

**INNOVATE AND CULTIVATE FUND END OF YEAR EVALUATION REPORT**

*To:* **Communities and Partnership Committee**

*Meeting Date:* **8 November 2018**

*From:* **Sarah Ferguson: Assistant Director, Housing, Communities and Youth**

*Electoral division(s):* **All**

*Forward Plan ref:* **N/A** *Key decision:* **No**

*Purpose:* To consider and agree recommendations emerging from the key findings of the Innovate and Cultivate Fund Evaluation Report

*Recommendation:* The Communities and Partnership Committee is asked to consider and approve the recommendations outlined in paragraphs 2.11 (i to vi) of the report for future rounds of ICF

The Committee is also asked to note and comment on the process for the next round of the programme as set out in paragraph 2.12.

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<b>1.</b>	<b>BACKGROUND</b>
<b>1.1</b>	<p>The Innovation Fund was launched in November 2016, with 5 projects receiving approval for funding from April 2017 as a result. Learning from those early rounds, a review and refresh of the fund was carried out resulting in the current Innovate and Cultivate Fund (ICF) as agreed by the Communities and Partnership Committee on 24 August 2017.</p> <p>It was agreed that a further review would be undertaken during 2018 in order to ensure that the fund was being utilised and making an impact in the areas it was set up to do.</p>
<b>1.2</b>	<p>The ICF has two funding streams:</p> <ul style="list-style-type: none"> <li>• <b>Cultivate:</b> small grants of £2,000-£10,000 aimed at encouraging local networks where people help themselves and each other. This is a single stage application process, with applications approved by the Recommendation Panel put before the Communities and Partnership Committee to confirm the award of funding.</li> <li>• <b>Innovate:</b> larger grants of up to £50,000, for projects that demonstrate an innovative approach. This is a two-stage application process and those approved by the Recommendation Panel at the end of the second stage are put to the Communities and Partnership Committee to confirm the award of funding.</li> </ul>
<b>1.3</b>	<p>The ICF aims to reduce demand on high cost Council services, by strengthening support and services that are delivered within, and led by, communities. Priority areas of service where funding applications are most welcome are initiatives which reduce the need for children's and adult social care interventions. The Waste Service priority was removed in August 2018 (see para 2.3 for further information).</p> <p>All projects must show that they will:</p> <ul style="list-style-type: none"> <li>• Reduce pressure on council services or reduce council expenditure, leading to a return on investment</li> <li>• Be either new or build on an existing project in a new location or with new beneficiaries</li> <li>• Achieve one or more of the County Council's 7 key outcomes</li> </ul>
<b>1.4</b>	<p>At the 5 July 2018 Committee meeting, it was agreed that an ICF end of year evaluation report would include:</p> <ul style="list-style-type: none"> <li>• A brief summary of project outcomes and potential returns on investment from the four Innovation Fund projects completing the first year of funding</li> <li>• Analysis of ICF applications received: the number of applications submitted by service area, the number of successful funded projects by service area and geographic area, the most common reasons for rejection for unsuccessful applications, and applicants that have been supported in other ways including access to other funding</li> <li>• Progress of 'live' ICF projects: early monitoring outcomes and good news stories</li> </ul>

