



VANL News

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Office

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www.vanl.org.uk

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VANL Services

Development

Funding

Volunteering

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PAT Testing

Mason Baggott & Garton

Mason Baggott and Garton is offering Voluntary Action North Lincolnshire member organisations a free legal advice service.

The local voluntary and community sector will benefit from advice on a range of legal issues such as employment law, commercial property issues, contract disputes, company registration, charity law and general issues.

Voluntary and community sector organisations wishing to access this service must be VANL members and will be required to book appointments through VANL. Sessions will take place at the VANL office, 4-6 Robert Street, Scunthorpe on the 1st Tuesday morning of every month.

Ring 01724 845155 or email enquiries@vanl.org.uk to complete a booking form and give a brief overview of the issue you would like to raise with Mason Baggott and Garton. All applications will be treated confidentially.

To register as a VANL member organisation contact the number above to request an application pack. For more information about the benefits of VANL membership and eligibility criteria, check out www.vanl.org.uk

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Tennyson are [charity insurance](#) experts, contact them for advice, for a quote, or to buy great value insurance. As an associate of Voluntary Action North Lincolnshire you can claim a 5% discount by clicking on the link and using the code **VANL**

Who Cares sadly say goodbye

This last year for *Who Cares* has been one of the busiest periods yet, partly in preparation for the implementation of HealthWatch North Lincolnshire in April 2013 as *Who Cares* have worked to ensure as smooth a transition as possible for the people of North Lincolnshire, and partly because of the amount of projects *Who Cares* have undertaken. A large scale public consultation in relation to accessing and use of services through HealthWatch North Lincolnshire was carried out and a report produced which was welcomed by the HealthWatch commissioners. Other pieces of work that have taken place include two Enter and View visits to Scunthorpe General Hospital, website re-design, GP access research leading to a published report, research and publication of a Mental Health report which reviews progress made since publication of the 2011 Mental Health report, publication of a Dentistry report, establishment of a Communications Task Group who have produced a monthly newsletter, assisted in the redesign of the website, and promoted the work and services that *Who Cares* provides. *Who Cares* established a Care for the Elderly Task Group, held focus groups and special meetings to consider the future of *Who Cares*, and continued to work in partnership at a local and strategic level.

Particular thanks must go to the volunteers that have made up the Executive Committee over the past five years. Without exception, all have been committed and valued members that have contributed to the good work that *Who Cares* have carried out, and which would not have been possible without them. Our members have been supportive and have contributed towards many of the consultations we have carried out, and some have participated in other activities, events and meetings we have held. Thanks must also go to VANL who have been the "host" organisation for *Who Cares* and have provided excellent support, encouragement, advice and guidance over the past 5 years.

The last 12 months have been particularly challenging with the huge amount of change that has, and continues to take place within health and social care fields. Clearly the implementation of Local HealthWatch and the cessation of LINKs in April 2013 has been challenging for the members of *Who Cares*, and in particular the Executive Group who have worked tirelessly to achieve a positive impact, and work towards providing a legacy for HealthWatch North Lincolnshire to build on and learn from. The significant changes that are still ongoing

within Health Services have been of concern to *Who Cares* in relation to the impact this may have on service provision and delivery, and the same is true of the changes that are taking place within North Lincolnshire Council. At this challenging time, it was more important than ever to work in partnership to ensure that service provision and delivery for residents in North Lincolnshire is at the heart of local strategy development and delivery

It is with regret that we see the end of the LINK organisations, however HealthWatch North Lincolnshire has the advantage of learning from the LINKs experience and with the additional services that it will provide, offers an excellent opportunity to provide a valuable service for the public.

Who Cares Enter & View Visit to Scunthorpe Hospital – Nutrition

As a number of concerns had been raised over the past few months in relation to hospital nutrition, and a number of changes have recently been implemented, Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLAG) wished to obtain independent scrutiny of the current situation within Scunthorpe General Hospital, Goole Hospital, and Diana Princess of Wales Hospital, Grimsby.

This process will provide either assurance to the Trust Board and external stakeholders that patients are being appropriately fed, or if shortfalls in practice are identified, that NLAG are aware of where further improvements need to be made and can focus their efforts on these areas to remedy the situation.

