

WINTER 2024

our community

THE **UCAN** CHARITY MAGAZINE FOR UTTLESFORD



ARTICLES & INFO

Supporting you to live independently

UTTLESFORD LIFE

Information for residents & insight

UCAN REPORTS

Our impact in the district



welcome

LEADERSHIP TEAM

Clive Emmett – Chief Executive Officer
Richard Corby – Chief Finance Officer
Sue Game – Operations Manager
Linda Riley – Financial Administrator
Sue Adams – Office Administrator

VOLUNTEER CENTRE

Sophie Davis – Deputy Ops Manager
Susan Dennison – Volunteer Coordinator
Tessa Deriziotis
– Volunteering Development Coordinator

COMMUNITY RESPONSE HUB

Andy Mitson – Community Responder
Gill Barker – Community Responder
Lee Tubb – Community Responder
Carol Butterworth – Mobile Hub Coordinator
Robert Easter – VR Wellbeing Coordinator

INTEGRATED NEIGHBOURHOOD TEAM

Kim Clark
– Social Prescriber North Uttlesford
Amanda Cameron
– Social Prescriber North Uttlesford
Coleen Johnson-Walker
– Social Prescriber South Uttlesford
Rebecca Bowen
– Social Prescriber South Uttlesford

TICKET HOME

Amanda Cameron
– Acute Social Prescribing Link Worker
Yasmin Thurgood
– Acute Social Prescribing Link Worker

DUNMOW DEMENTIA CAFÉ

Sophie Wigan
Ann Backhouse
Val Wheatcroft
Pat Overy

COMMUNITY FRIDGE VOLUNTEERS

Hayley Crow
Irene Grayson
Val Nicholas
Sophie Richards
Chris Noakes
Mark Easton
Bruce Hopking



UCAN CEO Clive Emmett presenting the winner of the Autumn Raffle with their prize

A FEW WORDS...

UCAN has enjoyed a very busy year and has continued to deliver within the Uttlesford Community successfully. We have been able to secure critical funding that has supported the continuation of projects that are making a difference in areas of particular need and new funding for projects that tackle areas of unmet need.

Our relevance as a local charity I believe has become even more apparent this year, through our planned strategic approach to interconnectivity of our core projects such as the Community Response Hub, our Ticket Home Hospital Discharge initiative, Home Solutions Home Help service and Virtual Reality Carers Pilot along with our smaller initiative. All of which require volunteers

that our Volunteer Centre coordinates so well.

The ever present challenge continues to be that of identifying sustainable funding at a time when the sector is experiencing an extreme squeeze on funding opportunities and the removal of funding by local government. This does pose some real challenges for the sector but can cause innovation and creativity to flourish. A particular skill I think UCAN displays through much of its work locally when the Uttlesford community needs us more than ever.

I would like to conclude by saying how proud I am of our Volunteers and Staff team and the partnerships we operate with, in the local district.

Clive Emmett
CEO – UCAN



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UCAN Community Responders are a dedicated team of staff and volunteers who undertake a range of practical tasks that enable residents to continue to live independently in their own homes for as long as possible.



A COMMUNITY IN ACTION

Life in Uttlesford offers a blend of rural charm and proximity to urban areas, providing a peaceful and picturesque environment with a strong sense of community.

The district is known for its scenic countryside, with many villages and towns surrounded by green fields, woodland, and nature reserves. Its population of over 86,000 is spread across 56 parishes, which range from bustling market towns like Saffron Walden and Great Dunmow to more tranquil, isolated villages.

The area has a predominantly older demographic, with over 20% of the population aged 65 or older, and this proportion is expected to rise. This aging population can face challenges such as rural isolation, limited access to services, and difficulties in maintaining social connections, which is particularly noticeable in some of the more remote areas.

While Uttlesford is generally considered prosperous, offering a high quality of life, there are pockets of disadvantage, particularly in rural areas





**FIND OUT
MORE**



‘The Community Response team are able to act at relatively short notice to provide practical support, advice and guidance in times of crisis.’



where access to essential services and amenities may be limited. Public transport options can be scarce, making it harder for those without cars to get around, and there is a growing need for social services to support vulnerable groups.

In terms of lifestyle, Uttlesford residents enjoy a slower pace of life, with many engaging in outdoor activities such as walking, cycling, and gardening. The area also has a strong sense of community, with local events, markets, and volunteer-driven initiatives such as UCAN’s Community Response Hub providing much-needed support to those facing hardship.