	<ul style="list-style-type: none"> <li>• Summary of lessons learnt from the first year of the Innovate and Cultivate Fund</li> <li>• Recommendations for the future of ICF</li> </ul> <p>Section two outlines the outcome of the evaluation against these criteria.</p>
<b>2.</b>	<b>SUMMARY OF EVALUATION</b>
<b>2.1</b>	<b><i>Innovation Fund Project Outcomes</i></b>
	<p>Set out below is a brief summary of project outcomes and potential returns on investment from the four Innovation Fund projects completing the first year of funding:</p> <p><b>Carers Trust</b>  £49,999 was awarded to develop carer friendly community hubs, open to all, but particularly targeting the over 80s. The project has achieved its stated aims and targets and supported the agreed number of target beneficiaries, despite a mid-year revision of project deliverables. Taking into account the original investment, the estimated cost avoidance savings from this project is £45,289. Given the sustainability of the project model, savings will continue to be delivered in future.</p> <p><b>Cambridge Housing Society (CHS) Group</b>  £45,815 was awarded to develop more Timebanks across the county, further integrate them with Time Credits, and enable the Timebanks themselves to become more financially sustainable. Overall, the project has been very successful. Four new Timebanks have been established and CHS Group has won the tender to deliver South Cambridgeshire District Council's Timebanking pilot project to set up two new Timebanks. The project also developed a Cost Benefit Analysis (CBA) methodology for Timebanks, which has demonstrated a £98,398 cost avoidance saving as a result of the project over the course of the year. Taking into account the original investment, the estimated savings from this project is £52,583. Importantly, the return on investment for CCC will be delivered well into the future.</p> <p><b>Somersham Parish Council</b>  £25,000 (£10,000 for year one, £15,000 for year two) was awarded to carry out activities aimed at improving the quality of life for those with neurological conditions and linking them and their carers into other support and networks offered by the Somersham and Pidley Timebank. During year one the project has met or exceeded its targets by widening the criteria for participants beyond those with neurological conditions to include other conditions. From the case study examples supplied, the project was able to demonstrate potential cost avoidance savings to the Council of over £32,000. Taking into account the original investment for year one, this offers a potential return on investment of over £22,000. These potential cost avoidance savings relate to a range of Council-funded services such as reablement, domiciliary home care, respite care and residential care.</p> <p><b>Switch Now CIC</b>  £10,500 was awarded to train, support and mentor young adults with learning difficulties to progress towards voluntary, paid or self-employment. The project ends in November, and due to delays setting up referral pathways, it has not yet achieved its</p>

	<p>targets. It is therefore unlikely to support the targeted number of people for long enough to achieve its stated outcomes within the one year funding period. However, strong foundations for this programme are in place and Switch Now has excellent relationships with local small employers and success in working with clients' support networks to ensure they understand the benefits of having a plan for progression in life. This type of project takes time to establish and is more resource heavy than day care in the early stages, but offers a sustainable model and will provide a return on investment over a longer time period.</p> <p>Client feedback and case studies for the above projects are in Appendix 2 attached.</p>
<b>2.2</b>	<b><i>Analysis of ICF applications received</i></b>
<b>2.3</b>	A total of 68 grant applications have been submitted to the refreshed Innovate and Cultivate Fund (34 Innovate, 34 Cultivate).
<b>2.4</b>	<p>Number of applications submitted by service area:</p> <p>All applications have focused on supporting priority service areas, with the majority supporting Adult Social Care and Children and Families services, with a small minority of applications for the Waste Service. Grant applications by service area are illustrated in Chart 2 of Appendix 1.</p>
<b>2.5</b>	<p>Number of successful funded projects by service area and geographic area:</p> <p>19 ICF projects have been successfully funded (7 Innovate and 12 Cultivate).</p> <p>All successful applications have been within Children and Families and Adult Social Care priority service areas, with some crossover with Community Engagement. There have been no successful waste service applications. The waste priority was withdrawn in August 2018 on the advice of the service lead for waste who concluded that waste projects are very unlikely to offer a return on investment over the funding period.</p> <p>There was a largely even spread of successful applications from organisations delivering projects in Huntingdonshire, South Cambridgeshire, Cambridge City, and East Cambridgeshire. Organisations delivering projects in Fenland submitted fewer applications and had correspondingly fewer successful applications. See Chart 1 of Appendix 1 for the project delivery areas of submitted applications.</p> <p>It should be noted that 9 of the 19 projects are being delivered in more than one district, with 4 of these delivering across the county.</p> <p>Successful grant applications by service area and geographic area are illustrated in Chart 3 of Appendix 1.</p>
<b>2.6</b>	<p>Most common reasons for rejection for unsuccessful ICF applications:</p> <p>Applications were most commonly unsuccessful because they received low panel</p>