NLAG commissioned the Local Involvement Networks (LINKs) to carry out this work, and Who Cares Enter and View Team visited Ward 28 at Scunthorpe General Hospital on 3rd December 2012. The report provides information to the Trust Board and external stakeholders on patients experience on the meals service, and where shortfalls in practice are identified, that NLAG are aware of where further improvements need to be made

Who Cares Enter & View Visit to Scunthorpe Hospital – Dignity & Respect

Given the heightened concern around the issues across the wider NHS in relation to dignity and respect for patients in hospitals, Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLAG) wished to obtain independent scru-

tiny of the current situation within Scunthorpe General Hospital, Goole Hospital, and Diana Princess of Wales Hospital, Grimsby. This piece of work has been based around the Trusts own Privacy and Dignity Policy.

Who Cares Enter and View Team visited Wards 10 and 16 at Scunthorpe General Hospital. The visits were conducted on 30th October 2012. The report highlights recommendations for improvement in care on a number of issues.

Who Cares Review of recommendations made in 2011 to Mental Health Services in North Lincolnshire

In 2010 the Mental Health Sub-group of Who Cares undertook research primarily focused on the adult mental health unit at Great Oaks. In April 2011 *Experiences of Mental Health Services in North Lincolnshire* was published and a supplement to this was produced in September 2011 which provided Rotherham, Doncaster and South Humber NHS Trust (RDASH) and NHS North Lincolnshire with the opportunity to respond. Following the 'Modernisation' (changes made to operational deliv-

ery, designed to deliver more services in community settings) of Mental Health Services introduced by RDASH in 2010, alongside the recommendations contained in *Who Cares Mental Health report 2011*, it was felt that it was an appropriate time to review those changes. It was also timely as issues including some concerns were beginning to be fed through to *Who Cares* by service users and carers. This report is the result of that decision. The 2011 report listed a number of recommendations and this review uses these as a baseline against which to determine any changes. Service users and carers were asked to share experiences of the last twelve months. The research used a variety of methods to gather information including visits to Great Oaks to interact with staff and patients, undertaking an Enter and View visit, attending support group meetings for service users and carers, and arranging focus group meetings for service users and carers and with individuals if appropriate

The results indicate that many positive changes have taken place in respect of the Great Oaks facility and a change in staffing has seen an improvement in the previously perceived 'them and us' culture. Effective, appropriate and informative two way communication remained an issue, and medi-

WHO CARES

WHO CARES

cation, medical records and Care Plans also featured in concerns raised by service users. A number of recommendations based on these areas of concern are included in the report, plus the suggestion that a future review should be undertaken by HealthWatch North Lincolnshire

Who Cares Research into Accessing Local GP's

In the autumn of 2012, Who Cares undertook a research project into people's experiences of accessing their GP, this came as a follow up to a similar project in 2009.

Who Cares made contact with nearly 400 people from across North Lincolnshire and asked them about four main issues:

How easy it is to get an appointment (including whether it is possible to book same day appointments and appointments in advance).

The attitude of reception staff, whether it is possible to see the same doctor regularly

Whether consultations are long enough.

The report contains responses from patients at 20 North Lincolnshire practices (although there were only a few responses for some). Unlike the 2009 report which only focussed on urban GP's this report looked at rural ones as well and

prioritised four specific practices two urban two rural.

While people's experiences varied widely between practices (and indeed different patients often had different experiences of the same practice) there were many common issues. The main issues are:

Difficulties in getting through to some surgeries on the phone to book an appointment.

Some surgeries do not offer appointments in advance, making it hard for working people to plan.

Experiences of reception staff are mixed.

Continuity of care is important to people (especially those with ongoing health issues) with many people wanting to be able to see the same doctor on a regular basis, sometimes appointment systems do not make this possible.

On the whole people were happy with the care they received from medical staff once they saw them.

Some of the issues that came through in the research related to people's expectations of their GP. Many of us expect or would like to have "Dr. Finlay" who comes out to our homes whenever we are ill at all hours of the day and night and seven days a week. A doctor, who knows us and our families, and who will deliver our babies and will

be there when we die.

In reality many of our GP practices have many thousands of patients which makes the personal service most people would like almost impossible. Also many people clearly did not realise that they are no longer registered with a specific GP but rather with the practice. Although neither of these mean that it is not possible to request to see a GP of your choice, the Doctor of your choice may not always be available.

Our GP practices are no longer funded to provide the out of hours services for urgent medical problems, which they did in the past. These services are now provided by a variety of providers including the Market Hill 8-8 Centre (which provides general medical services to registered and unregistered patients Monday – Saturday 8am – 8pm), the out of hours GP services based at Scunthorpe General Hospital, pharmacies and the new NHS 111 phone line.

