

Newark & Sherwood
Community & Voluntary Service



Annual Review

Year End 2015





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



When I accepted your nomination, in January 2012, to become the Chairman of Newark and Sherwood CVS it was with the clear understanding that the withdrawal of public funds and the impact on the future of the service would create many challenges requiring some very difficult decisions.

Today, four years later, allows me to reflect on some of the challenges and changes, the most difficult being the need to respond quickly to the loss of Nottinghamshire County Council Funding. Our choices were limited to both reducing costs and capacity, or to quickly establish an alternative source of funding by building new relationships with other bodies that needed our skills and experience. It was during this period of change that all CVSs were being persuaded to think of the benefits of collaboration and merger.

The reporting year 2014/15 is the opportunity to describe our response to the ever 'changing landscape' and our efforts to improve and further develop the 'Community and Voluntary Service' for the citizens of Newark and Sherwood.

Our long-serving Chief Executive, Julia Hughes, retired in March 2014 and was replaced by an Interim Chief Executive, Una Key, whose role was to manage the CVS, to progress the development of a Joint CVS that would embrace the functions of three local authority providers, and to identify potential opportunities for our services.

The 'merger' discussions required Newark and Sherwood CVS to play a major part in many hours of information sharing, and organisational planning, aimed at creating a new body by March 2015. We are indebted to all the staff and trustees for their

support during this unsettling period and for their continued focus on the 'job in hand'.

The 'merger' talks were discontinued in January 2015 and Newark and Sherwood CVS was forced to address its independent survival with some alacrity. Then followed a period of realignment as we assessed the immediate needs of the service. An initial analysis of financial strength/weakness highlighted the need to 'tighten our belts' yet again and to move with some urgency in the development of additional sources of funding. Concomitantly, the Local Authority announced its plan to relocate to a 'Community Hub' to which a number of local charities would be invited to join. Watch this space?

The last few months of this annual report can be best described as a time of rapid readjustment as we responded to the impact made on staff morale during this period of uncertainty.

Since May this year Val Gardiner, with the support of all the staff and trustees, has undertaken the role of Acting Chief Officer, and analysed the need to strengthen the financial basis and, with the team, planned a programme of work for the 2015/16 year.

We are confident that we are shaping the basis of a resilient plan to sustain the important work of Newark and Sherwood CVS and, as stated at the start of this report, the work of the service is still challenging but even more satisfying.

Tony Colton

**Chairman, Newark and Sherwood CVS
September 2015**



PALS & Dementia Information Service

PALS - Patient Advice Liaison Service

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

A total of **858** calls were received by the service and all completed with either information/advice, concern logged with no further action, signposted to the appropriate person or converted to complaints.

The PALS Officer also attended various health and wellbeing events and provided a stand with information and advice, and also delivered presentations to inform people of the service available.

The service used a feedback form to gather comments from service users in order to look at continual service improvement.

The total of **858** calls included GP queries, Dentistry, Sherwood Forest Hospital Trust & Community Transport

“Thank you for all your help and support. It has meant so much and achieved so much.”

Dementia Information Service

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

The service also attends Ollerton Memory Café and Newark Dementia Carers group, who would otherwise not get any specialised support so that they have a point of contact to give them support and information. Awareness raising events are also attended to try and reach as many people as possible who may not otherwise engage in services.

“Extremely efficient service, getting back to me with information quickly and being most understanding.”

FACTS & FIGURES - SINCE SEPTEMBER 2013



Most referrals come from Self-Referrals (people with memory problems or dementia), GP's, psychiatrists & Community Psychiatric Nurses. Outgoing referrals or signposting to other services include Carers Support Groups, other social groups, the Alzheimer's Society, Carers Assessment & Community Needs Assessment.

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
- Veterans

FACTS & FIGURES

Engaged with over **40** community and hard to reach groups to ask their views about:-

- Mid Nottinghamshire BetterTogether plans to join up health and care services to better meet the needs of patients.
- Cancer and Self Care
- Mental Health services
- Maternity services

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

Engaged with local veterans to ask their views about health services and reported on findings to the Clinical Commissioning Group.

Co-ordinated **4** Big Health Day events in Ollerton and Newark for adults with a learning disability to provide information on services and support, and to have their say on health services.