Now in its fourth year of operation, the Community Response team of three Community Responders (Andy, Gill and Lee) and hundreds of volunteers are able to act at relatively short notice to provide practical support, advice and guidance in times of crisis. There are lots of simple solutions that UCAN can quickly provide that remove worry, and make life a little bit easier. Each year we help over 1,000 residents in need, undertaking thousands of practical tasks. We offer a “No Wrong Door”

approach – so even if the support you need is outside the scope of our service, we will work with you to ensure you receive information and connect with the voluntary group or agency best placed to help.

Overall, life in Uttlesford is often described as relaxed and community-oriented, but residents can face challenges related to rural isolation and the needs of an aging population. UCAN exists to help people in our community to overcome those challenges.



The Community Response Hub can be contacted by telephone Mon–Fri, 9am–4pm on 03333 408 218
You can leave a message outside of these times.

LOOKING AFTER OUR COMMUNITY



One of the major themes in health care policy over the last 15 years has been the development of integrated care and a more place-based approach to how services are organised. UCAN is proud of the contribution it makes to our community health.

SOCIAL PRESCRIBING, PARTNERSHIP WORKING & INTEGRATED TEAMS

UCAN works in partnership with a number of agencies to reduce health inequalities in Uttlesford and to deliver a holistic model of social prescribing, with our team of Social Prescribing Link Workers embedded in GP surgeries across the district, as well as the major hospitals that support residents from our community.

Our close working relationship with both the Primary Care Networks (PCN's) that cover Uttlesford has enabled us to jointly develop

the vision for Integrated Neighbourhood Teams – multidisciplinary teams who will work collaboratively to provide preventative care at a neighbourhood level. Our goal is to help people to stay well by improving healthcare experiences and streamlining access to care and advice. Adopting a joined-up approach with GP's, district and community nursing colleagues, mental health professionals, Police, Social Care and the Voluntary Sector will help us to deliver on this agenda.



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MORE**



VR WELLBEING

Working in partnership with Essex County Council, UCAN is piloting a new approach to respite for informal carers. Our VR Wellbeing Scheme provides weekly virtual reality experiences in the home, so carers can take a break from their responsibilities for a short time and enjoy a visit to Paris or the African Wilderness without having to leave their own home, or even their armchair. We can even go as far as the International Space Station! For those looking for a more mellow experience, we can sit by a waterfall and enjoy a guided meditation with David Attenborough.

We are collaborating with Adult Social Care, EPUT, Carers First and Action for Family Carers on this exciting new project, to reach as many informal carers as possible.

If you are a carer or know a carer who would benefit from this new opportunity, please email connect@ucan.org.uk for more information.



FOOD & NUTRITION

We are seeing increasing demand for food from our Community Fridges that operate from our Dunmow and Saffron Walden locations. While ensuring that as little food as possible is wasted due to being surplus at retailers, we have been able to supplement the stocks thanks to grants from District Councillors, Groundworks and Clarion Futures. As we move into Winter 2024 we only expect demand to rise further. If you are a food business or retailer that has a surplus from time-to-time please do get in touch, so we can get it to people in need.

We were able to further extend our Cook and Eat scheme this year, providing grant funding to both Wholesome CIC and Enterprise East CIC to build on their past successes of delivering cooking and nutrition classes. All their courses were fully booked (free of charge) and learners have also benefitted from donations of slow cookers and air fryers supplied by UCAN.



TICKET HOME

Being admitted to hospital can be a worrying time – especially when it is unplanned. UCAN can remove some of the worry by helping with planning for your discharge to home. We start the process of creating your ‘Ticket Home’ on day one of your hospital stay.



HELPING YOU TO LEAVE HOSPITAL

In December 2022, UCAN was commissioned by the Herts and West Essex Integrated Care System to provide the Ticket Home initiative at Princess Alexandra Hospital in Harlow. Ticket Home is a direct response to the huge challenges faced by the NHS when discharging patients to home from hospital in a timely and safe manner. UCAN's unique approach provides tailored services to meet the needs of local populations, connecting with patients as early as possible in their journey through the hospital, to assist with planning and preparation for their transfer home.