If anyone requires a copy of any of the reports, please contact who.cares@vanl.org.uk or go to the website at www.who-cares-online.org.uk until 31st March and then www.vanl.org.uk

Last year was a very hard year for the voluntary sector.

I heard how much the demand for services increased and how Voluntary Organisations managed to help some of the neediest people, often when other services gave up on them. I also heard really moving accounts of how people's life's have been turned round by volunteering and by the support provided here at VANL and other organisations. All this against a backdrop of great uncertainty about the future.

This year is probably not going to be much better! The doors have already closed on 2 of our local organisations, with another 2 to go imminently and a number of others who may not survive beyond the end of March. So much for the Big Society!

And even worse when we set this in the context of the size of the local sector delivering public services on behalf of governmental bodies, which is less than 20 organisations.

And yet the need for the sector has probably never been greater as human need soars and public services and benefits decline which are placing unprecedented demand on already overworked and under resourced organisations.

One of the organisations that shut its doors after 25

years of solid gold service to families in need of support in North Lincolnshire was Home-Start. I know that there will be a lot of families, volunteers and referrers who will be deeply saddened by this. I worry that very needy children or struggling parents won't benefit from the added value the organisation brought from its local relationships with other local Charities, like the Rotary Clubs and Lions Groups who have funded many a pantomime visit, or trip to Sundown Adventureland and the Salvation Army who have passed Christmas Hampers to Home-Start to distribute to the poorest families, and with national Trusts, that relied on Home-Start to buy a new washing machine or cooker for our poorest families on their behalf.

I am concerned that families struggling with post-natal depression, or twins, or a relationship breakdown, or a seriously ill child may not get the invaluable, informal support provided by volunteers who are parents themselves and want to help others to cope and get through and survive such issues. And certainly will not if they do-not go through Children's Services single point of access.

And perhaps the most worrying part of this sorry tale; the rising trend of competitive funding processes from the Local Authority raises the chances of organisations from out of our area competing and winning con-

tracts to deliver services. As always we are focused on who can deliver the best service, but we must not forget local expertise in this process, and we must consider that some organisations are branching out due to competition in their own areas – chasing the money ahead of following their own reason for being. In this example the new service is unlikely to provide the many extras that Home-Start did!

The other Charities at risk provide support for our poorest people, from advice around benefits to a friendly chat and a cup of tea and everything in between! Very sad times!

On the plus side we have seen a real drive from the local voluntary organisations and some out of area organisations to work collaboratively together. This can only be in the interest of the people we serve, because it strengthens provision, closes gaps and does not result in winners and losers as in the above scenario. So long may that continue and perhaps we will then have a chance to win tenders against out of area companies that may be essentially following funding rather than being in the best position to deliver what people of North Lincolnshire need.

Carole Phillips

Uncertain Times

Money Matters

Chief Community Interest Group session on Funding (27/02/2013) was packed with information.

Gary Allen gave an in-depth presentation on how to write successful funding applications, concentrating on what people do wrong which can easily be sorted out. Top tip: get it checked before you send it in!

Carol Thornton briefly explained Crowd Funding and suggested that we in the voluntary sector have been doing it for years - asking supporters to donate a little money so that eventually you reach your total. Nowadays it can be done through social media too! She also advised holding fundraising events to raise your own cash. This is fun for supporters and may also recruit new members. Raising your own money gives the additional benefit that you don't have to jump through any hoops before you are allowed to use it - it's all yours to do with as you see fit. To find out more, contact [Carol](#) or [Gary](#) for information sheets / verbal advice. We can also help with finding suitable grant funders, reading over applications and advising on 'tips' that may make it more successful.

Plunkett Foundation Rural Communities Funding

The Foundation has been awarded over £450,000 from long-term supporters the Esmée Fairbairn Foundation to create a new comprehensive support service for rural communities in the UK that are considering setting up or diversifying community-owned services to help turn the tide on rural decline.

A combination of adviser support, training, feasibility grants, and opportunities for networking with other community enterprises is available.

Eligible Expenditure

Support is available to help communities to revive their villages through community enterprise by creating viable and sustainable businesses that engage the whole community.

The support is specifically focused at the early stage of a community's ideas, and will help them progress to the next stage.

Match Funding Restrictions

Communities should be aiming to raise at least £10,000 themselves through community shares.

Application Procedure

Interested applicants should contact the Foundation for further information.

