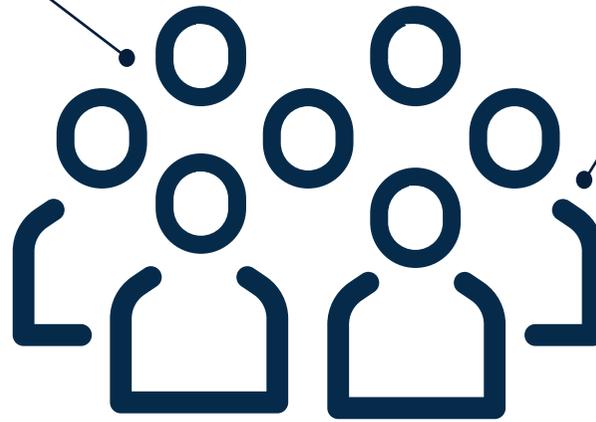
**95%**  
Say they work in a  
**SUPPORTIVE TEAM**



**96%**  
Say they have an  
opportunity to participate  
in **TRAINING** and  
**DEVELOPMENT**



**86%**  
say they are  
**HAPPY** to be  
working for CCP



**85%**  
say that CCP is a  
**COMPASSIONATE**  
employer



## SOCIAL VALUES



### VOLUNTEERING

**We encourage volunteers to get involved in all of our services**

CCP has a considerable volunteer infrastructure with around 190 volunteers. Our volunteers are fully trained to the same standards as paid staff, and fully integrated with staff teams. Through volunteering, we build local skills, local capacity and local resilience in communities across the counties in which we operate. We also give our paid staff up to three Employer Supported Volunteering days per year which they can use to support other local charities and good causes of their choice.



### LIVING WAGE EMPLOYER

**We commit to pay at least the Real Living Wage**

CCP is proud to be an accredited Living Wage Employer. This means that we go a step further than the national minimum wage and pay all of our staff at least the real living wage, which is based on the true cost of living, regardless of age.



### STUDENT PLACEMENTS

**Energy, skills, fresh ideas**

We operate a thriving student placement programme and coordinate 70 day work placements for Social Work and Health & Social Care students from the Universities of Gloucestershire, West of England, Bristol, Worcestershire and Bournemouth, overseen by qualified Practice Educators. Students are allocated to work alongside experienced staff in all our services, bringing enthusiasm, new skills and knowledge, while gaining the practical work experience needed to complete their courses.



### GREEN IMPACT

**Caring for the environment**

CCP holds a Green Impact award for environmental and sustainability action. We contribute to environmental awareness and waste reduction by providing segregated recycling and composting bins at all our sites, fitting low energy lighting, and reducing travel by using technology such as video calling to support people where possible. People using our community and supported accommodation-based services are taught and encouraged to recycle to lead greener lifestyles.



## VOLUNTEERING

Despite the pandemic, which has curtailed new and existing volunteering activity and restricted the opportunities to engage our volunteer force, a number of traditional and emergency volunteer-led provisions have continued to operate despite the extra precautions in place. Throughout lockdown, our team of volunteers, trained as Appropriate Adults to provide emotional support to young people and vulnerable adults in custody, have continued to respond to call-outs. A team of 20+ volunteers continued to provide nearly 2,500 hours of support in Gloucestershire and Wiltshire throughout the pandemic.

In response to those living in food poverty being unable to access our Pantry, we mobilised a volunteer team to ensure that food was able to reach them. Responding to our call to arms, we recruited and redeployed volunteers to assist within our HQ to receive and sort donations, prepare them for delivery and operate a fleet of vehicles to make sure the food arrived to those who needed it.

As in previous years, our Hamper Scamper Christmas Appeal was dependent on the efforts of volunteers drawn from all corners of the community. Employer supported



volunteering plays a pivotal role in Hamper Scamper, and we welcomed volunteers from our key community business partners to aid in the production line of raising and coordinating the donation of 1953 food hampers and 202+ gifts to be dispatched to individuals and families struggling to make ends meet over the festive period. Ultimately, 330 volunteers donated 1,363 hours of support to Hamper Scamper.

