

## Case Studies and Feedback

All funded projects are required to submit case studies and beneficiary feedback as part of their regular monitoring reports. Below is a selection of case studies and beneficiary feedback.

### **Cambridge Acorn Project CIC 'Tetris Emotional Wellbeing Project'**

B, aged 13, had 6 months of the Tetris intervention, albeit some of it disrupted by COVID. When he joined the project at the end of Year 7, B reported low mood, disruptive behaviour and anxiety, and the school reported that they were considering beginning an EHCP application as he was quite far behind academically, struggled to engage, and was exhibiting a lot of negative behaviour.

Feedback from school after the Tetris intervention: B is "achieving a huge increase in positives and is not trying to hang around out of lessons as he did last year. He is better able to articulate his worries and is not exhibiting the anger outbursts that were so frequent last year. He is also more open and trusting of adults, comes to talk quite willingly and appears happier". As evidence of this, between September and mid-December, B achieved 48 positive behaviour points, as many as he did for the previous entire academic year.

### **Cambridge United Youth & Community Trust 'Forever United'**

The Forever United project has had a positive impact on beneficiaries as outlined in the feedback below.

*"I am starting to be more confident and feel that after a very long time of very negative feelings and thoughts that I can see light at the end of the tunnel."*

The social impact research conducted by EventID Sports Consulting Ltd on behalf of CUCT showcases the impact the project has on its beneficiaries. Two important statistics that came out of the report are:

- 1) 80% of participants feel the Forever United activities are positive or very positive for their sense of community.
- 2) Reported feelings of loneliness often/always 2%. This is lower than national and local averages. During the 21/22 Season 117 unique participants attended the project's Lunches and/or Afternoon Teas resulting in a positive impact on their wellbeing.

One participant stated, *"It has helped me feel part of the community, especially when able to help with activities. It was rewarding to feel needed and helpful."* Another said, *"Afternoon Teas are...a great chance to come out and meet lots of friends and enjoy the entertainment."*

One new Jolly Jogger, who also accesses some of the other projects that the Trust runs, has a history of mental health problems, including anxiety. He made it clear about the positive impact the Trust has had on his wellbeing, *"The Community Trust is the best thing that's ever helped my head. I am so impressed with what you all offer and I tell everyone weekly"*.

The project was aware that Wellbeing Walks would be good for people's physical health, but they also discovered that they are a great vehicle for helping people's mental health too. One

beneficiary stated: *"The strongest benefit is the social interaction with others who are also enjoying the outdoors"*.

Case study:

Diane heard about our Forever United programme during the pandemic and is now one of our regular Forever United attendees, fully embracing what we have on offer. She has openly expressed what a positive impact it has had on her life.

*'I had heard about CUCT as a few of my friends went along to some of the activities, but I'd never been to any myself. My daughter suggested I go along to one of the lunches now that I am retired and I have been going with my husband ever since.'*

The lunches aren't the only activities Diane joins us on. She is a regular attendee at our weekly walks, monthly afternoon teas and virtual afternoon teas. She went on to say how her physical and mental health have greatly benefited from the activities.

*'Joining Jake on our weekly wellbeing walks gives me a chance to get some physical exercise and enjoy the green spaces and nature. Whilst all of these are important to me personally, perhaps the strongest benefit is the social interaction with others who are also enjoying the outdoors. I highly recommend that each walk is tried. Afternoon Teas are also a great chance to come out and meet lots of friends and enjoy the entertainment provided by Simon and Jake. We do lots of fun themed quizzes and games of bingo, all topped off and washed down with tea and coffee and a variety of cake selections.'*

Diane represents everything that Forever United is about."

### **Centre 33 Extension of Someone to Talk to (STTT)**

Feedback from Parents attending webinars:

- *"Many thanks. A challenging and complex area was explained in a stimulating and accessible way with great sensitivity"*
- *"Useful coping strategies to enable me to work with my child"*
- *"Amazing session. Thanks Pinpoint. Thanks Centre 33. Very enlightening! Very well explained. Loads of helpful advice"*
- *"Amazing session. Thanks Pinpoint. Thanks Centre 33. Very enlightening! Very well explained. Loads of helpful advice"*
- *"Not only help me help my child it also help me understand my anxiety"*
- *"Many thanks. A challenging and complex area was explained in a stimulating and accessible way with great sensitivity".*
- *"Good to hear of other parents same situation"*
- *"The fact that this was on in the daytime, and free and easy to access was really important. I will def share this with other parents"*
- *"Useful coping strategies to enable me to work with my child"*

### **Fenstanton Parish Council 'Community Warden'**

The case studies below highlight the impact of the community warden scheme on the people it supports:

1. A gentleman who lives alone, he has good mobility but uses 2 walking sticks to aid his walking. He does have contact with family but they don't live nearby. They call him daily and visit at the weekends, once a month. He requires the use of a stair lift to access upstairs.