Addresses and contacts

For further information on how to obtain this funding opportunity locally, please contact the following:

Contact details:

Enquiries

Plunkett Foundation

The Quadrangle

Woodstock

OX20 1LH

Telephone: 01993 810 73

Santander Launches Community Plus Fund in UK

The Santander Foundation has launched a new £1.23 million fund nearly a year earlier than was expected.

The new UK-wide scheme follows on the heels of Santander's pilot scheme for the South West of England which opened last month.

This is good news for local UK-registered charities that can apply now for grants of up to £5,000. The funding can help with the cost of salaries, equipment or materials for projects that assist disadvantaged people within the UK. Projects must be local.

Applications can be made by a simple nomination form which can be picked up at any Santander local branch or by downloading one from the Santander Foundation's website.

Nomination forms may be submitted at any time. Entries will be considered regionally and successful charities will be notified within two months of submitting their nomination.

Santander Foundation Manager Alan Eagle said: "We have been delighted by the response to Community Plus across the South West. There is a real appetite for small grants to help build local projects so we have decided to bring forward the launch of the nationwide scheme, which was originally scheduled for next year. "Through the Santander Foundation we make hundreds of donations every year to good causes around the UK for education and financial capability projects. This new fund has been set up to support a broader range of initiatives, along with a quick and simple application process specifically designed for small charities

Apprenticeship Grant - £3,000 Available

North Lincolnshire Council is supporting the creation of 30 apprenticeship opportunities in the private sector by awarding a £3,000 business grant per apprenticeship opportunity created.

The grant is subject to: employment for three years, achievement of a minimum level two qualification, state aid rules, and provision of a job description and employee specification. The first 15 apprenticeship grants are available for businesses that meet this criteria and can commence their apprenticeship on 02 April 2013.

For further information or to register your interest please contact 01724 297330 or email apprenticeships@northlincs.gov.uk

Galaxy Hot Chocolate Fund

Galaxy hot chocolate fund are looking to help small, local communities based projects and community minded people through their Galaxy Hot Chocolate Fund. From 7th January to 31st March 2013, they are seeking to donate sixty £300 awards to help people or groups with their community programmes. Please check out www.hotgalaxywarmheart.com for more information. If you think that some free jars of hot chocolate would help out, then please do get in touch by emailing hotgalaxy@escapeadep.com

Charitable Incorporated Organisations

The Charity Commission has announced it will start considering online applications from new organisations that want to register as a Charitable Incorporated Organisation (CIO) from noon on 10 December 2012. New charities with an income of more than £5,000 will be able to apply for the new legal structure from that date. Once the application has been made, groups will have to wait until 3 January 2013 to join the Register of Charities as the relevant regulations are expected to come into force by then.

Charities have been waiting a long time for this new legal form to become available. It was first introduced in the Charities Act 2006 and was supposed to have become available from 2008.

The CIO is a new legal form designed specifically for charities. The structure provides charities with some of the benefits of being a company, without all of the associated burdens. CIOs will be incorporated charities able to enter into contracts in their own right. Their trustees will have limited or no liability. CIOs will be registered and regulated by the Charity Commission and they will not have to register with Companies House.

The commission has published the following indicative timetable for

Depending on their income, existing unincorporated charities can set up a CIO and transfer assets into it from the following dates:

- Late March 2013: income exceeding £25,000.
 - May 2013: income between £100,000 and £250,000.
 - July 2013: income between £25,000 and £100,000.
 - October 2013: income between £5,000 and £25,000.
- January 2014: income less than £5,000 and brand new charities with anticipated annual incomes of less than £5,000.

Groups wishing to set up a new charity should keep in mind that the CIO structure is most suitable for small-to-medium sized charities which employ staff or enter into contracts. While running a CIO should be simpler than establishing a charitable company, it will not be as straightforward as running an unincorporated association or trust.

Full details can be found on the website of the Charity Commission which is the independent regulator of charities in England and Wales. Source: Charity Commission, 04/12/2012

Money Matters

Lindsey Lodge Hospice

Is seeking a Corporate Fundraising and Events Co-ordinator to replace an existing position. The successful candidate will continue to build relationships and generate income through targeted activities and events with local employers. Average of 20hrs a

week, permanent, flexible hours, salary according to experience and Hospice pay policy.

Closing time and date for completed applications is 12 noon on Wednesday 20th March 2013.

