

IMPACT REPORT 2023-2024

WELCOME TO CCP

See what we have done during the 2023-2024 financial year

Welcome to our latest Impact Report.

This report introduces our services across the counties we work in, and provides an insight into the work we do for the people we support. Beyond the figures, there are also real life case studies where we share with you how we helped those most at risk, and the contribution made by our superb team of staff and volunteers.

The continued support given to us by businesses, organisations and partners has been immense and, especially so in the current economic climate, we couldn't do this without the support they give to 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.



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I am grateful to every one of our employees and volunteers for their care and attention in supporting CCP to prevent the causes and reduce the impact of homelessness, family breakdown and exclusion, and for their relentless pursuit of securing better tomorrows for the adults, young people, children and families we support.

Cordell Ray, MBE
Chief Executive Officer

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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



FAMILY BASED SUPPORT

CCP's Family Services provides both preventative early help and intensive bespoke family support interventions to children, young people and their families. We enable families to make positive changes to ensure families are resilient and connected to their wider community. We do this through strength-based whole family support, Positive Parenting training and community groups.

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.

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.



2916
People Accessed
FOOD HAMPERS

1207
People Accessed
HOMELESS PREVENTION SERVICES

31,448
HOURS
VOLUNTEERS gave



731
FAMILIES
Accessed family & parenting support, befriending, and Family Advocacy



1388
BUSINESS SUPPORT HOURS
worth
£21,653

7988
People Accessed

DEBT, WELFARE & COMMUNITY SUPPORT

WHO WE HELP - FAMILY BASED SUPPORT

GLOUCESTERSHIRE

Family Services, including parenting support, youth work outreach, mentoring and befriending, family advocacy, and family relationships mediation.

SOUTH GLOUCESTERSHIRE

Intensive family support: specialist provision for the most challenging and hard-to-engage families with multiple complex needs including behavioural difficulties and anger management, Positive Parenting training and specialising in SEND work.

SWINDON & WILTSHIRE

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FAMILY BASED SUPPORT

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- Reduce chaotic lifestyles and establish routines such as breakfast before school, homework, reasonable bedtimes, time for parents to relax
- Adopt healthy lifestyles and improve their emotional and physical wellbeing
- Improve relationships between family members, parents and children
- Manage children's behaviour and antisocial behaviour
- Implement evidence-based parenting skills
- Recognise the value of positive play and attachment
- Understand the process and have their voices heard in child protection cases
- Access wider services and engage in community-based activities and peer support groups

In the last year we provided direct support

and intervention to 689 families, 144 families attended positive parenting training courses, and we advocated on behalf of 145 families subject to child protection proceedings, making a total of 978 families supported.

EARLY HELP FAMILY SUPPORT

We have delivered a wide range of family support services across all tiers of need.

We support family members to:

- Parenting skills (Webster-Stratton, Triple P, Time Out and Solihull Approach), delivered on a 1-2-1 and group basis
- Intensive family support: specialist provision for the most challenging and hard-to-engage families with multiple complex needs including behavioural difficulties and anger management
- Family relationships mediation to repair broken relationships between parents and children
- Family mentoring to improve confidence, self-esteem and skills
- Family management and coping strategies: providing practical and emotional support to families to take control of their daily routines including personal hygiene, personal presentation and home life
- School attendance support, working in partnership with schools and parents to provide a better outcome for children at risk of exclusion
- Family advocacy to support parents and

children through child protection proceedings and ensure their rights are upheld

BUSINESS PARTNERS

Our partnerships with local businesses and employers bring many benefits to the charity and the people we serve, whilst facilitating businesses to give something back to their local communities and meet their Corporate Social Responsibility commitments. Nowhere is this more visible than through our annual Hamper Scamper Christmas appeal, which saw over 100 businesses mobilise to collect and donate food and gifts to vulnerable people across all of our service geographies.

We offer many other opportunities for business engagement, including:

- Fundraising to support local communities and services
- Skill sharing to support the infrastructure of the charity
- Work experience placements and mock interviews for service users to support their employability
- Employer-supported volunteering – mobilising resources to undertake projects such as home makeovers for families living in poor quality accommodation
- Support for events, appeals and emergencies, for example, by providing vehicles and drivers to deliver food parcels to vulnerable people during lockdown



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D is being supported at school and I know that if I have any concerns I can ring them directly and get things sorted. The girls are so much happier, we have been doing more things together and it is so positive at home, they are finally talking and acting like sisters again. I know this is not going to be easy but if we can keep things up I feel like it will be the 3 of us against the world again..

