



NATIONAL
LOTTERY FUNDED

BIG LOTTERY AND HM GOVERNMENT AWARD LOCAL TIMEBANKS £50,000

CHS are delighted to have made a successful application to the Big Lottery Building Communities fund.

Gerry Cano, Timebank Project Manager, said 'Timebanking provides a way for local people to come together to help others and help themselves at the same time. Participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves. So, one hour of time given gains you one hour of 'credit'. We are very grateful to HM Government and to National Lottery players for this award.

'Over the past 5 years our Timebanks in Cambourne and Littleport & Ely have been tapping into the resources in their communities and harnessing hidden skills and talents for the benefit of all involved. These monies will enable us to continue running our Timebanks and will help us raise our impact by allowing us to increase the number of older people involved, strengthen our befriending scheme, increase the number of volunteer hours in both communities and provide support to 3 more communities wanting to develop Timebanks'.

For more information about Timebanking, please contact Gerry Cano on 01223 713549 or email gerry.cano@chsgroup.org.uk

CHS GROUP RAISES £60M ON THE BOND MARKET

CHS has raised £60m in 30 year bond finance to fund its plans to build between 100 and 150 homes a year over the next four years.

Following a roadshow to investors, the deal has an all-in cost of 3.97%, maturing in 2048.

Nigel Howlett, Chief Executive, said: 'CHS has a key social purpose providing housing, care and support services for people who are vulnerable or on low incomes across Cambridgeshire and a strong financial position is key to achieving this.'

The Group Finance Director, Tony Blewitt added: 'We have also extended our revolving credit facilities with Santander for a five year period.'



'You are the light of my eyes'

Rasha Lulua got in touch with Cambourne Timebank to ask if we could arrange a visitor to spend time with her mother. Mariam has dementia and mobility problems and rarely leaves the house. She has carers to help her get up in the morning and her husband and daughter care for her the rest of the time but she was getting lonely when they were working and she wanted someone to talk to. Renata Dory has been visiting Mariam for an hour once every 2 weeks since October for a chat. Mariam is very happy to see Renata and welcomes her in her native Arabic saying '*you are the light of my eyes*'. Rasha is pleased that her mother is having company and variety in her routine. They talk about Mariam's children and grandchildren, music and how she used to teach Arabic.

Renata said '*Working with the Timebank in order to help people who genuinely need support, is one of the most enjoyable things I can imagine spending my free time doing. Visiting Mariam for just a bit of chit chat lights up her day and that lights up mine. I'm fortunate to have a community that is engaged with such a compassionate volunteer base.*'

CHS GROUP BUILDS 16

NEW AFFORDABLE HOMES

IN LITTLEPORT



CHS has completed work on 16 new affordable homes for people in Littleport, East Cambridgeshire. This has led to 11 families being able to move in to new rented homes, with five further properties sold through shared ownership.

Funding from the Cambridgeshire and Peterborough Combined Authority's affordable housing programme and Homes England enabled CHS to build the homes, which will be available in perpetuity for affordable rent and shared ownership to local people.

Nigel Howlett, CHS Chief Executive, said: "We are delighted that these homes are now available to local families and we thank the Combined Authority and Homes England for providing funding to enable the

development to get off the ground. Local people across Cambridgeshire struggle to find long term, secure housing that they can afford and these homes give them the opportunity to stay in the community they have grown up or worked in."

With CHS already having strong connections with Littleport – providing over 60 affordable homes in the village as well as a Timebank scheme which gives local people a way to meet and support each other – the additional 16 homes will enable more local people to thrive in this community.

For more information about CHS development, please contact Mark Pigram, Assistant Director of Development mark.pigram

DOMESTIC ABUSE



One in four women and one in six men will suffer from domestic abuse in their lifetime. On average, two women a week are killed by a current or former male partner.