## GREEN IMPACT

Green Impact is a sustainability accreditation scheme with an awards element designed for participating organisations. Green Impact is a United Nations award-winning program designed to support environmentally and socially sustainable practices within organisations. This can mean anything from communicating recycling systems to committing to go Fairtrade; from

## STUDENTS PLACEMENTS

We continue to be well placed to take part in the mutual benefit of hosting social work students on placement within CCP services. Covid has restricted the number of placement opportunities available to students, which is a compulsory component of their qualification. We responded by increasing the number of placements we were able to host, working with universities across our localities to continue to offer world-class placement opportunities to social work students of the future. In return, we benefited from the 16,800 hours of time, input, and impact of 32 students practicing within CCP, sharing their knowledge and learning with staff and clients alike. Our combined volunteering and student placement hours for the year were 21,605.

supporting team health and well-being campaigns to working towards carbon-neutrality. Based on proven behaviour change models, its flexible approach means it can be tailored to meet each organisation's unique needs. Green Impact has worked with over 450 organisations, from universities to hospitals, museums, and local councils. Green impact provides the tool kit and guidance to change our organisation for the better.

## LIVING WAGE EMPLOYER

CCP believes that a hard day's work deserves a fair day's pay. That's why we have been striving towards aligning our pay with the 'Real Living Wage' as set by the Living Wage Foundation. This rate is set independently from the Government's 'Living Wage' and represents an independent evaluation of the salary required to be able to meet the financial needs of everyday life, as well as luxuries and emergencies.

We are delighted to now be an accredited Real Living Wage employer, with all of our salaries and pay were set at the Real Living Wage as a minimum, joining the pledge made by only 7000 other employers nationally.



## CASE STUDIES

### ANNA

Anna had been unemployed and a full time Mum since 2011. In 2019, she suddenly and tragically lost her best friend of 20 years which aggravated her depression and she sought counselling.

Anna had already been diagnosed with various mental and physical health issues and was currently taking anti-depressant medication, but the impact of losing her best friend made Anna spiral further into anxiety and depression. As time passed, Anna started to feel a little bit more ready to try and find herself again began to search for suitable employment. Anna was recommended the Going the Extra Mile (GEM) Project by a family member

and met her Navigator Developer, Sam. Anna says: "I was hoping to get back into an admin-based role which is what I used to do before becoming a Mum. Sam understood my personality and interests, as well as my goals and aspirations, straight away, so there was an immediate rapport."

Working with Sam, Anna's initial plan was to rebuild her confidence, which would then help her to embark on her job-searching journey. She has been taking part in various GEM online sessions including Journalling for Positivity and Decision Making and Assertiveness, both helping her anxiety and well-being. She has also been working with Sam to help build her CV and interview techniques and is currently studying a Principles of Business administration course to help her refresh her skills and knowledge.

Anna's hard work has really paid off, she had an interview to become a volunteer for Cruse Bereavement, a cause close to Anna as she was determined to give back to after receiving help from them in the past few years, plus she has also recently celebrated securing employment in an administration role.



### BETH

Beth been in an abusive relationship for 20 years, her finances were completely controlled by their partner and they had been evicted from several properties due to non-payment of rent. The planned outcome was to find a property away from the partner for the family to live safely and securely.

Through the completion of a Home seekers application, it was identified that Beth had thousands of pounds worth of rent arrears and this resulted in them being refused properties. CCP challenged the city council's decision around this and provided additional evidence around the coercive control she was experiencing. The appeal was upheld, and Beth was subsequently offered a property. As the family had to flee an abusive situation, they had no household items for their new property. CCP applied to charities to provide household goods for the family, CCTV and panic alarms were installed at the property to ensure their safety.

The most positive change Beth is that she now holds her own tenancy, it is a completely fresh start for her and her children in an environment where the



children can develop and grow into adults, free from abuse.

Throughout working with Beth, CCP worked collaboratively with numerous different to support Beth, including Adult Social Care, Children's Safeguarding Team, Gloucestershire Constabulary, Independent Stalking Advocacy Caseworkers and Gloucestershire Domestic Abuse Support Service.