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I have a routine to base off now every evening and the kids like the reward chart, they are competitive and want to do better than each other. I am going to push the school more to make sure they are doing their job for the kids.

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CCP have given us practical tools to better understand our children's needs and how to support them. It has also provided a space to 'offload' and also to reflect. As the weeks progressed the reflections on the previous week became more positive.

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CCP has helped me and my son to deal with the challenges of dealing with parenting from two different houses and it has also helped my son to manage his feelings with regards to living in separate homes. My life is a lot happier and less stressful as my kids are happier in themselves which makes me happy.

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Thanks to assistance from CCP, I am now being supported by the school for an ADHD diagnosis and they are working with E around emotions. We have new rules that E is becoming more familiar with and a lot more control at home. I am aware I will wait a long time for a diagnosis, but I am happy people can see what I do, so I finally think I will get there for him.

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Life is now much better. We have been supported with transitioning to school and have been using the strategies provided to help in various situations. In the future we want to make sure A is getting the correct support, and make sure B and C also get good transitions and support.

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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.

BOURNEMOUTH, CHRISTCHURCH & POOLE COUNCIL

We provide supported accommodation and self-contained flats for 16-18-year olds in Bournemouth, Christchurch & Poole. Our team in BC&P works hard to ensure that young people are supported to move on successfully at 18 and 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 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.

SWINDON & 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 including supported housing for adults who are homeless or threatened with homelessness in central Worcester.

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

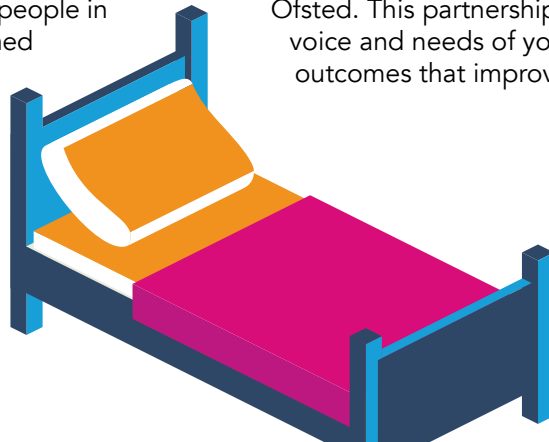
We also provide 2-4 bed homes for children in care and care leavers through our independent living service in Worcester. This service offers a bespoke support and accommodation package to young people learning to live independently.

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 16-25, 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.



DEVELOPING PARTNERSHIPS

In line with changes to national legislation we have submitted several Ofsted registrations to include all our homes where 16- and 17-year care leavers are supported and accommodated. We are becoming a regulated provider for this type of setting, and we look forward to developing a new partnership Ofsted. This partnership will help us to focus on the voice and needs of young people and delivering outcomes that improve their lives.

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. This establishes 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.

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“

I was worried and anxious about coming but I feel really comfortable and secure here. The building feels calm and homely and I have had the best sleep in weeks. Before coming I hadn't slept properly for a long time but last night I slept really well. It makes me feel a lot better. I feel like I can trust the staff. They are very professional and kind.

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“

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.

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At first I just wanted to be housed and was annoyed at staff 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.

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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 I could live a bit better and the food parcels we had were excellent because there 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.

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“

All the staff at CCP do a great job of making people feel welcome and the house is really nice. I was introduced to others in the house and this made it feel like we were a family if that makes sense! Having the staff here has been great and anything you ask them they always go above and beyond to help you. If I didn't have Evesham to go to I honestly think I would of gone back to crime.

”



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 wellbeing, and community groups increase social inclusion. Community Wellbeing and Social Prescribing service, working in partnership with GPs to support health, wellbeing, family life, relationships, education, and social inclusion.

Family Services, including parenting support, youth work outreach, mentoring and befriending, family advocacy, and family relationships mediation. Employment Support Hub Outreach (ESHO) 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 conversation 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 a 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).