The warden made her call to him one morning and he was upset and frustrated due to his stairlift not working. He told the warden that he had been calling the company all morning but that it was constantly engaged. The warden could tell that this was causing him a lot of upset and also would mean he has no access to upstairs. She asked him for the name and number of the company and said that she would make contact with him and update him later. When she called the number, it did give an engaged tone but also sounded slightly different to the normal tone. She googled the company and after a bit of research she was able to find an alternative number to call. She got through straight away on this number and was able to advise of the situation. The company contacted him and came out the next day to fix the stairlift. The engineer was also able to go through the control panel with the gentleman to show him what he needed to do if this was to happen again. The gentleman was so grateful and told the warden "Thank you very much for finding the correct number, I was getting very frustrated". The warden also received a text from a family member saying "thank you for supporting dad and finding the correct number. This has been a great help"

This support has helped improve his mobility and safety around the home.

2. A lady living on her own, has family nearby who have regular contact with her and carry out her shopping online. She has a degenerative eye condition which has really knocked her confidence especially in regard to accessing the local groups within her community. She would cancel pre-arranged offers of taking her to local clubs by calling on the morning and saying she was poorly and her eyes were sore. The warden spoke to her about a forthcoming coffee morning in the village and she said that she would like to go and meet some local people. Together, they put the information in her diary so she was prepared. Nearer the time, she began to say to the warden that she was worried that she wouldn't be able to engage with others due to her eye condition and so she was thinking of cancelling it. The warden reassured her as best she could that it was a friendly coffee morning and that she is great at having conversations. The warden also advised that she was going to go on the Saturday and would be staying there the whole time and she was more than happy to take the lady there and back if that would help her confidence. She was happy with this on the understanding that if she got there and wanted to come home before it ends, that she would be able to. The warden assured her that would be fine to do if needed. On arrival to the coffee morning, the warden introduced the lady to a couple of people that she knew from attending previously. The lady was also pleased to see that a family friend was there helping to serve hot drinks. She had a really nice time and was happy to stay the duration. Since this, she has attended another club in Cambridge which is run by CamSight. All previous times, she has cancelled attending the club. She told the warden that she feels a lot more confident now and feels at ease talking to others and that they talk to her.

This support from the warden has really given the lady the confidence to access her community again and help reduce her feeling of isolation. It is also improving her self-confidence and independence.

**Headway Cambridgeshire 'Getting Ahead: Resilience and Wellbeing Programme'**

D is a 50-year-old woman. She presented to the service as she was 'struggling'. She stated she had recently given up/lost her job as struggling with tiredness, memory and emotions. Her original injury was at age 22 as a result of a hypoxic brain injury. She gave a history of 2 weeks unconsciousness and a longer period of amnesia. Following her injury she spent 8 months in hospital, was unable to walk, with right sided weakness. She had lost her speech, had visual and olfactory impairment. In the years following the injury she experienced considerable problems with executive functioning, and it was clear during the group that anger, anxiety and depression were long standing issues. D had a very difficult early family life, and her mother was hospitalised with mental health problems. She left home at an early age but following her injury became dependent on her mother again. and while she had become increasingly independent over the years their relationship was a continued source of tension. Her sense of loss and loss of self-identity after an injury at a young age pre-occupied her. Her self-esteem was low and she identified negative automatic thoughts and anxiety in social settings.

One of her goals related to decreasing her social isolation and managing the anxiety she felt when going into new social situations. After the resilience group D joined the Community Connections group and is now planning on volunteering in the Wednesday Hub and is thinking of applying for the new Peer Support Worker programme that is currently in development.

### **Kings Hedges Family Support Project 'Pandemic recovery and early years support with KHFSF'**

Kings Hedges provided a number case studies as part of the contract monitoring which have shown how interventions they have delivered have improved children who may have speech and language needs. Even if therapy was not deemed as required, it has noted what happened, why and how these families were supported or signposted to other services.

#### **Case Study 1**

L is 4 and starting school in September, L's speech lacks much clarity and enunciation. We have been working with him and the parent to base activities around this. We have used the child's interest base to create activities that give us an opportunity for him and the parent and staff to have conversations and opportunities for adults to say his words back to him. We have given parents i spy sheets, conversation cards and games to practice at home. We are working very closely with the parents, MASH and 100 Houses housing association for ongoing domestic issues. Once engaged L enjoys working on activities and we have seen some improvement in the speed of his speech and clarity. We have worked with mum, as she speaks very fast and not always clearly, asking her to engage him, come down to his level and really be present with him.

L flourishes with adult interaction and attention. Our Early Years worker feels that speech is mostly environmental and not due to underlying SEN. We can see that L is quite advanced with fine and gross motor skills and with his understanding of the world around him. L takes part in singing activities and keen to talk to adults and relay his thoughts. He likes to share a book and jigsaws with adults.

#### **Case study 2**

T is 3 and comes from a large family, his speech is quite delayed, and he has attachment issues. Mum is working with other organisations also, so it has taken us a while to gain T's trust. But he is starting to engage with singing and books available within group. Our Wednesday group is a

perfect group for Tommy as it's a smaller area and he feels more calm, he gets overwhelmed in a large venue. T relaxes more and will join in, his speech is delayed, and we have with working with his parent and lent some book bags for them to do at home where he feels most relaxed. The family are getting help from Best Start in Life programme, however we see the family twice a week and this fosters trust and good relationships especially with T as he has attachment issues and undiagnosed sensory issues.