	<p>scores on the following criteria relating to return on investment (ROI) over the one to two year project funding period:</p> <ul style="list-style-type: none"> <li>• Project beneficiaries receive high-cost support or services from the council or are likely to need high cost support or services in the future</li> <li>• The project provides evidence that it will either reduce the need for people to use council services and/or reduce council expenditure</li> </ul>
<b>2.7</b>	<p>Unsuccessful applicants that have been supported in other ways:</p> <p>3 unsuccessful ICF applicants received funding from other donors through Cambridgeshire Community Foundation. Applicants were also signposted to other suitable grants and to other organisations for support, for example to Support Cambridgeshire if there were issues with the organisation's structure or policies.</p>
<b>2.8</b>	<b><i>Progress of live initiatives</i></b>
	<p>11 Innovate and Cultivate Fund projects have submitted a first quarterly monitoring report. These projects are establishing foundations and will, in the next quarter, be able to report more directly against targets. Case studies and client feedback illustrate some early successes and good news stories.</p> <p>Client feedback and case studies for two ICF projects are in Appendix 2 attached.</p>
<b>2.9</b>	<p>The refreshed Innovate and Cultivate Fund is widely considered a success by applicants, with 81% of applicants responding to a feedback survey reporting being happy or neutral about the application process, 94% agreeing that the revised webpage contained sufficient information, and 88% of those who attended finding the applicant advice sessions useful. The survey and informal feedback shows that the 2-stage Innovate application process, which takes up to 5 months, is considered overly lengthy particularly for medium-sized projects.</p>
<b>2.10</b>	<b><i>Lessons learnt</i></b>
	<p>The following are key lessons learnt from the first year of the refreshed Innovate &amp; Cultivate Fund:</p> <ol style="list-style-type: none"> <li>1. Application quality and suitability has improved with the introduction of ICF pre-application advice sessions offering 1:1 project advice from service experts and group tutorials from Business Intelligence and Cambridgeshire Community Foundation.</li> <li>2. The quality and success rate of applications have been improved by the enhanced role of service leads in supporting potential applicants through the application stage and managing successful projects.</li> </ol>

	<ol style="list-style-type: none"> <li>3. The enhanced role of service leads coupled with the growing number of funded projects has increased officer workloads. Service directors play a key role in identifying additional service lead support as needed to ensure that workloads remain manageable.</li> <li>4. To avoid unnecessary delays to the start of newly funded projects, service leads are now setting up appropriate client referral pathways during the project inception stage.</li> <li>5. Unsuccessful Innovate projects that fit service priorities but do not meet the full criteria of the fund are submitted to the Transformation Team for further consideration.</li> <li>6. To increase submissions of more innovative applications, officers are developing materials to promote the fund more widely via Nesta and other regional and national funding portals.</li> <li>7. To increase the application rate for projects delivering in Fenland, officers have increased promotion of the fund to Fenland and offered more pre-application support to Fenland organisations. The September 2018 pre-application advice session was held in March, with good representation from Fenland organisations.</li> <li>8. To more accurately reflect the longer term impacts of preventative work and to increase the success rate of projects that do not demonstrate a return on investment over the 1 to 2 year project lifetime, the estimated ROI period will be extended to up to 3 years going forward. See 2.13.</li> <li>9. The Steering Group has also considered the current threshold of £10,000 for applications to the Cultivate Fund, acknowledging the benefits of expanding the threshold to allow for more sustainable and perhaps longer term community projects to be established. This would also allow larger projects to secure funding via the shorter one-step process. With agreement from the Head of Finance, the Steering Group suggest a revised threshold of less than 100% increase.</li> </ol>
<b>2.11</b>	<b><i>Recommendations for future of ICF</i></b>
	<p>As a result of the above, and following feedback from applicants, service leads, Cambridgeshire Community Foundation and Recommendation Panel members, the Innovate and Cultivate Fund Steering Group therefore recommends:</p> <ol style="list-style-type: none"> <li>(i) The retention of the ICF in its current form, albeit with a bolder offer for Cultivate grants.</li> <li>(ii) More prescriptive guidance to be offered to Cultivate applicants to improve the ease and success rate for those applying for Cultivate funding in the future, supporting an evidence based demand management approach.</li> <li>(iii) The development of a selection of 'off the peg' Cultivate project models which are known to meet the criteria of the fund, have an evidence base and are already being successfully delivered, for example Timebanks. These example projects will include</li> </ol>