DEVON

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WORCESTERSHIRE

We provide a range of community-based services including the Worcester Homelessness Prevention Service (HoPES) and Severe Weather Emergency Protocol (SWEP) service. We provide 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, benefits applications and appeals, we aim 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. We support people with access to health services, budgeting, benefits and debt, and establishing a personal support network of family members and specialist services. 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 and support, benefits applications.

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



COMMUNITY PANTRY

CCP has revolutionised the food offer to become a pantry, which achieves better nutritional balance and choice for people living in food poverty. The Community 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, alongside store cupboard staples.

The Pantry is so much more than just a food offer; we provide advice and guidance on health, wellbeing and welfare.

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
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- 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



“

The social prescriber was welcoming and the meetings felt like a productive use of time. They helped me achieve tasks I had been putting off as well as speaking to me about any areas of concern and helping to think of new stress management strategies, which have been very useful and relevant to me. The help offered was always relevant to me, I never felt as though the support and suggestions were standard but tailored to my personal needs.

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“

CCP has helped with supporting us as parents and supporting my child with helpful methods to calm him down or prepare him for what would happen. We can now manage his behaviour easier and pre-empt a lot of it. We have been supported with finding a nursery place where we are happier with home life and preschool. Thank you for all the help, it's really appreciated and we can now do the best for our child.

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“

I have never had so much support in my life before. Because of CCP and the help they have given with grants and vouchers I am able to pay my mortgage and avoid debts. This has been a life-saver for me and my family.

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“

I know that my situations could at times, have been quite challenging or my responses frustrating, but I can genuinely say I would never have got though half of what I did without CCP's support. Sam sat, listened, never judged, showed true empathy and offered suggestions and solutions. Issues he was uncertain of, he gained relevant information and relayed this back to me. This in my eyes, was quite simply going the extra mile AND beyond, and has without a shadow of a doubt, completely turned my life around.

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“

I'm incredibly thankful at how professional, welcoming and approachable the whole staff team were and indeed still are. I personally felt that the staff were so approachable and this definitely enhanced the experience for me. The 'No Second Night Out' service is fantastic and I couldn't possibly pinpoint anything you guys shouldn't do, faultless.

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Before CCP life was chaotic and I felt bad about myself, I felt I couldn't meet the children's needs and I had no care for my own needs. After working with the Family life can still be chaotic but there are more positive days. I have lowered my expectations and know that spending family time together is the most important thing. The oldest children now come out their rooms and spend time with the youngest, we communicate more as a family and I can ask what they need rather than talk for them.