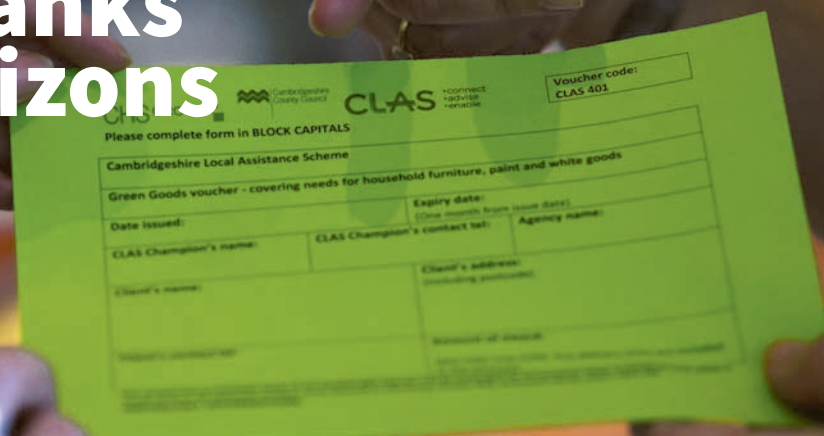
We are making progress with our journey towards Domestic Abuse Housing Alliance (DAHA) accreditation and our commitment to the Chartered Institute of Housing 'Make a Stand' and have achieved our commitment pledge.

Four years ago DAHA was formed to improve the housing sector's response to domestic abuse through the introduction and adoption of an established set of standards and an accreditation process.

So far we have made changes to our case management and agreed a training plan, reviewed our existing customer policy and created 'champion' roles. More seminars, events and networking are raising awareness amongst customers, contractors and throughout the organisation.

Please see our website <https://www.chsgroup.org.uk/my-chs-home/rented-homes/domestic-abuse/> for further information.

Saved from eviction thanks to New Horizons



Krystal is a single parent who was referred to the project to help her improve her IT skills. It became apparent that her situation was complicated, with a number of debts and she had also received an eviction notice from her Housing Association. As Krystal says "I decided to enrol because I had lost my way, with bills, my debt and my life in general".

In the short term Krystal was issued with food bank vouchers, awarded a CLAS grant (Cambridge Local Assistant Scheme) to pay for a new mattress and a Staywell grant of £200 for her energy bills. She also successfully applied for a LITE tariff for her water and was given an 80% discount. Her coach helped her to negotiate repayments for her priority debts and to attend appointments with Citizens Advice Rural Cambridgeshire. Following debt advice from them, New Horizons was able to pay for her to have a Debt Relief Order put in place.

While her money situation was improving, Krystal was able to borrow a laptop and improve her IT skills in order to find employment opportunities and improve her CV. By bringing together coaching on money, online and

work, New Horizons has helped Krystal to turn her life around. She now feels in control of her money and has recently started a job in a local café and has signed a new contract with her Housing Association. As Krystal says:

"Amanda would know who to contact and gave me the courage to speak to debtors and sort it. I am now in a supported place where I feel in control and it feels great".

New Horizons provides 1-2-1 coaching on money, getting online and work for anyone who is isn't currently in employment. It is funded by the Big Lottery and European Social Funding.

For more information contact new_horizons@chsgroup.org.uk



‘More time to care’

As part of our Digital Strategy, and in line with our Corporate Objective to provide excellent services that respond to our customers' needs, CHS recently introduced Nourish, an electronic care management platform to our three residential care homes.

This platform enables our care teams to plan, record, report and co-ordinate care whilst on the go. Staff can now record more accurate details in less

time and the information is shared across the whole team. For example, where people require monitoring for fluid intake, the system automatically adds quantities when staff enter information on the system and makes alerts if people are not having enough to drink. Daily notes writing is speeded up and handovers and risk assessments are automated. There is also a reduction in paperwork such as separate charts and medication paperwork.

