

Newark & Sherwood
Community & Voluntary Service



Annual Review

Year End 2014





Annual Review

● Chairman's Report	3
● PALS & Dementia Information Service	4
● Engagement & Patient Experience Service	5
● Community Transport & Prism Plus	6
● How We Are Funded	7

“Newark and Sherwood C.V.S. continues to play a significant role, not only in providing local services but in an increasing number of county-wide provisions.”

Chairman's Report



Whilst this report focuses on the year 2013-2014, it is worth noting that our last A.G.M. was held in September 2013 and, on that occasion, I gave a short presentation on the 'changing landscape' and its impact on our services. Therefore there will be a repeat of some of our evidence, which I hope will remind us of the 'turbulent times' with which we are contending.

I think that the term 'changing landscape' is still applicable, but our responses and understanding are more informed and we are able to negotiate terms from a position of strength. Thus the changes now in process will require our C.V.S. to respond to invitations for commissioned services. These contractual changes impact on our Governance and Quality Management and therefore require us to continually 'raise the bar'.

Implicit in these developments is the need to strengthen working relationships with all funding providers and with similar Third Sector organisations. To this end we are actively engaged with Newark and Sherwood Clinical Commissioning Group and other funders, and with Rushcliffe C.V.S. and Gedling C.V.S. in developing the benefits of collaborative partnerships.

Newark and Sherwood C.V.S. continues to play a significant role, not only in providing local services but in an increasing number of county-wide provisions. Individual reports account for the substance of our work but we all recognise that, to many people in our communities, we are pillars of support and guidance.

In April 2014 our longstanding Chief Executive left us to pursue other interests. Julia Hughes was instrumental in shaping Newark and Sherwood C.V.S. and setting the standards on which our reputation is founded. So we set off on another quest, and that was to find a Chief Officer who would lead a successful organisation through an uncertain future.

Fortune favours the brave and we were delighted to be able to engage, albeit in an interim capacity, the highly experienced Una Key. Una has brought to the role experience of organisations in change and this strength has enabled us to continue our development with confidence.

The very difficult task of balancing managing our C.V.S., managing a changing service, and managing a complex partnership is recognised and additions to the Board, plus assistance from all of us, will I hope ameliorate some of the pressure.

The strengthening of our leadership and management, and our sound financial position gives us all confidence in facing the future. I thank all our trustees, staff, volunteers, other partners, Local Authorities and friends for their support without which we would be nought.

Tony Colton

**Chairman, Newark and Sherwood CVS
September 2014**



PALS & Dementia Information Service

PALS - Patient Advice Liaison Service

PALS provides a comprehensive patient advice and support service for residents of Newark & Sherwood, Ashfield & Mansfield for any concerns that patients, relatives and carers may have.

A total of **1224** calls have been received by the service and all have been completed with either information/ advice, concern logged with no further action, signposted to the appropriate person or converted to complaints.

Annette Warren, our PALS officer has also attended various Health events and provided a stand and information and advice and also delivered presentations to further inform about the service available. A feedback form has also been developed to look at the continual service improvement and many comments and Thank you's have been received from service users PALS have helped.

Top Call Topics

Newark & Sherwood & Mansfield & Ashfield Areas	Number of calls received 01/04/2013 - 31/03/2014
Total Calls	1224
GP Queries	232
Dentistry	411
Sherwood Forest Hospital Trust	92
Transport	60

I would like to Thank you for all your help & support. It has meant so much and achieved so much

Dementia Information Service

September 2013 saw the launch of the Dementia Information Service, a signposting service for people with memory issues or dementia and their carers in Newark & Sherwood. Funded by the Clinical Commissioning Group.

FACTS & FIGURES - MAY 2014

27

Referrals

16

Home Visits

32

Phone Support

8

Email Support

Referrals from; Prism+, First Contact, Internet, PALS, Community Psychiatric Nurse, Community Engagement Worker, Internet and Self.

Community Engagement Team & Patient Experience Service



It's important that patients and communities have a say on how services are planned and delivered so that people have access to the health and care services they need and wherever possible provided locally.

The CVS Community Engagement and Patient Experience Team work with a range of community forums, networks and individuals to raise awareness of health issues and gather feedback on current and planned health and care services:-

- People with disabilities
- Eastern European communities
- Older people
- Carers
- Gypsies and Travellers
- Young people

FACTS & FIGURES

Engaged with over **20** seldom heard groups about Mid Notts Better Together plans to join up health and care services to better meet the needs of patients.