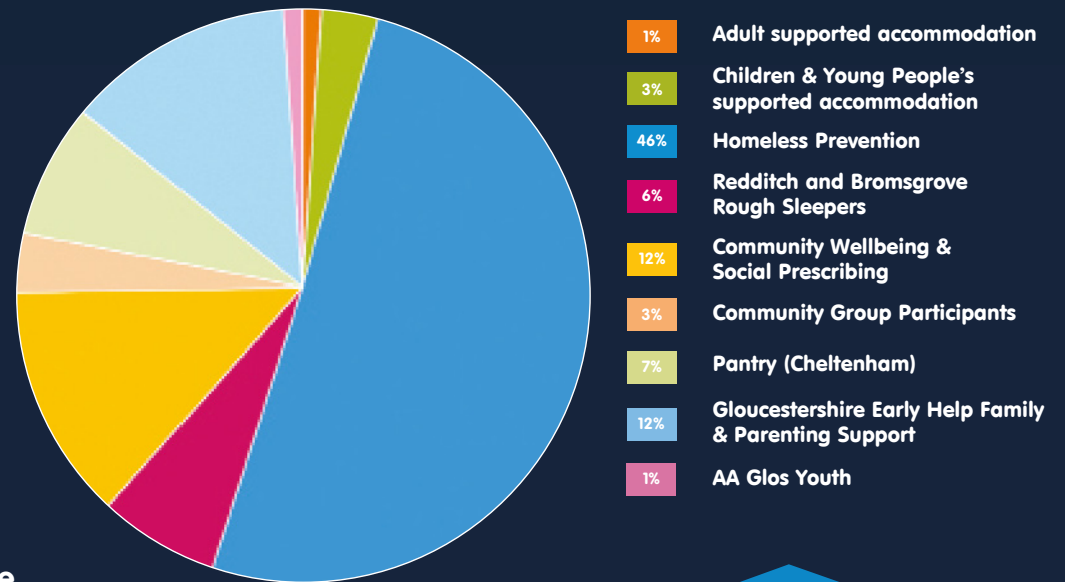
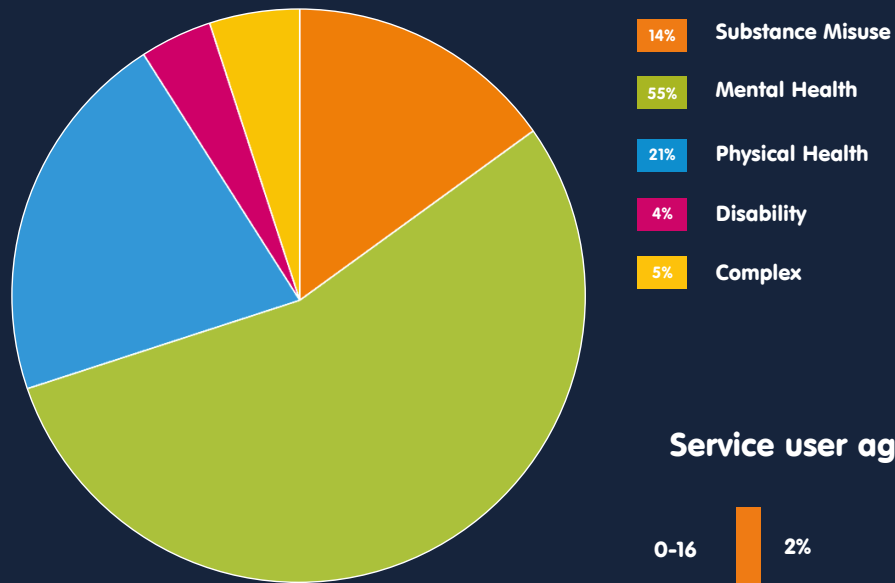
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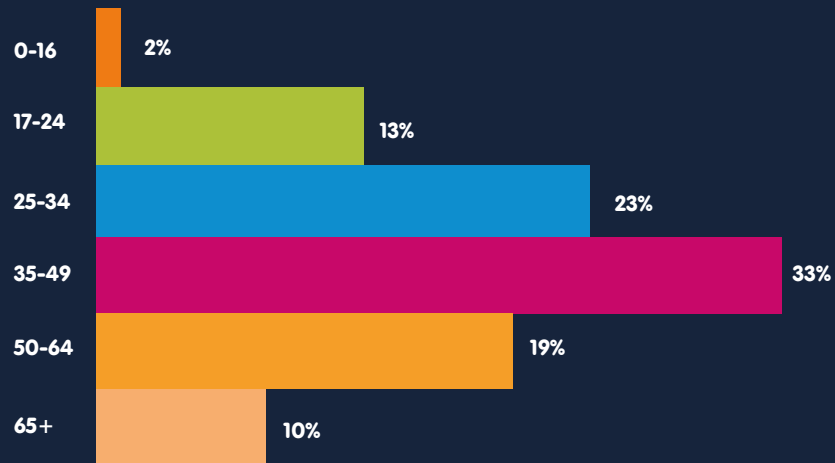
2023/24 STATS AT A GLANCE