Early results show improved productivity, a reduction in errors and staff and manager's time is freed up - allowing them to focus on quality care rather than administrative tasks. There is a better work balance for staff, allowing more time with residents and less on administration, increasing job satisfaction, and improved quality of personal care and activities for residents.

Beryl Gillespie, Head of Older People's Services said 'it saves time, but it's what we are able to do with that time that really matters – more time to actually care for people'.

Further information about the support available to residents is available at <https://www.chsgroup.org.uk> or contact Beryl Gillespie, Head of Older People's Services beryl.gillespie@chsgroup.org.uk

Who runs CHS?

CHS is led by a Board of up to twelve local people who have a wide range of experience and skills.

Three new Board Members were appointed from September.



Karen Mayhew

Karen Mayhew was previously Chief Executive of Havebury Housing, is on the Board of Chelmer Housing Partnership and is Director at Homes for Cambridgeshire and Peterborough, a consortium of housing associations. She sits on the Group Audit & Finance Committee.



Chris Knight

Chris Knight is CEO of Legal & General's Retirement Retail Division and has also held a number of finance roles at L&G and has been a member of a wide variety of Boards. He sits on the Group Audit and Finance Committee.



Phin Hodson

Phin Hodson is a Cambridge-based management consultant and non-executive director with particular interests in strategy, business planning and digital transformation. He has worked across health, social care and the third sector to improve services and lead strategy development and digital business cases for government departments. He sits on our Operations Committee.

In February, the Board also appointed:

Alex Colyer FCCA was Deputy Chief Executive and Chief Financial Officer at South Cambridgeshire District Council. He has held senior positions at a number of Local Authorities and brings a wealth of experience in financial management and business efficiency. Alex sits on our Audit & Finance Committee.

If you would like any further information about CHS's Board or Committees, please contact Alison Booth, Corporate Services Manager, on 01223 713757 or email her Alison.booth@chsgroup.org.uk

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RAISE THE ROOF FOR YOUNG PEOPLE



Daniel Zeichner MP, visits CHS staff and supporters sleeping out.

A sponsored sleep out on Saturday 1st December raised £3000 for our young people at risk of homelessness, which will make a big difference to their lives.

Whilst living in our services, our young people are provided with a room and support from our experienced support staff and this is funded by the Local Authority. However, most of our young service users don't have a support network to rely on to help them both financially and emotionally through tough times. We are raising money so that we can support our young people when they need it. Sometimes, a little help at the right time is all it takes to make a huge difference in life.

When young people need help:

Bradley was suffering from severe toothache one weekend and was offered an emergency dental appointment at an out-of-hours rate of £100. Bradley's realisation that he couldn't afford this and would have to endure the pain for another two days only added to his distress. Bradley needed access to funds for emergency treatment, on an occasion when most young people could rely on a relative to support them.

Helen came to one of our services in 2016, having just pulled out of a college course due to a number of personal issues. She spent 18 months working through these and was accepted back onto the course in 2018, only to find that she was required to pay an

upfront registration fee of £50, which she didn't have. Helen needed access to a loan in order to further her education, when most young people would have this funded by their families.

Our support fund can offer emergency toiletries, phone credit, travel fares, specialist counselling, loan of a laptop for college, interview clothes, activities with residents to learn about themselves and others, and develop aspiration, motivation and inspiration.

Local MP, Daniel Zeichner visited staff at the sleep out and said *'I am proud to continue playing a part in the Raise the Roof campaign, having already seen first hand the commitment of CHS' employees and supporters to raise such vital funds. This event inspires our community to ensure our vulnerable young people are supported in moving forward.'*

JustGiving™

If you would like to donate, you can visit our JustGiving page at www.justgiving.com/campaign/CHSsleepout2018

For further information, contact Andrew Church, Head of Community Support Services on 01223 713747 or email andrew.church@chsgroup.org.uk

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CHS Group recognises the importance of trying to reduce the environmental impact of our activities.

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