## CASE STUDIES

### FRANK

Frank was a 62 year old male who prior to contact with CCP was living in a shed.

Frank said: "I was homeless for 17 years but too embarrassed to ask for help from anyone. My pride got in the way. A CCP staff member asked why no one picked you up when you were on the streets and quite simply, I didn't want to be found so I hid away in a shed for all those years. Only when someone found me and explained the help available to me did I think about accepting help. All those years ago there wasn't much help out there but over the year's things had improved and there was much more help available, but because I hid away I didn't realise this."

CCP located Frank into temporary accommodation which offered him a safe place to live and helped him to claim benefits, provided help with budgeting, apply for social housing and bid on properties.

The flat was part furnished and as he got used to living in the flat and it started to feel like home, Frank bought things from charity shops to make the flat more homely.



To give back, Frank helped out at his accommodation by painting the communal area and doing some gardening to help make the place look nicer. Now that Frank was successfully able to move into his own accommodation and he is maintaining the communal gardens for his landlord.

Frank is very grateful for the support he received from CCP, which has completely changed his life and given him a safe place to live. Frank is now able to cook healthy meals, do his washing and have a shower in privacy.

CCP have helped Frank turn his life around and continue to stay in touch with him, checking in on him in his new home, helping with benefits, providing him with food parcels and just dropping in for a cup of tea.

### DAVID

Most of David's adult life had either been spent in custody or he was street homeless, staying on friends' sofas who were often drug users. David had never had his own accommodation, and had been in custody for dwelling burglary, assault, and domestic abuse. Following an attack David from PTSD and has a long-term substance misuse problem.

David needed help with housing, as not having accommodation when he comes out of custody is a significant factor in his re-offending and substance misuse. Unfortunately living with his family was not an option, as they live within one of his exclusion zones, so spending anytime there would result in him being recalled back into custody. Prior to his release from custody, CCP were able to start working with David around his housing prior as it was the main priority to make sure that he had somewhere to live when he was released where he could also have support. CCP liaised with the accommodation-based support providers and the council to ensure that he would not be placed within his exclusion zones.

David was released from custody at the height of the pandemic; however, we were able to get him in a hotel

on the day of release. He spent two nights in the hotel and then with careful planning, he was able to move into accommodation-based support.

As the world was a significantly different place to the one he had left when he went into custody, David's release from custody made him very anxious. Since moving into supported accommodation, David is doing very well, he has been taking his medication and not using illegal drugs.

CCP worked closely with many agencies in supporting David, including Probation, a Prison Resettlement Worker, Change Grow Live and Gloucester City Council, which enabled him to have a safe and supportive place to live and had a very positive impact on his rehabilitation back into the community.



## CASE STUDIES

### HEATHER

Heather is a young woman who was living with an abusive partner, which was affecting her mental health. She felt trapped because it wasn't her house and she had nowhere to turn as her family were also unsupportive. A friend spoke to her about the support available from CCP and she accepted the offer of help as she couldn't continue with her current living arrangements.

Heather was re-housed by CCP and support staff were there any time of the day or night to talk to her and over time, build up trust. CCP helped Heather with access to benefits, address debts, and she was able to complete Lifewise Modules to help in the future. CCP also helped Heather to get a new doctor so that she could get the right medication and reminded her to take the tablets until she was in a routine of doing this for herself which lead to improved mental health.

Heather said: "I feel a big weight has lifted off my shoulders and this means I can now look to the future and work out what I want from life, before I couldn't see any future except a bad



one. I wasn't supported at all by my family and felt rejected by them when things went wrong. But at CCP the staff were understanding and supportive. They listened to me and advised me, they didn't tell me what to do but they let me make the right choice. Sometimes I took the wrong choice but CCP staff were there for me when it went wrong. The staff have helped me see I have a future and I can make it a good one."

Heather now passes on the advice given to her by CCP and would like to work in a care home doing craft lessons. She has ambitions to learn to drive and afford to run a car so she can explore new places.

### COMMUNITY GROUP

When CCP had to close all our venue-based groups due to COVID-19, our community group members were left with a void and limited opportunities to connect with other people.