People supported by CCP in the last year

Health conditions reported by our users



Service user age range



**ACCOMMODATION
BASED SUPPORT**

1207
People

60%
of income

**COMMUNITY & FAMILY
BASED SUPPORT**

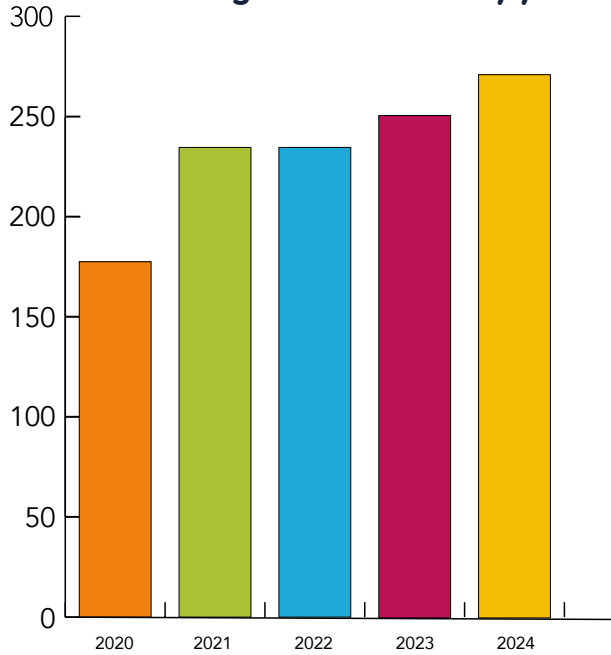
8719
People

40%
of income

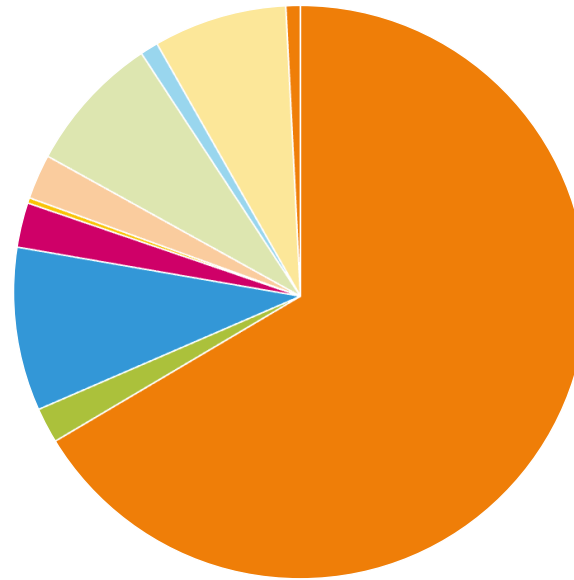


FINANCE

Average staff numbers by year



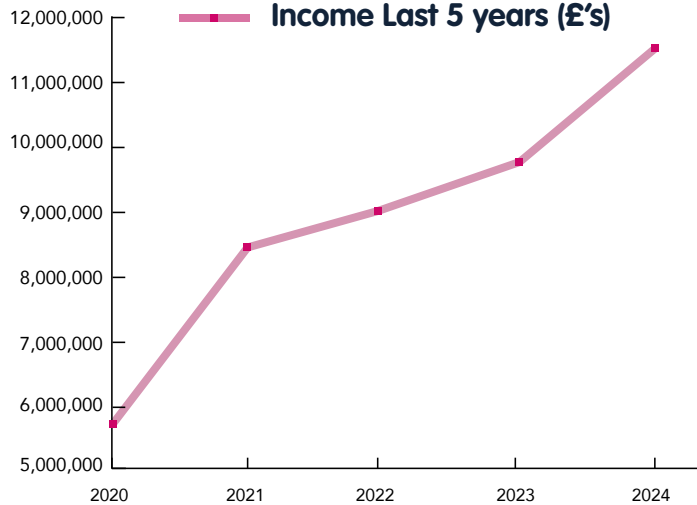
Expenditure in 2023/24



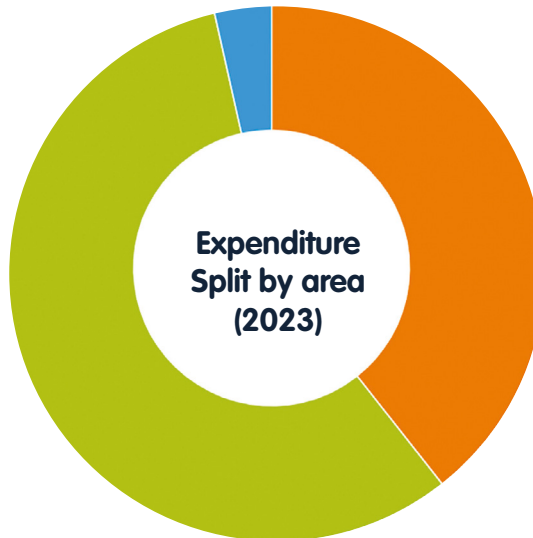
2023/24

- 0.8% Revaluation loss on Property
- 7.4% Other Staff Costs
- 0.0% Interest Payable and similar charges
- 1% Depreciation
- 7.7% Professional Fees and Legal fees
- 2.5% Administration Costs
- 0.3% Vehicle Costs
- 2.5% Equipment Costs
- 9.2% Property Costs
- 2% Client Resources and Activities
- 66.3% Staff Costs

