



Annual Review

Year End 2017



Chairman's Report

This report will, in due course, focus on the year in question but, at this stage, will take the liberty of exploring with you where we started from on this particular period of challenge and response.

The merger agreement was moving towards its planned outcome in 2015. Part of the merger agreement was the continued location of Newark and Sherwood CVS at 67 Northgate, Newark. The signing and renewal of the existing 5-year lease was completed in November 2014, but little did we think, at this stage, what an albatross it would become.

In January 2015 the merger agreement collapsed and suddenly we were faced with becoming an independent service in an age of austerity. Most importantly, we needed to assert our resolve to continue to offer the Community and Voluntary Services to our community. With the support of the Newark and Sherwood CCG, we appointed an interim Chief Officer to manage the immediate future. This period was a period of consolidation and reduction in costs/staff so as to prepare plans for the redevelopment of our service. Even at this stage we continued to take a lead role in this changing landscape.

April 2016, sustained by the energies of a resilient staff and committed Trustees, we were able to plan for our next steps. The appointment of Madeleine O'Sullivan as Chief Officer was to become a confident statement about our future.

The strategic proposals presented in June 2016, and agreed by the Trustees, prepared us for an initiative to create a resilient and sustainable service for our community. They included not only our Aims, Values and Principles, but equally as important, the actions to be taken to achieve these. These included developing a clear strategy, effective relationships with other organisations, membership

communication, political links and partnerships, high quality services development, improving governance, and identifying a location fit for price and purpose.

This was a challenging agenda but, by November 2016, the Trustees were informed of the progress being made with the development of enhanced links with TEAM, Nottingham University, and Newark Business Club as well as the support from Local Authority officers in the location debate.

Undergirding these changes was the development of Performance Management and Staff Appraisal policies and systems - a very necessary aspect of organisational capability development.

It would be remiss of me not to include the recent move (October 2017) into Castle House, Newark - a move which is proving very beneficial to staff, volunteers and clients. And, to see the light at the end of the tunnel, with the prospect of a solution to our previous premises and its costs.

In conclusion, I thank you for your forbearance in reading this report, but I believe we needed to see the thread that links Staff and Trustee commitment to the desire to renew the energy and enterprise that has sustained a valued service.

Tony Colton

Chairman, Newark and Sherwood CVS Board

Annual Review Content

Chairman's Report	2
Key Achievements Case Study	3
Dementia Services	4
Making Memories Befriending Service and Activity Group	5
Helping you get out and about	6
Community Engagement and Patient Experience	8
Case Studies	9
Volunteer Centre What next	10
Finances	11



Key Achievements

- New website Launched
- Awards for All Grant received to develop Making Memories Dementia service
- Grant received from Community Safety Partnership to support work with Gypsy & Traveller communities
- New CEO appointed
- Received National Volunteer Centre Quality accreditation award for a further 3 years
- Supported TEAM (Together Everyone Achieves More) to set up Small Grants Scheme for local groups.
- New on line Volunteer Data base launched
- New premises Identified
- Renewed strategic direction



Roger Keel pictured with CVS Katie Freeman, Transport Support Officer

Case Study Roger Keel Volunteer Driver

Roger is not only a volunteer driver but also a volunteer lock keeper. An interesting mix of brain and brawn which engages him with members of the public and allows him to give something back to the community.

Whilst associated with charities in the past, Roger is relatively new to volunteering. He works a couple of days a week driving elderly people and sometimes their partners to appointments at hospitals, in Newark, Nottingham and Mansfield.

Roger appreciates that attending hospital appointments can be very stressful and lonely for some people and he is able to provide some comfort and a listening ear.

Prior to working for a charity Roger was in the RAF and worked for some of this time as an official driver to senior officers and sometimes members of the royal household.

He therefore has lots of interesting stories to share with his clients.

In addition to helping others Roger enjoys the camaraderie of the CVS team and has found the driver training assessment course very useful. A diary system is used to post availability between Roger and the CVS transport team and to schedule trips for clients which he says works very well.

In his spare time Roger enjoys flying and has a commercial pilots license – however flying clients to hospital appointments currently falls outside the remit of the CVS voluntary transport scheme!

Under the CVS scheme drivers receive a mileage allowance set at 43p per mile.

Dementia Services

Amy is our Dementia Information Service Officer and helps people with Dementia or memory problems, their families and carers access the information that they need, when they need it. Amy provides a one to one signposting, information and advice on voluntary, community and statutory services.