Attended **8** Pulmonary rehab sessions to give patients information on community and voluntary services across Newark & Sherwood.

Attended Carers Roadshows in Newark and Kings Mills Hospitals to give information to local carers about services and support available in the Community.

Worked in partnership with local carers, voluntary organisations, the NHS and County Council to develop plans to improve the quality of life of carers through the Carers Partnership Board.

Worked in partnership with Healthwatch Nottinghamshire

Volunteer Centre

FACTS & FIGURES

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

612 volunteer applications processed

70 people placed into volunteering opportunities

Promoted volunteering to **256** young people

Attended **11** events to promote volunteering

Worked with Newark & Sherwood Advice Hub to create a Volunteer Skills Training course

Maintain and improve database of volunteering opportunities



Community Transport & Prism Plus

FACTS & FIGURES - April 2014 to March 2015

Voluntary Transport Scheme (Medical)

 Number of trips	3698
 Destinations	103
 Patients	822
 Miles driven	114,222

Door2Door (Social)

 Number of trips	3879
 Destinations	103
 Clients	210
 Miles driven	29292

Door2Door Plus (Social)

 Number of trips	603
 Destinations	18
 Clients	8
 Miles driven	3562



April 2014 to 2015 proved to be a positive year for the project, one in which we were able to evidence how the team successfully helped improve the lives of people living with a long term health condition(s) in Newark & Sherwood by telling them about services in the community that help boost their health and wellbeing. As a result the service was rolled out into Mansfield and Ashfield from April 2015.

FACTS & FIGURES

1069 referrals since January 2013

Average of **38** referrals per month.

October 2014 to March 2015 **57** carers identified at home visits.

Average age of clients **77** years.

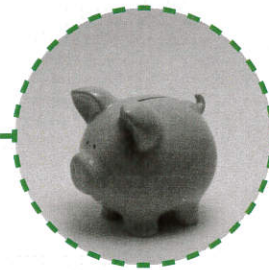
Referrals from all sectors of health and social care including GP's, specialist nurses, community nurses and social workers.

3 most popular areas to which clients are signposted; Friendship Groups, Voluntary Transport and Financial advice.

1069

Referrals since
January 2013

How we are funded



Treasurer's Report

Last financial year saw a significant reduction in our income, mainly due to the loss of funding provided by Nottinghamshire County Council and the loss of the Funding Officer post. Coupled with this were the ever-increasing costs of overheads (including a significant payment for updating IT), a small rise in salaries, and in particular £15,000 was spent as our contribution to the proposed merger, which was aborted in January 2015. Fortunately we were able to meet these costs out of reserves, which though somewhat depleted, were still around £85,000 at the beginning of the current financial year.

These figures are for the last financial year, but I am pleased to report that significant savings are being made in overheads and especially salaries in the current year, as no new CEO has been appointed and we are very grateful to Val Gardiner for taking up much of this role in addition to her District Partnership work in order to take the CVS forward. The future looks challenging but promising and I feel sure that the continued hard work and dedication of the staff team will bear fruit in 2016.

Despite my efforts to resign from the post of Treasurer, I am still in post, but hopeful of being replaced in the near future.

Chris Graham

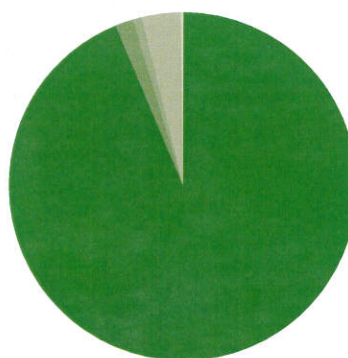
Treasurer, Newark and Sherwood CVS

Income	2015	2014
Grants & Donations	302,613	400,117
Sales & Fees	5,768	7,684
Activities	2,180	2,353
Rent & Sundries	16,705	15,455
Investment	840	1,158
Total	328,106	426,757

Expenditure	2015	2014
Total expenditure	387,109	386,742
Surplus	59,003	40,015

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

Income



- Grants & Donations
- Sales
- Activities
- Rent & Sundries
- Investment

Registered office:
Newark & Sherwood CVS
67 Northgate
Newark

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



Design and print sponsored by Bazzoo Limited.
01636 821 607 bazzoo.co.uk