	estimated costings for delivery, grant amount guidelines and modelled return on investment and will be used to encourage future applicants who are keen to deliver local projects to meet their local needs. Supporting successful projects that adopt an 'off the peg model' is also expected to be offer a 'lighter touch' role for overstretched service leads.
<b>(iv)</b>	The development of community profiles, which will raise awareness at the local level of where help may be best targeted.
<b>(v)</b>	Increasing the Cultivate Fund grant threshold from £10,000 to up to £19,000.
<b>(vi)</b>	The extension of the estimated return on investment period to up to 3 years, which has been endorsed by the Head of Finance.
<b>2.12</b>	<p>In terms of process for the next round of applications, the Committee is asked to note the following:</p> <ol style="list-style-type: none"> <li>1. The timescales and key dates for the 1 November funding round outcomes: <ol style="list-style-type: none"> <li>a. Cultivate outcomes known by the end of January 2019</li> <li>b. Innovate outcomes known by the end of March 2019</li> </ol> </li> <li>2. A further Cultivate funding round will be held in spring 2019 (provisional deadline 1 May 2019) with outcomes known by the end of July 2019</li> <li>3. The intention to assess remaining ICF funds at the end of the 1 November round and, if necessary, to request additional funds to continue ICF</li> </ol>
<b>3.</b>	<b>ALIGNMENT WITH CORPORATE PRIORITIES</b>
<b>3.1</b>	<b>Developing the local economy for the benefit of all</b>
	There are no significant implications for this priority.
<b>3.2</b>	<b>Helping people live healthy and independent lives</b>
	<ul style="list-style-type: none"> <li>• The focus of the Fund is supporting people to live healthy and independent lives.</li> <li>• It focuses upon the most vulnerable groups who are most likely to experience health inequalities.</li> </ul>
<b>3.3</b>	<b>Supporting and protecting vulnerable people</b>
	<ul style="list-style-type: none"> <li>• The focus of the Fund is to enhance delivery against this priority e.g. where the support of the voluntary and community sector could make a real difference to the lives of vulnerable people.</li> </ul>
<b>4.</b>	<b>SIGNIFICANT IMPLICATIONS</b>
<b>4.1</b>	<b>Resource Implications</b>

	The Fund makes most efficient use of resources. The finance team have agreed all recommendations.
<b>4.2</b>	<b>Procurement/Contractual/Council Contract Procedure Rules Implications</b>
	Although grants are exempt from procurement regulations, procurement advice has been taken on the grant application process and member involvement in recommending bids for award and final decision of award.
<b>4.3</b>	<b>Statutory, Legal and Risk Implications</b>
	Legal advice has been taken in the setting up of this Fund and in the creation of the grant application and monitoring process.
<b>4.4</b>	<b>Equality and Diversity Implications</b>
	The focus of this Fund on supporting the most vulnerable will mean this investment will make a positive contribution to issues of equality.
<b>4.5</b>	<b>Engagement and Communications Implications</b>
	The plans for engagement and communication of this Fund are as agreed at July 2017 Committee.
<b>4.6</b>	<b>Localism and Local Member Involvement</b>
	<ul style="list-style-type: none"> <li>Community empowerment sits at the heart of the Innovate and Cultivate Fund which enhances the opportunity for local community organisations to bid for projects which harness the energy of their community.</li> <li>In accordance with the decision at August Committee, Members play a key role in considering each application on its own merits and against the fund criteria. The Communities and Partnership Committee receive recommendations for funding from the Recommendation Panel.</li> </ul>
<b>4.7</b>	<b>Public Health Implications</b>
	<ul style="list-style-type: none"> <li>The Innovate and Cultivate Fund affords opportunities for individuals and communities to develop their skills and resilience to undertake initiatives that improve health and well-being.</li> </ul>