When CCP started carrying out welfare calls over lockdown to all our members it became apparent that many were becoming socially isolated and this was impacting on their mental well-being. Through these conversations, it was obvious that there was a need for some members to stay connected with other members and this is when we decided to use the Zoom platform to deliver our Crafty Nature Community sessions.

As Zoom was a new platform, which we never had used before, we had to firstly learn it ourselves then spend time supporting and teaching some community group members how to use it to. Once they were comfortable with it, we started group sessions. At first, we had only a few join us, but over a couple of sessions the group steadily grew to around 15 participants regularly attending. We started by working in partnership with Artspace who supplied a tutor and basic materials and we went out and delivered the materials



to all participants in a safe way. This was a 6-week course using natural and recyclable materials. The course was a huge success and laid the foundations for this group to continue on a monthly basis. We continued to run the group, using our volunteers and group members who would lead sessions. This was a huge achievement for some members who had become confident and comfortable enough to lead sessions, something they had never done before.

The group came up with session contents and shared ideas of what materials were best to use. They were very passionate about using recyclable items and that has become a focus for the group now. Sessions have included pebble art, wreath making, dry clay sculpture, painting with different mediums of paint, using foliage from local woodlands and pressing flowers to make cards. Most sessions are now run from Priors Park Neighbourhood Project in Tewkesbury, who are now working alongside us to help reach the wider community.

## CASE STUDIES

### LISA

Lisa was introduced to the Going the Extra Mile (GEM) project by Sarah, a CCP staff member who runs the Community Pantry, after expressing her issues with unemployment.

Within a week Lisa was in contact with Sam, the GEM Navigator Developer who Lisa felt was very friendly and easy to talk to and was able to explain her situation to him that she only needed a job for the next couple of months as she had plans to head to university.

Sam was able to offer some great advice on the process of applying for a university place and student finance and suggested I applied for a job through the governments' KickStart program. Sam was able to offer some insight into available jobs via the program and really helped Lisa to weigh up the pros and cons of each job role.

Through regular one-to-one sessions, Sam taught Lisa how to write a good cover letter and how to adapt her CV for specific job roles. Sam also put me Lisa in touch with Gloucestershire college to do an online course in business and administration to help



prepare for job roles to come. Lisa is still studying this course and enjoying it. Lisa also secured an interview which Sam helped her to prepare for and has secured a job as a property services assistant at Gloucester City Homes.

Lisa said: "One to one sessions with Sam were very beneficial for me. Sam was very encouraging and supportive of my ambitions. He really taught me the importance of believing in myself and appearing confident even when I felt very nervous and scared."

### CLARE

Clare was living with her mother, with whom she had a difficult relationship, which was having a negative impact on her mental health and she was using illegal drugs as a means of coping with this situation. As a result, Clare became homeless.

CCP supported Clare to apply for her own housing by registering on Home Seekers and completing a homeless application. CCP were able to support her with attending housing appointments, as her mental health issues made it difficult to do on her own. CCP worked closely with the professionals involved in Clare's support to provide supporting letters to ensure her banding was correct and she was in the best position to receive an offer of housing.

Clare was sofa surfing between friend's houses for some time before suitable housing could be identified. During this time, CCP supported Clare to ensure she was receiving all the correct benefits and she had support in place for her physical and mental health, as well as supporting her to engage with services around her substance misuse.



CCP were able to support Clare with a PIP (Personal Independence Payment) appeal, as she felt she wasn't receiving the correct level of benefit. This progressed to tribunal and now only was she awarded the correct level of benefit, she also received £10,000 in backdated award.

Clare was regularly bidding for properties on Home Seekers and she was eventually offered a flat. She was very slow at moving into the flat as she was anxious having her own home for the first time. However, CCP were able to put support in place to ease her anxiety and stress and she was able to move in. CCP applied to charities for grants for essential household items, as she did not have anything apart from clothes and personal items.

Once Clare had moved into her new property, CCP supported her with learning how to budget as she had never lived on her own before. At times she needed reassurance and reminding that this is what she had wanted, that she was in control of her environment and she no longer had to live in the difficult circumstances she had been in previously.