Amy also attends various groups around the district to offer support and information these include: Ollerton Memory Café, Newark Dementia Carers and Time Out Activity groups.



Facts and Figures



Making Memories Befriending Service and Activity Group

The Making Memories project was made possible with a grant from the Big Lottery Fund. Making Memories aims to support people and their carers to live well with dementia or other / undiagnosed memory problems.

There are two elements to the project:
Volunteers provide 1-2-1 befriending which enables individuals to enjoy old or try out new activities and to re-engage in the community. This may be going to a café or gardening. At the same time, it gives carers, often family members a break in the comfort that their loved one is having a nice time.

Making Memories has had a big impact on all concerned:

1-2-1 Befriending

Volunteer Alison* has been visiting Dorothy* for several months. They have enjoyed chatting and going for a drink in a café in Newark, whilst giving Dorothy's carer Sam* the opportunity to go shopping and have some time to himself. Alison has continued to see Dorothy when she moved into a residential home, and has also accompanied her to the Activity Group.

Alison

“ It’s nice to go to the Turquoise Teapot and to try and get Dorothy out as much as possible. It’s lovely to see her when she cheers up with me, and it lets her partner have a break too”

Volunteering is good for me as well – it’s for me, I am a carer for my husband but I wanted to do something for me”

Colin*, Dorothy’s son who referred his mother to the project:

“It’s making a huge difference, to have someone who is patient and caring, someone who understands dementia. Things from my mother’s past are getting very real. You let them talk... Alison is very good at chatting. A nice time can set her up for a day, like it does with Alison. Mum is more relaxed when she has been with Alison”.

The Making Memories Activity Group

The Making Memories Activity Group is an opportunity for people and their carer, family member or friend and Making Memories Volunteers to enjoy crafts, reminiscing, gentle exercise or other activities together in a friendly and relaxing setting. Weekly sessions, held in the meeting rooms of the Newark & Sherwood CVS offices on Northgate, have been delivered by Inspire Culture, active4today as well as members of Making Memories / Newark and Sherwood CVS staff.

All have enjoyed the time together, as highlighted in these comments:

Service Users / Participants

“It’s been very enjoyable, a nice group of people and some interesting things to do”.

“I have had a wonderful time. I can’t wait to come again. Nice ladies. A truly lovely time”.

“It’s nice to be with people you don’t normally see and to have different conversations”

“People tell me I am mad, but when I come here, I know I am not”.



Helping You to Get Out and About

Our Transport team Judy, Lucy and Katie have supported 40 volunteers and co-ordinated both schemes ensuring local residents get out and about.

For people living in towns and cities with local facilities and those with easy access to a car or public transport, problems associated with getting out and about for example to and from hospital appointments, day centres, shopping are minimal. The worst aspect can often be trying to park in overcrowded car parks.

On the other hand, for people living in rural areas or small towns the process of getting to and from hospital appointments, day centres, shopping etc. can be fraught with difficulties. This is exacerbated for older people and those with ill health or limited mobility. Families may live some distance away, bus services are infrequent or non-existent, taxis are expensive and friends are often in the same position and no longer driving. For these people community car schemes are essential in enabling them to access services and facilities safely and comfortably.

CVS offers two schemes:

The Voluntary Transport Scheme provides transport for patients to hospitals or clinics (including primary care) to meet appointments or for admission.

Door to Door provides transport for older and disabled people to enable them to visit shops, day centres, support groups and other social functions.

Volunteer drivers provide the service for both schemes. They use their own cars and receive a mileage allowance.

Voluntary Transport has taken a client to radiotherapy 3 times a week for 6 weeks – he has a friend who can manage to take him on the other days. This is potentially life-extending therapy and without our Voluntary Transport Scheme he would be unable to attend and complete the course of treatment.