### **People Potential Possibilities (P3) 'Working with hoarding behaviour'**

Feedback from clients

'I think I can blame you for making me feel happier. Really pleased with the service, you have changed my life. Didn't expect to do what we have done when you first got involved. Really happy.'

'I originally declined support as I was nervous and didn't want to be told what to do. My experience of the service has been great. S has not been strict, and never been angry and getting on at me. She has been kind, nice, friendly, and supportive. I am happy with what we have achieved, and I now sleep on a sofa instead of the floor.' (PWWA choices to sleep in lounge, has done for years and does not wish to sleep in a bed in a bedroom)

'The service has been very supportive of my needs and clearance of my flat to make it safer. They have ascertained the difficulties I have been facing. They have improved the welfare of myself and other residents of the block of flats. I am finally receiving the support I need. Thank you for improving my safety.'

'Thank you so much for your help I would never have been able to start without you both'

Professional Feedback:

Cambridgeshire Fire and Rescue Service: "I just wanted to say thank you for all the support you have given me over the last few months. Your service has been invaluable to us at Cambridgeshire Fire and Rescue service. You and the team are always on hand to give help and advice to us even if the hoarder is not in an area you cover. With hoarding being such a huge problem in our county you are the only service that is available to us, to turn to for help. The progress you have made with some of the referrals has been amazing."

Tenancy Sustainment Officer – Housing Association: "I am writing in support of P3's hoarding service. I have a tenant who is currently supported by P3 and the impact this has had on the tenant is huge. Not only is the property safer because of their intervention but also, they have been able to build a relationship which has had a positive impact on her mental health. Half of this support was during the midst of the pandemic when support was over the phone so still to have been so successful during a time when restrictions were in place is testament to how fruitful the service is. As a front-line worker, myself I cannot stress enough how vital this service is, there is no other service that I know of that supports hoarding in such a way."

### **Red Hen Project 'Bridging the Gap - Red Hen Early Help'**

Feedback from parents

- 'Theresa gave really good advice. She was calm and helped show me things I could do to stay more in control at home. She helped me see where I was in the wrong as well as what I was good at.'

- 'Hearing other parents talk about their stories has really helped me realise I'm not the only one'
- Before, I was sad and depressed – I didn't have any energy for me or the kids. Now I feel much more positive and happy - I put the music on and I dance and the kids join in. I have energy to go to the park and shops and not just come home and put kids in front of the tv and do jobs - I used to be stuck – really negative.'
- 'They are great people to work with, a lovely team. Calm and relaxing and I don't feel rushed to sort things out. I've had support in the past but I didn't feel listened to and that I only had a short amount of time to sort things out.'
- 'I wouldn't have thought I would feel so positive in such a short amount of time.'
- 'I have learnt new strategies and I have learnt about my own behaviour as well as my child's behaviour.'
- 'I have changed the way I discipline and being calm helps a lot.'
- 'I have learnt so much, feeling much more confident about parenting.'
- 'I learnt a lot of new tools and strategies that I used over the last weeks and they worked!'
- 'I think way differently how I parent. I'm constantly checking myself and whether I'm being respectful, understanding, and calm when parenting. I liked how each session built upon each other.'
- 'I've realised things, like it's important to look after yourself also; why my children don't like to be told off, what is actually active listening; I remembered things each I knew, but forgot them. Listening to other parents was encouraging and useful...'
- 'Being calmer and giving time definitely helps the kids and everyone feels happier.'
- 'Just in general feeling a lot calmer and happier in myself.'
- 'I am now able to be calmer, to avoid getting angry, upset, or stressed as a consequence of my child's behaviour.'
- 'I look at my children in a different way and I am very happy that I've made this change.'

### **Sutton Timebank 'Sutton Timebank'**

Christmas Cheer Project: Christmas bags with treats and a small gift were put together to go out to residents the Timebank had been supporting and a few residents that had been put forwards from Revd Mary and Timebank members.

The Timebank asked the community for donations, and we were overwhelmed with the response. The initial plan was to aim for 15-20 Christmas Cheer bags. We had so many donations we were able to put together 45 bags. The bags also included a 'Stay well this winter' booklet provided from the County Council and a small card and gift from the church.

Timebank members delivered these to residents before Christmas. We had an amazing response from them, and many people were touched the community had thought about them at Christmas.

### **The Kite Trust 'Building Support Networks for LGBTQ+ Young People'**

We had a new volunteer enquire about joining us in December 2020. They had heard about us from a young person who attends the Kite Trust groups during their day job which is as a mental health nurse and wanted to do more to be an ally to the LGBTQ+ community. They completed a

volunteer induction in January 2021 and vetting processes to start volunteering with groups in March 2021. They have become an extremely reliable volunteer supporting our groups in Cambridge, including at a guided walk around Milton Country Park. As a second adult, in addition to the youth worker, they were able to ensure all young people were included in the activity, increasing the diversity of adult role models that young people could meet and get to know.