Please click the link for job details, including how to apply, together

with an application form or call 01724 270835 <http://www.lindseylodgehospice.org.uk/index.php?pageNo=259>

Easter Craft Fayre

Organised by C H Jefferson & Co in aid of Scunthorpe & District Mind
Sunday 24 March 2013, 1pm – 4pm
St Lawrence's Church Hall, Church Lane, Scunthorpe, DN15 7AE

- Raffle
- Tombola
- Refreshments

Free entry
All welcome

Stallholders:

- Daisy Pop Creations
- Butterfly Boutique
- Helena's Painting
- Sweet Trees
- Buzzi Beadz
- Chez Moi
- Shearsmith Originals
- Jingle Jewellery

- Truly Scrumptious Treats & Sweets
- Phoenix Trading and Avon
- Kelly's Kreations
- Maria Chi-Ki
- Willow Soap Company
- Sincerity By Jules
- Phoenix Face Painting

Zumbathon

Magic Moments are to hold a Fun Day/ Zumbathon on Sunday, 26th May 2013 at the Melior Community College, Chandos Road, Scunthorpe. It is an

all day event, starting at 10 am and finishing at 4 pm. In between, they will be having other entertainment and a ZUMBATHON. The charge for any char-

ity wanting to have a stall at the event is £10.00 If you are interested, then please contact Pat Ebbs on 01724 846833

Training

As well as our popular courses such as **"I.T, Food Hygiene and First Aid,"** we are pleased to be able to offer some new topics in the new diary from April to June.

We will have **"Setting up a Business or Social Enterprise"** which will be 7 half days and apart from learning how to set up a business will cover topics such as knowing your market,

networking and support, planning for success and managing finance. We also have half day sessions on **"Dementia Awareness"** as well as **"Autism"** and will aim to help people understand these subjects. Training and presentation skills will be a two whole day interactive course and will help people new to training as well as those wanting to refresh their skills.

"Anxiety and depression" are very topical topics and we have a full days training that will be suitable for those working with clients who experience symptoms associated with these conditions.

For further information about any of our courses either visit our website www.vanl.org.uk or contact us on 01724 845155 or enquiries@vanl.org.uk
Jan Rilatt

This is Scunthorpe

VANL now have a profile on This Is Scunthorpe website! We are letting people know what training we have available not just for the voluntary and community sector but organisations and businesses who may have staff development gaps who would find topics such as HSE First Aid and Food Hygiene useful as well as

personal development topics. Also, our training is available to any individual, whether they live in North Lincs or not and who may find that some of our training topics appeal. As usual we have a wide range of courses. So, if you want to tap into your creative streak and fancy craft making sessions or you want to know your 'tweet' from your

'facebook', we'll have all the details on This Is Scunthorpe for you. There will be photos as well as vouchers and what we'd really love is for you to write a review for us about any of the training you have enjoyed and benefitted from through VANL. Any queries, please contact us in the usual way.

www.thisisscunthorpe.co.uk

All Things IT

If you want to learn computer skills you can begin here... Two tutors are available to teach basic computing skills to suit you. Drop-in style sessions, tailored to your

personal needs.
Tuesdays and Thursdays 13:00 - 15:00
At VANL's Scunthorpe office

Please let us know that you are attending on 01724 845155.

TRAINING

North Lincolnshire Markets Policy

North Lincolnshire Markets Policy

In April 2012 we introduced a policy to help people run markets across North Lincolnshire.

If you hold a market (including table top and car boot sales) where there are five or more stalls selling things, you need to apply for permission, called a Market Consent.

To do this you simply complete a two page form and send a copy of your insurance policy and a risk assessment for the event.

If the event is for charity or not for profit, there is no charge.

One of the reasons for doing this was to help groups and organisations who wanted to hold events in town centres and on public land. By granting them a Market Consent they do not need to apply for street trading consents.

The other was to make sure that large markets and events are accessible to everyone and are safe places to shop and visit.

We are now reviewing the policy to see if we need to make any changes to it.

I would be grateful if you could let us know if you have any comments you would like us to take into account.

We are also holding two meetings at 2pm and 6pm on Thursday 4 April at the Civic Centre, Ashby Road, Scunthorpe where you can come along and find out more.

I look forward to hearing from you by Thursday 28 March.