Income Last 5 years (£'s)

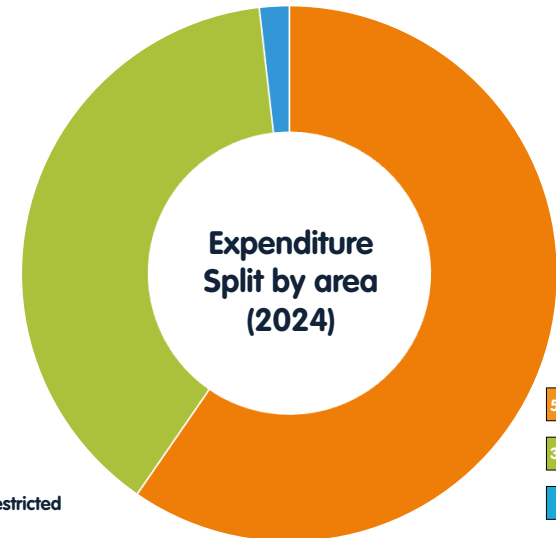


Expenditure Split by area (2023)



- 39.4% ABS
- 57.2% CBS
- 3.5% Unrestricted

Expenditure Split by area (2024)



- 59.6% ABS
- 38.6% CBS
- 1.8% Unrestricted



Short Term

Medium Term

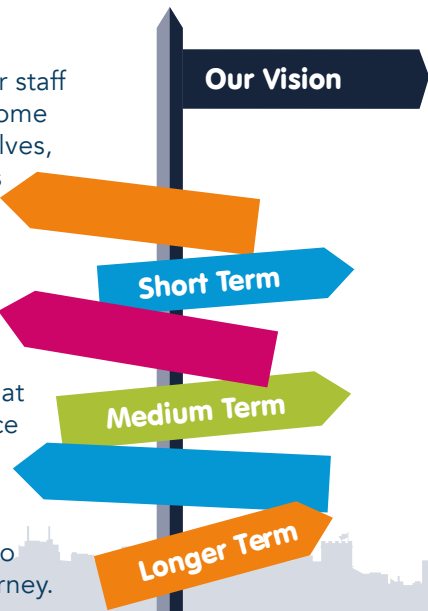
Longer Term



CORE VALUES

There is continuing work to embed our staff values 'SPIRIT,' which is poised to become the model for how we reflect on ourselves, interact with others, and the standards with which we hold ourselves and each other to account. The next stage is to further embed

Our Ambassador's Board, made up of people that are or have recently accessed CCP's services, will ensure that the voice of those with lived experience is captured and is influential at all levels of our decision-making process. Ambassadors will support embedding SPIRIT in everything we do, and help to enshrine it in all stages of our staff journey.



VOLUNTEERING

Mobilising more individuals and groups to make an impact on their doorsteps through volunteering remains a core focus for us. We will continue to enhance our volunteering offer by creating a unique experience that matches the ambitions and expectations of our volunteers, whilst training and deploying them into environments where they can make a discernible impact.

DEVELOPMENT

We will continue to develop our quality framework to ensure a consistent platinum standard is delivered to all our internal and external customers.

We aim to fully embed Trauma Informed Practice at all levels of the organisation, with an external assessment and action plan to support improvements across all CCP practices set to be implemented.





EMPLOYEE ENGAGEMENT

CONSULTATION

Through a collaborative process, we have proudly devised 'SPIRIT' – our staff values that reflect who we are and what makes us unique. SPIRIT now drives our recruitment strategy, creating a shared set of values and common language from the outset, which follows through into how we encourage staff to reflect, and to share how we 'live the values', and recognise their embodiment in others.