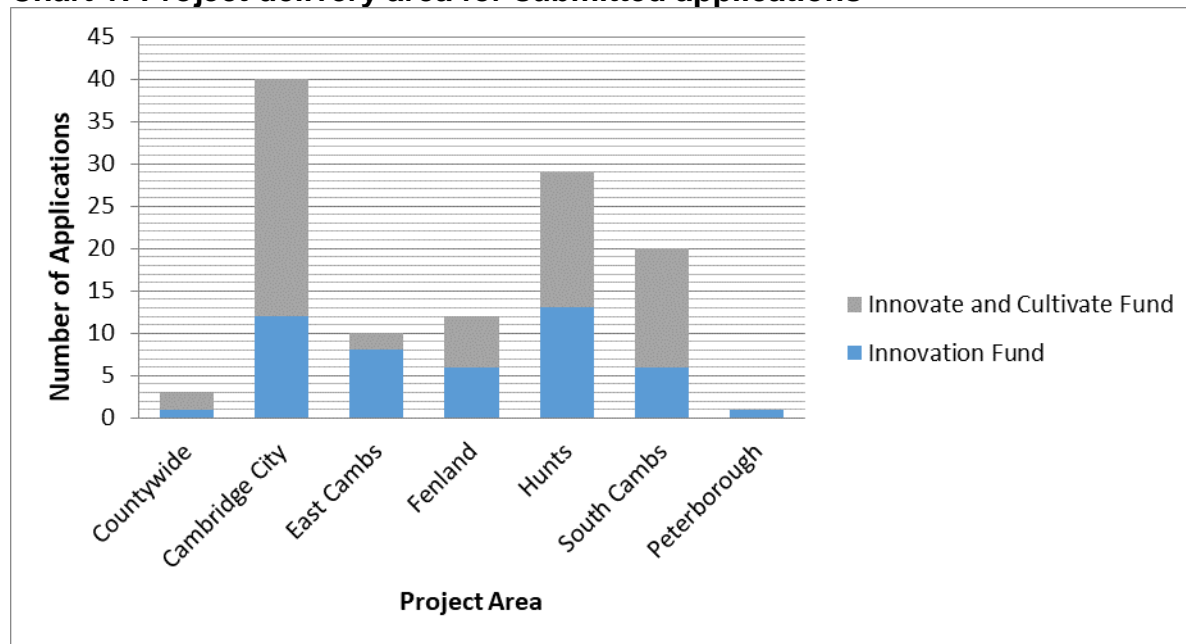


<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Yes Name of Financial Officer: Kerry Newson
<b>Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?</b>	Yes Name of Officer: Paul White
<b>Has the impact on statutory, legal and risk implications been cleared by LGSS Law?</b>	Yes Name of Legal Officer: Debbie Carter-Hughes
<b>Have the equality and diversity implications been cleared by your Service Contact?</b>	Yes Name of Officer: Adrian Chapman
<b>Have any engagement and communication implications been cleared by Communications?</b>	Yes Name of Officer: Matthew Hall
<b>Have any localism and Local Member involvement issues been cleared by your Service Contact?</b>	Yes Name of Officer: Adrian Chapman
<b>Have any Public Health implications been cleared by Public Health</b>	Yes Name of Officer: Val Thomas

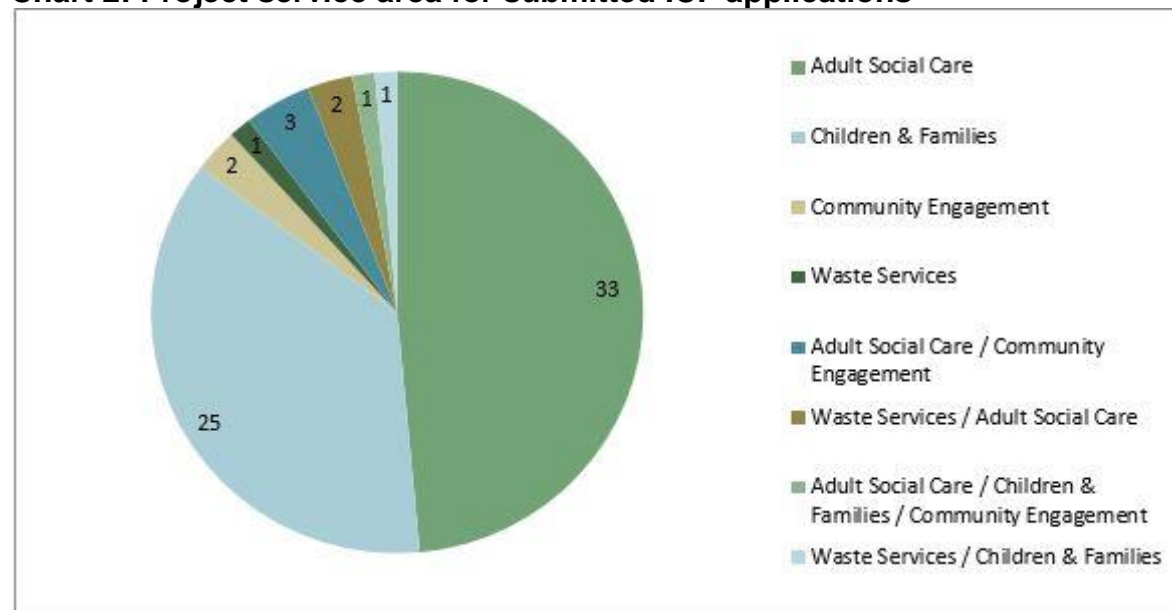
<b>Source Documents</b>	<b>Location</b>
Cambridgeshire Community Foundation Innovate and Cultivate Fund application forms and guidance.	<p>Application Form:  <a href="https://ukcf.secure.force.com/forms/ICF">https://ukcf.secure.force.com/forms/ICF</a></p> <p>Guidance:  <a href="https://www.cambscf.org.uk/icf.html">https://www.cambscf.org.uk/icf.html</a></p>