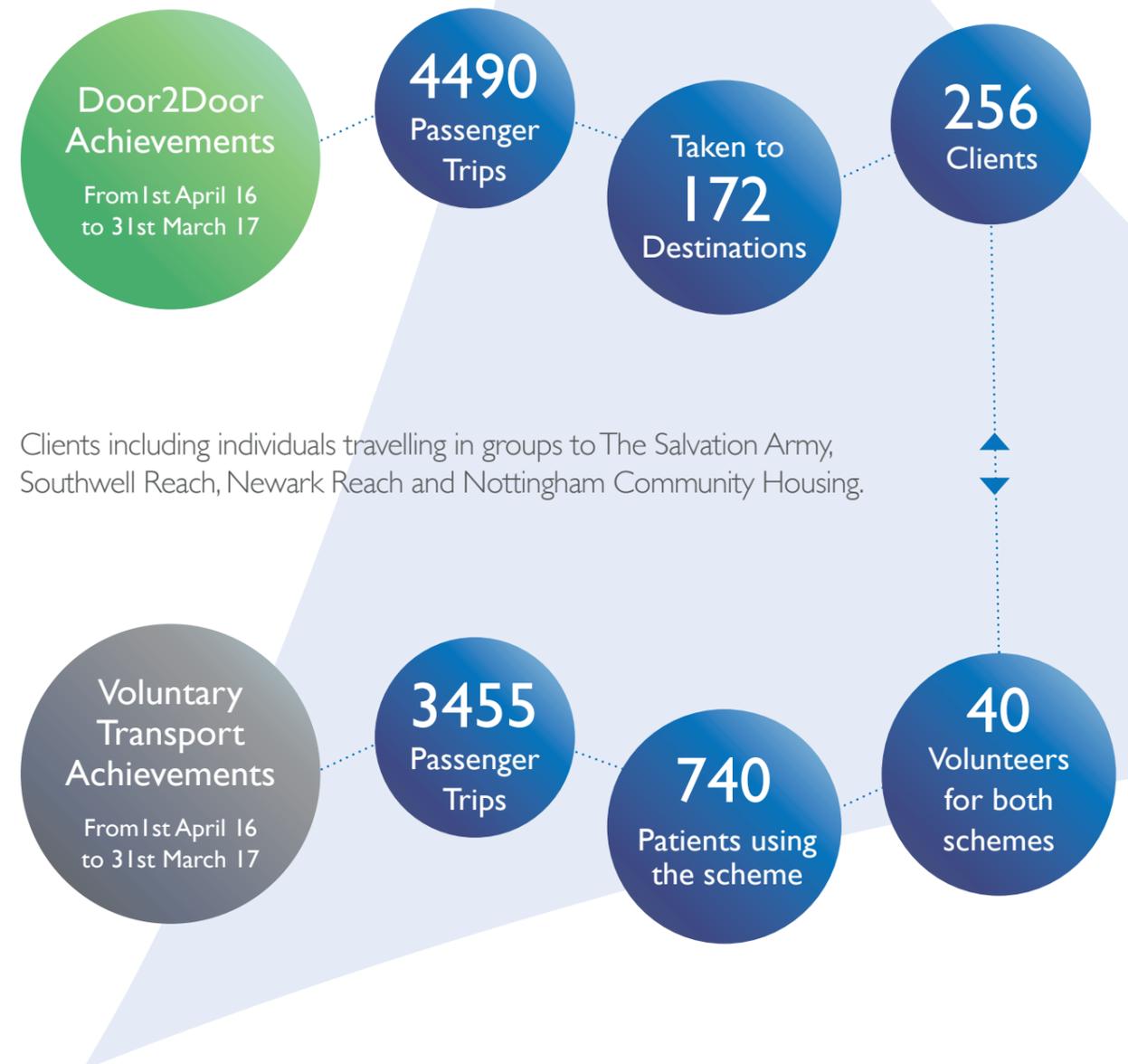
Training

Through Door2Door we have provided MiDAS (Driver Awareness Training) to our own drivers and across the district to the drivers of Collingham, Rushcliffe and Gedling and Thorney, Harby and Wigsley Transport Schemes. Each session last about 3 hours and can be done on site or at a venue booked by the other schemes. MiDAS training is nationally accredited and helps us to generate some income enabling us to subsidise the scheme and provide more journeys.

“ I am truly grateful for the support of the Voluntary Transport Scheme. Without this excellent door to door service I would have found it very difficult to attend the many appointments I have had at Queens so far this year. ”

“ The service has been fantastic, both during the final months of my husband’s life and now my own disability, requiring many hospital trips. I cannot praise it enough. ”

“ I have used this service for the last 11 years and I have been more than satisfied and I think all the staff are brilliant and I for one am thankful for this service. Thank You. ”



Case Study

Each week one of our volunteer drivers picks up an 85-year-old woman who no longer drives and struggles to get her shopping. There is no public transport where she lives and her family live 124 miles away. Our driver helps her to get to the shops and carries her bags to the car and

then to her front door. The client benefits from the company of our volunteer. The transport service helps the client to remain in her own home and feel less socially isolated.