PLANNING FOR THE FUTURE

We have continued to make investments in developing great people, with an emphasis on nurturing great leaders – which we see as those who inspire trust, confidence, clarity, commitment and belonging.

ENHANCED ANNUAL LEAVE

Enhanced annual leave of 25 days per year, plus public holidays, is offered to all employees. An additional days leave is accrued up to 30 days per year for each year of service.

DEVELOPING YOUR CAREER

Three more of our Senior Leadership Team have undertaken intensive leadership development through the Quolux LEAD™ programme, investing 10 months of time into understanding their roles as leaders and developing new ways to impact the charity through effective leadership principles.

A new wave of leaders and managers are now able to access Quolux's suite of How-To's™ which takes similar principles and distils them into bite-sized modules that can be accessed electronically, on any device, whenever a leader needs it.

HEALTH & WELLBEING

We continue to lead the way in workplace welfare, recognising the unique pressures on staff that delivering health and social care support can bring. Our Workplace Welfare Manager continues to coordinate a strategy, championed by our Senior Leadership Team, that provides access to 1-2-1 or group internal or external counselling, and that brings together a committee of representatives from across the organisation to promote health and wellbeing across the charity. Highlights this year include:

- Menopause awareness training, and an ongoing support network for anyone experiencing or concerned about the menopause,
- Staff Away Day, bringing together nearly 200 of our staff for a day of communication, belonging and fun, and with activities centred around mental health and wellbeing,
- Training staff in Critical Incident Debrief, to respond to a situation where potential trauma for staff could have occurred.

PAY AND REWARD

With the cost-of-living crisis threatening to bite into staff salaries, we were steadfast in continuing to align our minimum wage with the Real Living Wage (RLW) and adopted as a base rate its recommended new rate, which amounted to an increase of 10.1% – the single biggest increase since its inception. We continue to be one of a number of committed employers who use the RLW as a benchmark to help ensure staff pay is fair and sufficient and reflective of the true cost of living.

Further, we have partnered with Credit Union on their Money@Work scheme, that gives our staff access to affordable loans and credit for anyone in need of financial assistance.

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 Proud2Be Network to oversee the next stages of our Diversity and Inclusion strategy.

Drawing on representatives from across the charity and co-chaired by members of the team who have a personal drive and passion in recognising that difference, makes us stronger. The Co-Chairs have recently obtained their Employee Network Leadership Stage One Qualification.

The group aims to inform, challenge, celebrate, educate and support colleagues and culture across the organisation to continue to foster a safe and diverse workforce and inclusive practices in all that we do.

“ Through Proud2Be we are able to bring together a community of staff that encapsulates all that we, at CCP, are proud to be. Our frontline teams, head office based staff, volunteers, apprentices and students of all ages, abilities, culture, faith, gender and sexual orientation share one thing in common - we are all working towards the common goal of supporting each other and those we work with. We are able to celebrate and help educate our colleagues through the rich and diverse tapestry of individuals that make up CCP.

Debra Page, co-chair of Proud2Be





EMPLOYEE ENGAGEMENT



90%

say they work within
a **SUPPORTIVE** team



95%

say that CCP has an
INCLUSIVE
workplace culture



97%

say that their
work is **MEANINGFUL**
and **PURPOSEFUL**



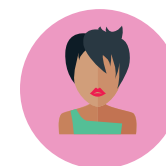
98%

say they have had
the **OPPORTUNITY** to
participate in **PROFESSIONAL**
development



96%

say they are
COMFORTABLE
asking for help
when they need it



90%

say they feel they receive
RECOGNITION/PRAISE
when they do a good job



SOCIAL VALUES



VOLUNTEERING

We encourage volunteers to get involved in all of our services

CCP has a considerable volunteer infrastructure with around 100 core volunteers active throughout the year. They provide vital 'added value' to contracted services by increasing or extending their reach where our core funding will not allow.

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.



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- and 30-day work placements for Social Work and Health & Social Care students from the Universities of Gloucestershire, West of England, Bristol, Worcestershire, Oxford Brookes and Bournemouth, overseen by qualified CCP supervisor who works in partnership with 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

CCP volunteers continue to offer time and expertise across a range of services and localities as we commit to pioneering new ways for them to add essential value to our offer and the communities we serve. To this end, we invested in a Social Value Manager to oversee volunteering, student placements and other means through which we can have a positive impact on improving access to social, employability and wellbeing opportunities for the general public.