## Appendix 1

**Chart 1: Project delivery area for submitted applications**



**Chart 2: Project service area for submitted ICF applications**



**Chart 3 – Successful ICF projects by geographic area and service area**

	Cambridge City	South Cambs	East Cambs	Hunts	Fenland	Adult Social Care	Children & Families	Community Engagement
Age UK Cambridgeshire & Peterborough								
British Gymnastics Foundation								
Cambridge Women's Resource Centre								
Cambridgeshire Deaf Association								
Care Network Cambridgeshire								
East Leightonstone PCC								
Ely St. John's Primary School								
Godmanchester Town Council								
Hearing Help								
Holy Trinity Church Hildersham PCC								
Houghton & Wyton Time Bank								
Meadows Children and Family Wing								
Ramsey Neighbourhoods Trust								
Romsey Mill Trust								
South Cambridgeshire District Council								
Stretham Youth Club								
The Cambridgeshire Police Shrievally Trust								
The Cinnamon Network CIO								
The Resilience Group (Blue Smile, CFMS & Relate Cambridge)								
	8	9	8	11	5	12	8	4

## **Appendix 2**

### **Innovation Fund client feedback and case studies**

#### **Carers Trust**

##### **Feedback from carers**

"I think all carers should consider attending a support group if possible. They not only give valuable advice but give us a short break and introduce new people to talk to for the person you care for. My wife does not always want to go, but nevertheless we always do and once she is there she enjoys the company."

"Don't try and cope on your own - get as much information and advice as you can from your GP and other local support groups. Even if you don't need to access the support immediately, I found that knowing what help and services are available makes me feel much more like I am in control and prepared for what the future might bring. Attend whatever dementia groups you can – knowing there are other people in your situation makes you realise that you are not alone, and swapping stories, experiences and ways to cope is invaluable."

'We always learn so much from coming along to the hub. I honestly had no idea there was so much information and support on offer until I started coming here – it's fascinating'

"This is the only break I get. My husband loves coming here and doing something independently of me, and I love the activities and talking to others. It also gives us something to talk about when we get home."

"The hub is my 'go-to place' I don't know where I would go or who I would ask for help if it was not there."

#### **Cambridge Housing Society (CHS) Group**

##### **Case study**

A frail older lady with reduced mobility who lives on her own with no family living nearby, received help with altering clothing, photography, gardening, computers, TV set up and shopping. Then she broke her hip and she could not walk on it for weeks and even after several months her mobility was reduced. The Timebank supported her to stay living in her own home through activities such as:

- Timebankers visited her in hospital and when she returned home they visited her at home
- Timebankers offered practical help, made her food, did her shopping, watered her plants, and did housework such as changing the sheets on her bed. She was less likely to attempt activities which could result in a second fall.
- Timebankers took her to social activities such as coffee mornings once she started to recover. As her strength and health deteriorated after her hip fracture the number of visits and phone calls she received from Timebankers increased and the type of tasks changed to support her to continue to live independently in her flat.

#### **Somersham Parish Council**

##### **Client feedback**

"I would have fallen in the past year if I had not been going (to T'ai Chi)"

"It has made my back and pelvis problem better"

"The classes have been worthwhile attending every week as this has kept me active and improved my overall fitness and I look forward to these sessions."

"I hadn't realised how much beneficial movement is possible in the sitting position. The biggest benefit to me from attending the classes was learning how to get up / sit down without support"  
"It is the best thing I have done to come here" (Seated exercise)  
"I do not know where I would be without this introduction to Nordic Walking"  
"I find that my legs, arms and especially my wrists are much stronger. I now have less pain in my wrist and I am able to walk for longer on my daily walk."

### Case study

Eric is an 81-year-old male who lives in Somersham on his own. He lost his wife suddenly 7.5 years ago which has caused him to become a recluse and start to suffer with panic attacks.