Margaret Price
Principal Tourism Services Officer

Melancholy

1030 to the second
1030 to the minute
1030 to the hour
1030 to the clock

14 winks to date
14 sleeps awake
14 moments of silence
14 miles in distance

February to birth
February to earth
February to live
February to survive

2001 love to enter
2001 love to stay
2001 steps to near
2001 wishes you hear

Shah Ali

Tata Steel launched its '**Cast Iron Communities**' employee volunteer scheme last year. All employee's, including office and plant personnel at the Scunthorpe works have been given the chance to volunteer for one 8 hour day per year to do something that will benefit the wider community.



Cast iron communities
Tata Steel's employee volunteer scheme

In February 2013 Adam Bennett did a fantastic job of clearing and tidying gardens at local Leonard Cheshire home, Stonecroft House at Little Barnetby. Janet Emery, Volunteer Co-ordinator, said "Adam did a tremendous job! Many residents and staff members have commented what a difference it has made."

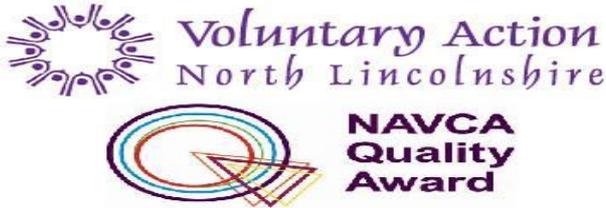


In December 2012 Paul Syron spent the day helping to refurbish donated cycles at Carlton Education, Barton on Humber. Jan Gilbert, CEO, Carlton Education said "Paul worked hard and repaired a number of bikes for us during the time he was with us. Much appreciated."

Other projects are in the pipeline including decorating and refurbishment at Winterton Rangers and area clearance at Kimberley Performing Arts Centre.

VANL and Tata Steel are planning a major advertising campaign within Tata Steel workforce to encourage more employee's to get involved in volunteering activities, but we desperately need interesting things to offer them. All you have to do is think of something you need doing and get in touch with Jacky Birkett to register your opportunity. We can't promise that every single opportunity will be chosen, but we will do our best to help out. Employee's can volunteer individually or within a group.

To give a 'Cast Iron Communities' volunteer a taste of volunteering contact Jacky Birkett, Volunteering Development Manager, Volunteer Centre North Lincolnshire on 01724 8451565 or email jacky.birkett@vanl.org.uk for more information.



4—6 Robert Street Phone: 01724 845155
Scunthorpe E-mail: enquires@vanl.org.uk
North Lincolnshire
DN15 6NG

Advancing Local Voluntary Action

Voluntary Action North Lincolnshire promote, develop, and support organisations within the voluntary and community sector.

Whether you are an established organisation, you would like to set up your own voluntary group, or you are interested in volunteering, Voluntary Action can provide all the advice and support you require

www.vanl.org.uk

The Scunthorpe and District Remedial Recreation Club Annual General Meeting will be held on 25th March 2013 at 7 pm at the Central Community Centre, Lindum Street, Scunthorpe

Please HelpI am currently doing some research for university on the impact that the reduction of the Humber Bridge toll has had on the Humber region.

I wonder if you would mind completing this really quick survey please.

If you copy and paste the following into your browser it will take straight to the survey which should take about 1 minute to complete.

<http://www.surveymonkey.com/s/39HXC8X>

I am particularly keen to get the views of residents on the south bank so would be very grateful if you could also forward this email to any family or friends you know in North and North East Lincolnshire.

I will be very grateful for all responses and would like to take this opportunity to thank you in advance.

Any questions, please do let me know.

Best wishes Kate Buyukyilmaz

Help us tell the truth about welfare reform

I am contacting you about an issue that I know is causing many of you great concern and is high on our agenda at Involve Yorkshire & Humber.

Today, I am asking you to complete a short survey on the impacts that welfare reform is already having. It will take you around 5-10 minutes to do the survey. This is part of a larger project we're undertaking to collect evidence about the impact that welfare reforms are having on voluntary and community organisations in Yorkshire and Humber and the communities they serve.

It's vital that real stories about how the changes are affecting people's lives are brought to the attention of decision makers and the media. And it's right that the crucial work that the voluntary and community sector are doing to support people through these times is highlighted. Our Action Trackers project aims to do this and we are now working in partnership with a researcher from Leeds University's Social Sciences Institute and Citizens Advice to manage this work.

The survey I am asking you to complete today is the first stage in our Action Trackers research. It will take you around 5-10 minutes to do the survey. Please go to:

www.involveyorkshirehumber.org.uk/our-work/research-and-information/action-trackers/