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 2,017 food hampers and 1,970 gifts to be dispatched to individuals and families struggling to make ends meet over the festive period. Ultimately, 300 volunteers donated 1,050 hours of support to Hamper Scamper.



STUDENTS PLACEMENTS

We continue to be leaders in the field of creating mutual benefit through the hosting of social work students on placement within CCP services. We expanded our university partners across our localities to nine, and continue to offer world-class placement opportunities to social work students of the future. In return, we benefitted from the 23,100 hours of time, input, and impact of 29 students practicing within CCP, sharing their knowledge and learning with staff and clients alike. One student commented: "I had never worked in any accommodation based services before, but now I understand how, and even why they have to exist. I am able to write case notes more effectively and have acquired knowledge of the nature and application of trauma based and psychologically informed environmental theories and practice, respectively."

Students were asked what skills and experiences had they gained from the experience so far, feedback includes:

"I had never worked in any accommodation-based services before, but now I understand how, and even why they have to exist. I am able to write case notes more effectively now and been able to acquire knowledge of the nature and application of trauma based and psychologically informed environmental theories and practice, respectively."

"Early interventions with families, Communication and tools with children with special educational needs, Interface with other professionals."

"My communication, analytic and organizational skills have received a boost since my placement. I can confidently take initiative in seeking for a referral or solution for the challenge of any resident with the permission of my supervisor and run with it. I have learnt that I need to be confident when relating with the residents as they can pick on my uncertainty and fears and this may have an impact on the outcome of the session."

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 set at the Real Living Wage as a minimum, joining the pledge made by only 7,000 other employers nationally.



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 programme designed to support environmentally

and socially sustainable practices within organisations. This can mean anything from communicating recycling systems to committing to go Fairtrade; from 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 toolkit and guidance to change our organisation for the better.

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 and 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 Journaling for Positivity and Decision Making and Assertiveness, both helping her anxiety and wellbeing. 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 after receiving help from them in the past few years, plus she has also recently celebrated securing employment in an administration role.



BETH

Beth had 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 Homeseekers 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 for 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 different agencies 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 says: "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 me up when I was 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 is 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, 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 suffered 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 effecting 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 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 been 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 made 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 INVOLVEMENT

Danny was in full time employment when his mental health started to deteriorate which resulted in being admitted into a mental health inpatient unit. Danny says: "Following my discharge I was put in touch with the Gloucestershire CBS service and Sammi was assigned as my support worker. She was able to help me claim the benefits I was entitled to, help me with my housing and sort out my finances. I was also supported through the pandemic with food parcel deliveries by James, for which I was very grateful. James invited me along to zoom quizzes and mindfulness sessions and as the lockdown lifted, I attended the Men's Group, Walking Football, Tewkesbury Walking Group, New Friend's Network and Mindfulness groups.

I found the other groups very useful. They got me off the sofa and out and about. James would always give me prior notice to these events and nearer the time would phone and/or text if he had no response. This gave me the motivation I needed to attend.

James then introduced me to the Priors Park Neighbourhood Project, I



attended groups there and found that over the following months my mental and physical health was improving very quickly. I started volunteering within different areas of Priors Park Neighbourhood Project as I thought this would be a good idea to get me out the house more.

I am now in both paid and voluntary jobs and this is all thanks to the support I received from CCP. It has given me the confidence and the 'get up and go' I needed. Without this project I would still be at home every day deteriorating.

I am fully fit, seeing my kids regularly and my mental health is in the best place it's been for a long, long time. I honestly cannot thank CCP enough for what they have done. This isn't just a job to them; they all want to help and support people and to me you cannot put a monetary value on that. I will forever be in all your debt. Thank you."

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 contacted by 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 apply for a job through the governments KickStart program. Sam was able to offer some insight into available jobs via the programme 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 Homeseekers 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 she was awarded the correct level of benefit and received £10,000 in backdated award.

Clare was regularly bidding for properties on Homeseekers and was eventually offered a flat. She was very slow at moving into the flat as she was anxious about 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.