Eric moved to Somersham to live closer to his daughter. He didn't know anyone else in the village. At the time of the move he was fit and healthy. Eric then started to suffer health problems. Eric went from being fit and healthy and able to decorate his own house to being unable to even walk his dog a small distance. All the health problems he had in quick succession of each other had taken a toll on his muscles which had deteriorated. He describes himself as being disabled at that time having had no exercise for 4 years.

Before the changing lives programme started, Eric was introduced to the Timebank. Members from the Timebank came and helped him at home and in his garden as he was unable to do any of this himself. He started to feel better mentally but he was still physically weak. Eric then heard about the new changing lives programme that was starting and he went to attend the taster day. On the day he arrived but had to run out crying as he suffered a massive panic attack. With encouragement he was able to attend the seated exercise class and the T'ai Chi class.

Eric has been attending these classes now for the whole year that they have been running. He is over the moon with the improvement in his physical abilities from the exercise and has been able to wallpaper and paint his house again. His blood pressure has returned to normal and he has been able to stop the medication he was on. He still occasionally gets panic attacks, but he feels that the social side of the classes have helped him keep these in check. By having the classes to go out to, this gives him the motivation to get up and exercise. He feels without them his muscles would deteriorate again and he would not be able bodied.

### **Switch Now CIC**

#### Case Studies

JO is 24 years old. He has made enormous progress developing personal skills to socialise with others and learn about appropriate behaviours in the work place. His 14 days with Switch Now in this quarter, has enabled him to develop his volunteering work in the local community. This has in turn developed his confidence and skillset to help him progress nearer to employment. Embedding maths, English and IT has also helped him develop transferable skills for life and for work.

AS is 21 years old. She has attended Switch Now for 13 days in the March-May period. Her confidence and mental health has improved through social interaction and working with others. AS has developed better resilience, believing she can do more herself and possibly progress towards employment in the future. This has enabled AS to reduce dependency on support she previously needed.

## **Case studies and client feedback from Innovate and Cultivate Fund 'Live Projects'**

### **Houghton & Wyton Timebank**

#### **Case study**

Mary is 95 years old and until June had been living independently at home without any support from Council services. Her family do not live nearby and she relies on three Timebank (TB) members to visit her on a daily basis and support her to leave the house. Her daughters both spend one day a week with her. Mary fell at the start of June and had to stay in hospital for a few days, upon her return she fell again and her family made the decision to move her to a care home locally. Mary hated this loss of independence and missed her friends, the TB worked with her and her family to organise visits and ensure she could return to the various events taking place over the summer including the afternoon tea and street party. At the end of the August Mary made the decision to move back to her home and her daughters contacted the TB for support, initially we helped by installing grab rails at the top of the stairs and followed this with a network of visitors. Mary is feeling more settled at home and although the family are concerned with how long she can independently live they have been happy with the series of visitors we have been able to provide for support. Mary often feels she can't give anything back to the TB so provides us with jars of coffee for our coffee mornings and donates prizes for raffles. One of her visitors donates all of her hours to Mary to ensure she has time in the bank.

### **The Cambridgeshire Police Shrievally Trust**

#### **Client Feedback**

IDVA – Once again the Bobby Scheme have assisted me to reduce the risk to a high-risk victim of domestic violence. It is such a valuable service.

Lisa – I feel a lot safer knowing the alarms and new locks have been fitted.

IDVA – Once again the Bobby Scheme have assisted in reducing the risk to a domestic abuse victim.

Sian – Really helpful & supplier approved, use of alarms help me feel very secure and confident.

Father of DV – Alarms fitted very well, use explained and will make her feel much safer during a very traumatic time.

Jessica – I feel a lot safer now Steve has fitted the alarms and padlock, thank you, this has helped my family feel safe. Good service.

(Note: IDVA is the Cambridgeshire Independent Domestic Violence Advisory Service)

#### **Case Study**

'I just wanted to mention that I had a very scared 17-year-old victim yesterday and Andy was an absolute star in slotting in a lock change which has made her feel so much better, and me too as I was really concerned for the family, so a big thank you to the Bobby Scheme, I honestly don't know where we would be without your help.' This feedback was on the back of a referral for a young mother who had been told her ex-partner had been released on bail and knew he had a key to her home. She was terrified as she had previously been threatened by him that he would return to harm. The perpetrator did in fact return the next day only to find he could not gain access as the locks had been changed and was put off by forcing the window and the alarm sounding off. This was a direct result of the Bobby Scheme's urgent response and positive action to a Police referral.