Ticket Home is much more than a supported discharge scheme. We work collaboratively with existing hospital-based staff (and patients' families where appropriate) to assist patients in the planning and preparation of their transition home. Our hospital-based team of Acute Social Prescribing Link Workers proactively identify and approach the most suitable patients for the scheme – predominantly older patients who are particularly vulnerable to illness and frailty after leaving hospital. We achieve an understanding of patient's home situation and

whether there is additional support available to them, and when the home and social circumstances are such that the patient would benefit from extra help and support, we make the necessary arrangements to prevent a decline in patients' health after they leave hospital. Patients can also self-refer into the scheme to take an active role in planning for their healthcare.

Building on the success of Ticket Home at PAH, the scheme has now been extended to Addenbrooks Hospital in Cambridge and Broomfield



**FIND OUT
MORE**



Hospital, Chelmsford. We have maintained our previous year achievements on reducing bed blocking (delayed discharges) and provided continuing savings for the NHS as a result. Patient welfare has improved and readmission has reduced, providing further cost savings. Ultimately this all results in a reduction in waiting lists for Uttlesford patients waiting for elective surgery, as a greater number of beds are available to the hospitals.

Earlier in 2024, Anglia Ruskin University conducted an evaluation of Ticket Home. The report, written by social scientists Dr Pamela Knight-Davidson and Dr Oonagh Corrigan considered the challenges of patient discharge from acute hospital settings. They found that a major advantage of Ticket Home is that it provides flexibility, and with the community-based experience

‘This results in a reduction in waiting lists for Uttlesford patients waiting for elective surgery, as a greater number of beds are available to the hospitals.’

and expertise at UCAN’s disposal, the service really supports patient’s basic but essential needs. They report that Ticket Home not only supports patients following a hospital stay, but also acts as a door opening onto a wealth of other opportunities proven to tackle and improve the wider determinants of health.

We are delighted with the success of Ticket Home and believe that our method and approach to patient care can be replicated in other areas across England and Wales. To enable us to take our learning and experience nationwide, we have created a new social enterprise – Ticket Home CIC which is a wholly-owned subsidiary of UCAN. This new venture enables us to work outside of Essex and any income generated through the marketing and delivery of Ticket Home through the social enterprise, will be donated to UCAN to support its ongoing work reducing loneliness and isolation among local people and enable residents to lead supported and connected but independent lives in our district.



FOR MORE INFORMATION

www.ucan.org.uk/ticket-home

or email ticket.home@ucan.org.uk

HOME SOLUTIONS

Supplementing our Ticket Home and Community Response Services, UCAN Home Solutions was launched in the summer of 2024 to provide regular help and support in the home for Uttlesford residents.

HELP AT HOME



Our experience from working with local people on their journey home from hospital has highlighted the need for regular, continuing help with practical tasks such as cleaning, laundry, change of bedding, food shopping, basic pet care and handyperson jobs. Home Solutions provides this extra helping hand.

We have recruited a dedicated team of Home Solutions workers, who visit service users weekly for a minimum of one hour to complete the tasks the resident needs help with. Predominantly this is cleaning that the person cannot manage themselves - for example pushing a Hoover or mopping floors. Cleaning showers and bathrooms can also be a challenge. The support we provide fills the gap between self-managing and needing personal care, and compliments both. We facilitate continued independent

living and enable people to be where they most want to be – in their own home.

Alongside the benefit of having these practical tasks taken care of, we provide the added value of social interaction, and the knowledge that a loved one is being regularly visited by a trusted person who can pick up on change of circumstances or needs provides reassurance for family members, many of whom now live further away from the parental home location.

When a Home Solutions referral is received (from a Social Prescriber, Community Nurse, Adult Social Care or a resident or family member) we visit the potential service user and carry out an initial assessment of needs. This informs what tasks we undertake and how often. We then agree a convenient date and time for the jobs to be done.

There are no contracts or obligations with Home Solutions – only that the minimum visit duration is one hour. This gives the resident the flexibility they need as circumstances change, and the ability to increase or reduce the visits and duration so they retain control.

After a soft launch in August, demand for the service has rapidly increased and we are already supporting clients in Saffron Walden, Dunmow, Stansted, Great Chesterfield and Stebbing, with more about to come online. This has necessitated a second round of recruitment to expand the Home Solutions team. Until now, most of the referrals have been through word of mouth as satisfied service users have told others about the difference Home Solutions is making, and how it could work for them too.

**FIND OUT
MORE**



‘The support we provide fills the gap between self-managing and needing personal care.’



‘When a Home Solutions referral is received (from a Social Prescriber, Community Nurse, Adult Social Care or a resident or family member) we visit the potential service user and carry out an initial assessment of needs.’