Community Engagement and Patient Experience

Val, Nickie and Katie have worked tirelessly across the district meeting with groups and individuals making sure that patients, carers and communities have a say in how services are planned and delivered.

In their roles as Patient & Engagement Officers Val & Nickie facilitated and met with groups to inform and collect public opinion; supported events and worked with individuals helping them to get the services they needed. The needs of Carers were championed through Katie's work as the Carer Friendly Environment Co-ordinator. The following is just a flavour of the work completed during the period 2016 – 2017:

Developing ways of engaging with hard to reach communities – including Eastern European communities

- With a grant from the Community Safety Partnership the team were able to facilitate weekly drop in sessions on Tolney Lane with a focus on health & wellbeing – supported by the Health Visitor for the Gypsy and Traveller community
- With Nottinghamshire Police organised a successful 'patch walk' on Tolney Lane to raise awareness of support available to the local Gypsy Traveller community. Service providers including Police, Fire Service, NCC, Anti-social behaviour team, Environment Agency and Planning at NSDC were able to meet with residents and discuss their concerns
- Began work with the Project lead for Refugee Futures with a view to future engagement with Syrian families currently being resettled in Newark

Developing effective working relationships with GP practices across Newark & Sherwood to improve support for and knowledge of carers

- All 14 GP practices in Newark & Sherwood contacted and Carer Champions identified
- Regular practice visits to raise awareness of carer issues and advise on signposting to community support
- Established and worked with a network of GP Practice Carers Champions to support the awareness and identification of carers

Supporting Patient Participation Groups

- Worked with Ollerton GP practice to develop the PPG. Also helping the PPG to establish a Coeliac Support Group for the area. Helped them to set up display boards for the practice and looked at developing virtual membership.
- Worked with Balderton PPG to discuss their support needs. Explored the development of an online group and undertaking a wider range of activities, other than fund raising to support the practice. Supported them to recruit new members
- Supported 6 other Patient Participation groups at various stages of their development

Events where we listened to you and fed back your views to the CCG

- The Health and Wellbeing Stakeholder Event
- Carer Champion Event
- Living with Cancer Event
- Mid Nott's Cancer Workshop
- Diabetes Patient Leader Project
- IVF Services Consultation
- Patient and Public Involvement Event
- East Midlands Academic Health Science Network, sharing best practice
- A and E advertising engagement campaign
- Medicine Management campaign
- Reduction of waste medicines campaign
- Financial challenge community events in Sept/Oct
- Limit on NHS Prescriptions-Have your say events

A patient's Story - Tracey's Journey*

Tracey's long term condition when under control meant that she was able to lead an independent life.

Unfortunately, Tracey's health began to deteriorate and she didn't feel in control, she was asked to leave her place of work due to health and safety concerns. Tracey collapsed at home and was admitted to the local hospital where she stayed for some weeks while she was observed. Tracey was given different medication and returned home.

The medication didn't help and Tracey was left to manage her condition alone. Life as a female Traveller was very difficult for Tracey as her condition meant that she was unable to be left on her own or follow a traditional female role, getting married and having children.

Tracey continued to go to her GP but wasn't receiving the help she needed – she didn't feel the GP believed her and at one point was asked if she enjoyed being ill.

During this time Tracey had to complete a Work Capability Assessment and was informed that she was 'fit for work'. Tracey contacted Nickie at one of the health drop ins and was helped to appeal the decision. By this time Tracey had gone from being a strong independent working young

women to someone with continuing poor health including mild depression. In Romani culture being on benefits carries a lot of stigma and Tracey was determined to get well and start working again.

Nickie referred Tracey to a talking therapist and arranged a GP appointment. Nickie was able to support Tracey at the GP appointment and explained how important it was for Tracey to regain control of her illness in order for her to move forward with her life and the importance of her being an independent active member of her community. The GP arranged an appointment with a specialist. The specialist ran various tests; Tracey's medication was changed and she immediately started to feel well again. Tracey now has a good relationship with her GP, and has regular reviews booked in with her consultant.

Tracey has returned to work and loves her job; once again she feels that she is making an active contribution to her community.

*Service user names have been changed.