Held **6** Staying Healthy Living Longer community information events for older people across Newark & Sherwood.

Co-ordinated **2** Big Health Day events in Ollerton and Newark for adults with a learning disability to have their say on health services.

Regularly attended Pulmonary rehab and Strokeability sessions to give patients information on community and voluntary services.

Held Carers events in Newark & Ollerton and gathered views on plans for support and information for carers.

Co-ordinated the N&S Carers Partnership Board to help develop an action plan to improve support and information for local carers.

Worked in partnership with Healthwatch Nottinghamshire to develop a youth forum in Newark & Sherwood.

Volunteer Centre

FACTS & FIGURES - MARCH 2014

3 forums for managers of organisations using volunteers to promote good practice

627 volunteer applications processed

71 people placed in volunteering opportunities

Promoted volunteering to **223** young people

Attended **10** events to promote volunteering

Worked with Newark & Sherwood District Council to organise a 'thank you' event at the Palace Theatre

Maintain and improve database of volunteering opportunities

627
Volunteer
applications



Community Transport & Prism Plus

Transport to medical facilities has remained constant while requests for transport for social activities has increased, as has the number of clients registering with the service. There has been a fluctuation in the number of volunteer drivers with 10 drivers leaving for a variety of reasons but eight joining the Scheme. The number of drivers remains at around 35.

FACTS & FIGURES - April 2013 to March 2014

Voluntary Transport Scheme (medical)

 Number of trips	3289
 Destinations	94
 Patients	844
 Miles driven	101,723

Door2Door (Social)

 Number of trips	2864
 Destinations	125
 Clients	208
 Miles driven	29,292

Door2Door Plus (Social)

 Number of trips	184
 Destinations	19
 Clients	10
 Miles driven	790



With an emphasis on prevention and self-management, the innovative Prism Plus project, designed by Self Help Nottingham and Nottinghamshire, based within Newark and Sherwood CCG and facilitated by Newark and Sherwood CVS supports and helps people with long term health conditions access services in the community to boost their health & wellbeing.

FACTS & FIGURES

Over **300** people have received a home visit since January 2013

Eldest person visited **101** years and youngest **29** years.

8 volunteers recruited to help support us in our work. Helping people access services when they don't have the confidence to go somewhere on their own.

47% of people have taken up the opportunities they have been told about.

As a result people are better informed and able to engage with services which support them and the people who care for them.

Referrals received from a diverse group of health professionals including specialist nurses e.g. heart failure & COPD, occupational therapists, social workers, mental health, physiotherapists and GP's among others.

How we are funded



Treasurer's Report

Whilst I was anticipating a small deficit on our accounts for the year I am pleased to report a surplus instead.

When CA Plus took on the job of producing our annual accounts, they slightly altered the way the information was reported so there isn't an exact match with previous annual accounts. The main difference is the inclusion of most of our income under 'Grants & Donations', hence the apparent reduction in amounts under other headings.

I can report on growth in general in spite of a reduction in hire of the meeting rooms by outside agencies. This activity has been reviewed and is increasing in 14/15.

At the time of writing we are 5 months into a new period with the bulk of our income still coming from the CCG. Our past track record stands us in good stead for the external changes that are on their way. I expect that CCG funding will continue into 2015/16 and we are exploring new opportunities. It is well known that we are considering a merger with Rushcliffe and Gedling CVS. There is so much more that is needed for our local community and I feel that with some effort we can obtain funding to boost our income and produce greater benefits for the people we strive to serve.

Finally, I regret that I must ask our Chairman to consider my request to resign as Treasurer at the next year end as I feel that I cannot continue to give my best efforts to Newark and Sherwood CVS.

Chris Graham
Treasurer, Newark and Sherwood CVS

Income	2014	2013
Grants & Donations	400,117	284,140
Sales	7,684	9,856
Activities	2,353	4,076
Rent & Sundries	15,455	20,390
Investment	1,158	1,001
Total	426,757	319,463

Expenditure	2014	2013
Total expenditure	386,742	281,752
Surplus	40,015	37,711

(a more detailed set of figures can be seen in the Financial Statements from CA Plus).

Income



Registered office:
Newark & Sherwood CVS
67 Northgate
Newark
Nottinghamshire
NG24 1HD
ENGLAND

+44 (0) 1636 679539
admin@nandscvs.org

COMPANY NO: 2693602

CHARITY NO: 1015841

For further information on our services or
to contact a member of the team please visit:

www.nandscvs.org