For more information on Home Solutions call **UCAN** on **03333 408 218** or email **home.solutions@ucan.org.uk** to request a visit without obligation

THE VALUE OF VOLUNTEERING

Volunteering can have many values for individuals, communities, and businesses.

Giving an hour of your time really can make someone else's day!



Volunteering doesn't have to be a long-term commitment or take up a lot of time. Even simple acts of giving can help those in need and improve your health and happiness. The UCAN Volunteer Centre team has over 20 years of experience of recruiting and managing volunteers, not only for our own services but also acting as brokers to fill volunteering opportunities with other organisations across our district.

In the first six months of 2024, volunteers contributed over 4,000 hours of voluntary work and we had over 500 registered active volunteers. This is a phenomenal achievement and in cash terms would have a value in excess of £60,000 for local charities.

If you would like to volunteer, please get in touch and we will match your skills and interests with a local charity or voluntary group that would benefit from your support – including UCAN.

'In the first six months of 2024, volunteers contributed over 4,000 hours of voluntary work.'



To find out more about being a volunteer in Uttlesford, call the UCAN Volunteer Centre on 01371 404 525 or email volunteer@ucan.org.uk



**FIND OUT
MORE**



**3 HILL STREET
SAFFRON WALDEN
CB10 1EH**

BE PART OF OUR COMMUNITY

Our joint venture with Enterprise East and Saffron Walden Town Council, the Jubilee Hub in Saffron Walden is a place to connect, share, learn and grow.

**OPEN
TO ALL
COMMUNITY
FRIDGE
MON–FRI**

The Jubilee Hub is a community centre with a focus on family, children and young people and community.

Our partnership with SWTC and Enterprise East brings together the experience, insight and expertise of the three community focused

organisations to deliver a programme of inclusive activities.

We have a busy week every week, with different activities each day. From Meetup Monday coffee and chat, to the Warm Welcome free lunches on Thursdays, through to our Wellbeing sessions and bereavement cafe with St Clare Hospice, and a really popular mens

wellbeing group The FellaShip, plus dropins around employability, SEN support and community singing and art groups – there really is something for everyone!

Plus the Jubilee Hub is home to our Volunteer Centre where you can find the team waiting to answer all your questions about helping in the community.

Full details of our seasonal programme are on the [UCAN](#) website. The Hub is also available for private hire in the evenings & at weekends. DROP IN AND ASK FOR FURTHER DETAILS.

MAKING AN IMPACT

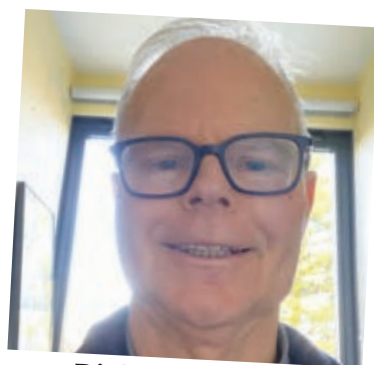
FROM THE CHAIR

I look back on another successful year for UCAN in its twin tasks of:

- Reducing loneliness and isolation, and improving health and social care for the residents of Uttlesford
- Providing support and services to the third sector across the district.

Delivering our core services, the Community Hub and the Volunteer Centre, is at the centre of everything we do. They have been successfully expanded through the addition of a second centre in Saffron Walden. So, we now provide these services from 2 centres, and continue to take them out to the more rural areas of the district through our mobile unit.

In addition to these core services, we continue to deliver various projects focused on individual areas of need that others in the third sector are not set up



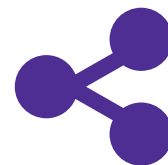
Richard Boyce

to provide. These include supporting residents in their journey home from hospital, helping them stay in their homes and not return to hospital, and improving their lives through being more comfortable and independent in their homes.

At a time when local government has removed funding for third sector support we have been able to continue to find ways to support and encourage third sector organisations. We have been able to do this through innovation and astute financial planning.

For all this I have to thank our wonderful team at UCAN.