Helen Alison pictured with CVS Amy Hiscock, Dementia Information Officer

One-to-one befriending helps to prevent elderly people feeling lonely or isolated.

Helen is a befriender and has been regularly spending time with Mavis, who in her nineties, lives in a care home and has dementia. They typically take a taxi to a coffee shop where they have a good chinwag. Apparently Mavis has a very interesting background being brought up in India where she worked helping women find jobs outside of the domestic setting.

They chat about many things and they both really look forward to it, although sometimes Mavis might for moment forget who Helen is, there is always great warmth between them.

Case Study Helen Alison Befriending Volunteer

Helen heard about the scheme after seeing a CVS poster in the local hospital and contacted Newark CVS to see whether she could get involved.

The befriending scheme has strict guidelines and the befriender has to be nominated by a family member or the local authority. There is peer mentoring and support provided by the dementia co-ordinator and other members of the CVS team.

Helen has really enjoyed getting involved and spending time with Mavis and she says most meet-ups end up with a good giggle. Helen says she finds it very fulfilling, she is able to give something back to the community. Helen describes Mavis as the best thing since sliced bread.

Volunteer Centre

On Sunday 12th June 2016, over 200 volunteers from across Newark and Sherwood attended a celebration event at Newark Castle.

The event was organised in Partnership with Newark and Sherwood District Council and Newark and Sherwood Volunteer Centre. Councillor Tony Roberts officially opened the event and welcomed all the volunteers and thanked them for their contributions. Volunteers enjoyed a boat trip down the river, followed by cream teas and tours of the castle, with music provided by local artists. Despite the weather a lovely afternoon was had by all.

During 2016 – 2017 Helen our Volunteer Coordinator took 219 enquiries from potential volunteers and 47 became volunteers.

In May 2016 our new website and database went live. This gave potential volunteers 24 hour access to our virtual volunteer centre, including new online resources to support

volunteers. Additionally, we supported volunteer involving organisations by promoting their roles and providing good practices resources.

In September 2016, the volunteer centre was awarded the National Volunteer Centre Quality accreditation award for a further 3 years. The independent assessor commended the volunteer centre - 'Newark and Sherwood Volunteer Centre presented a strong and focussed portfolio of evidence for VCQA. This is to be commended bearing in mind the limited staff hours (15 a week) and resources dedicated to VC services'

Looking Ahead in 2018

- Move into Castle House
- Review and realignment of Volunteer Transport Services
- Exploring sustainability through new income generation opportunities
- Development of social media
- Strategic Review



Finance

After a period of falling financial support, largely caused by cash constraints on our sponsoring organisations, which are mostly public sector, income has stabilised, at £235,143 in 2017 slightly up on the 2016 total of £234,140. Total expenditure, however, has exceeded income, increasing from £256,098 in 2016 to £263,678 in 2017. The resulting deficit, £28,535, is £6,577 larger than 2016 and has caused a fall in reserves from £147,939 in 2016 to £119,404. The Trustees are confident that reserves are sufficient to continue with our important work.

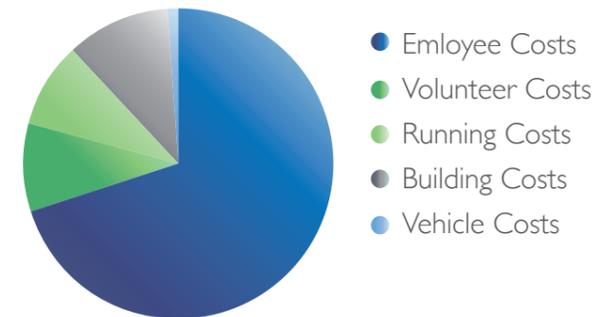
Tom Geraghty, Treasurer

Income	2017	2016
Grants	201,537	203,292
Sundry income & donations	10,469	12,522
Room Hire, Rent & Services Income	22,627	17,665
Bank Interest	510	661
Total	235,143	234,140

Expenditure	2017	2016
Total expenditure	263,678	256,098
Deficit	28,535	21,958

(a more detailed set of figures can be seen in the Financial Statements from Tom Geraghty & Associates).

Expenditure



Income



Registered office:
Newark & Sherwood CVS
Castle House
Great North Road
Newark
NG24 1BY
ENGLAND

+44 (0) 1636 679539
information@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



Design and Print Sponsored by Bazzoo Limited
01636 821 607 bazzoo.co.uk