Richard Boyce
CHAIRMAN



1,248

We provided direct support for 1,248 people in Uttlesford



125

keysafes fitted



624

hours of activities provided for people living with dementia



442

Uttlesford residents regularly attending UCAN social groups



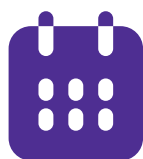
56

people per week accessing Community Fridge



862

Uttlesford residents supported on their journey home from hospital



534

patients discharged ahead of/on their Estimated Discharge Date



3,254

tasks completed to make this possible



386

Uttlesford residents supported to enable them to continue to live independently in their own homes

FINANCIAL HIGHLIGHTS

	2023/2024 £	2022/2023 £
TOTAL INCOME	784,263	736,627
DONATIONS AND LEGACIES	5,377	15,803
INVESTMENT INCOME	1,434	500
CHARITABLE ACTIVITIES	736,628	709,555
OTHER INCOME	40,824	10,769
EXPENDITURE ON CHARITABLE ACTIVITIES	758,862	600,321
UNRESTRICTED RESERVES	130,685	66,635

Our independently examined accounts and trustees annual report are available to download from our website www.ucan.org.uk

OUR IMPACT IN NUMBERS

UCAN helps people in need. We do this by responding to help requests from Uttlesford residents, providing opportunities for social inclusion and participation, and overcoming disadvantage. Volunteers from across Uttlesford are mobilized in times of crisis. We support other charities and voluntary groups with compliance, governance and fundraising, to bring more resources into the district.

Our primary mission is to reduce loneliness and isolation within our district. We provided direct support for **1,248** people in Uttlesford in pursuit of this goal.



33

gardens tidied and made safe



48

home maintenance jobs completed



123

prescriptions collected and delivered



6

properties decluttered and deep cleaned

ORGANISATION DIRECTORY

Accuro | www.accuro.org.uk | 01279 870297 | enquiries@accuro.org.uk

Café Clare – St Clare Hospice | www.stclarehospice.org.uk | 01279 945089 | info@stclarehospice.org.uk

Citizens Advice Uttlesford | www.uttlesfordca.org.uk | 01799 618840

Enterprise East | www.enterpriseeast.org/ | 07535 609248 | info@enterpriseeast.org

Essex Shed Network | www.essexshednetwork.co.uk/ | 01621 851891

Jubilee Hub Saffron Walden | www.ucan.org.uk/jubilee-hub/ | 01371 404525 | jubilee.hub@ucan.org.uk

Mind in West Essex | www.mindinwestessex.org.uk/ | 01371 876641 | admin@mindinwestessex.org.uk

Pam's Place Thaxted | www.pamsplace.org.uk/ | 01371 830094

Support4Sight | www.support4sight.org.uk/ | 01799 588897 | info@support4sight.co.uk

Ticket Home | www.ucan.org.uk/ticket-home/ | 03333 407566 | ticket.home@ucan.org.uk

TouchPoint Stansted | www.thetouchpoint.org/ | 07572 114882 | info@thetouchpoint.org

UCAN | www.ucan.org.uk 01371 404474 | connect@ucan.org.uk

UCAN Volunteer Centre | www.ucan.org.uk/volunteering/ | 01371 404525 | volunteer@ucan.org.uk

Uttlesford Community Response Hub | www.ucan.org.uk/community-response/ | 03333 408218 | connect@ucan.org.uk

Uttlesford Community Travel | www.uttlesfordcommunitytravel.org | 01799 519008 | info@uttlesfordcommunitytravel.org

Uttlesford Foodbank | www.uttlesford.foodbank.org.uk/ | 07531 436335 | info@uttlesford.foodbank.org.uk

Wholesome CIC | www.wholesome.charity/ | 07933 623762

THANKS

UCAN would like to express its gratitude to the following organisations for help, support, collaboration and funding over the past twelve months

- Anglo Dutch and Overseas Lodge
- Clarion Futures
- Community Action Dacorum
- Cooperative Community Fund
- Dunmow Rotary Club
- Dunmow Town Council
- ECVYS
- Enterprise East
- Essex Association of Local Councils
- Essex Community Foundation
- Essex County Council
- Groundwork UK
- Jacks 1952
- Manchester Airports Group – Stansted

- Maldon and District CVS
- NHS Hertfordshire and West Essex ICB
- NHS Transfer of Care Teams
- North Uttlesford PCN
- Rt Hon Kemi Badenoch MP
- Saffron Walden Town Council
- South Uttlesford PCN
- St Clare Hospice
- TouchPoint
- Uttlesford Citizens Advice
- Uttlesford District Council
- VCSFE Alliance
- Virtual Reality Therapies
- Wholesome CIC



FOLLOW US
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E: connect@ucan.org.uk

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UCAN is a working name of registered charity
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