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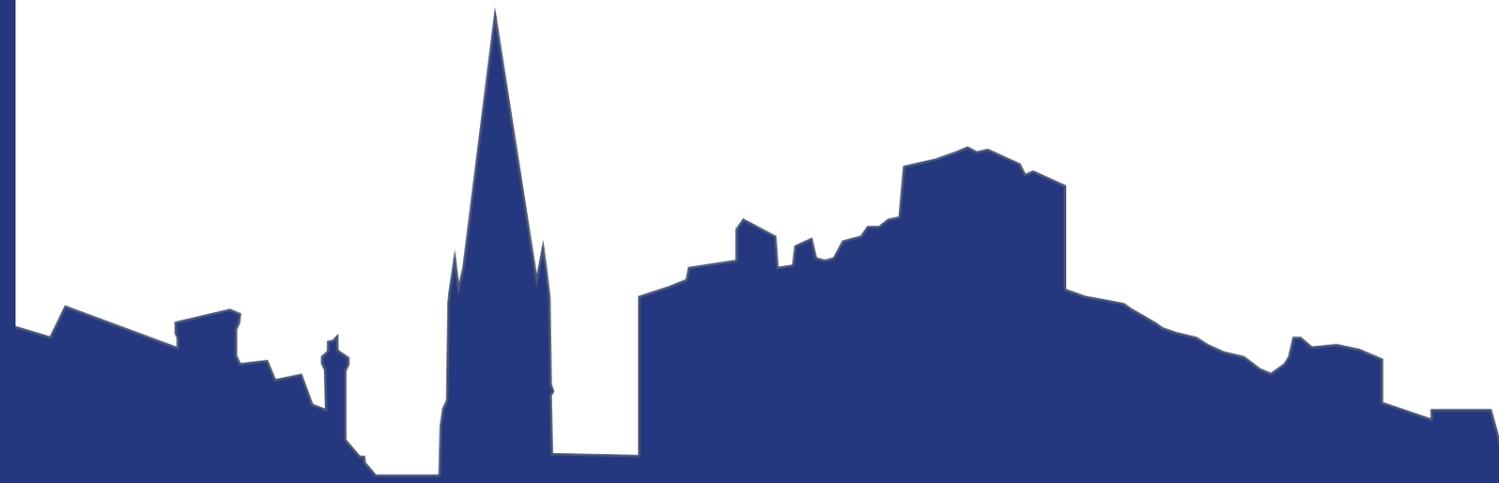
Newark &
Sherwood CVS

Newark & Sherwood
Community & Voluntary Service

Annual Review

Year End 2016

273582





Annual Review

- Chairman's Report 3
- Looking Forward & Dementia Information Service 4
- Engagement & Patient Experience Service 5
- Helping You To Get Out & About 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



As I said in my report last January, we would face many challenges in the year 2016, requiring difficult decisions to be made. Such is the pace of change that the reporting year 2015-2016 seems long ago and yet it was only yesterday.

You will recall that merger talks were discontinued in January 2015, the first impact being the need to address short term plans to survive as an independent charity serving the community.

We focussed initially on the need for continuity, both of staff and trustees, and I am pleased to report that we worked together to not only realign our plans but to strengthen service to the community.

We appointed Val Gardiner to the Acting Chief Officer role, knowing that Val was already highly involved in her substantive job. However, with the support of the Newark & Sherwood CCG, we found a way for the leadership role to be undertaken, albeit for an agreed period. Newark & Sherwood CVS benefitted from this commitment in several ways, not least in giving us a breathing space to plan our next steps.

The ensuing weeks found us engaged in a wide series of conversations:

- talks with Mansfield CVS regarding a joint Chief Officer
- ongoing talks with the Local Authority regarding the development of their new building
- increased attention to promotion and marketing, by first giving a presentation to the Newark Business Club
- Strategic Plan Development with funds provided by Big Assist.

During this period, the staff continued to deliver the expected quality service, as well as being involved in many of the developmental activities.

The transforming period was strengthened by the AGM of January 2016 when new members joined the Board. The new Board's first task was to approve the Strategic Plan for 2016-18, and to agree to the appointment of a new Chief Officer.

The newly elected Treasurer immediately set in play the refining of our fiscal arrangements, enabling our finance officer to review budgets and forecasts, and widening the role of our reception officer to develop our IT systems.

Today, we have our Chief Officer, Madeleine O'Sullivan, who since her appointment has built upon the platform shaped by the work of Val Gardiner and all the staff.

Val Gardiner played a very important role in this period not only as interim Chief Officer, but as the lead player in Community Engagement, and I am pleased to proffer the Board's thanks for her support during a very challenging time.

As I said last year, we are confident that whatever the future brings, we have the capacity and capability to respond confidently.

Tony Colton

**Chairman, Newark and Sherwood CVS Board
September 2016**



Looking Forward & Dementia Information Service

Looking Forward 2016/17

In the next twelve months we will be focussing on:

- Building a new website
- Developing our community engagement and public involvement to include our International communities such as Eastern European & Syrian families
- Developing our work with the Gypsy & Traveller community
- Extending our work with Carers and people with Dementia
- Building on the work we have done with GPs around the needs of Carers
- Appointing a new CEO
- Updating the Volunteer data base
- Taking an active role in Team (Together Everyone Achieves More), which was set up during 2015 to provide a fair and transparent representation of the voluntary and community sector on the Mid Notts CCG Strategic Alliance
- Strengthening our Board of Governors through the recruitment of new Trustees

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.

It is the first place to turn to when you are at a loss to know what help is available and where to get that help.

FACTS & FIGURES - SINCE 2015



Most referrals come from Self-Referrals (people with memory problems or dementia), GPs, 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 **26** community and hard to reach groups to ask their views about:-

Proposed changes to gluten-free prescribing for people with Coeliac Disease.

Meetings held in Ollerton and Newark as well as liaison with the local branch of Coeliac UK to engage with Coeliac patients face to face. A total of **183** questionnaires returned.

Held Health and Wellbeing community information events for local people in Sutton on Trent, Blidworth and Ollerton. **150** local patients attended.

Spent a day at Bakkavor Desserts Newark with an NHS colleague to engage with Eastern European workers to find out how they accessed health services and identify any barriers to accessing the NHS. **113** people completed the survey we used. Work is ongoing with Bakkavor to improve access to health and wellbeing services for people from the Eastern European community.

Attended **11** Pulmonary rehab sessions to give over **100** patients information on community and voluntary services across Newark & Sherwood.

Attended Carers Roadshows in Newark and Kings Mills Hospitals and engaged with **112** people to give information about services and support available in the Community.

Worked with the **15** GP practices in Newark & Sherwood to identify designated staff member to be the Carers Champion to improve support for and knowledge of carers.

Engaged with over **250** members of the public across Newark & Sherwood during Dying Matters Week 2015 to raise awareness of the need to talk more openly about dying, death and bereavement, and to make plans for the end of life.

Volunteer Centre

4 forums held or managers of organisations using volunteers to promote good practice

200 volunteer applications processed

50 people placed into volunteering opportunities

50 people placed into volunteering opportunities

Attended **10** events to promote volunteering

A highlight of the year was the new database VC Connect, a system whereby those interested in volunteering can search themselves online.



Helping You to Get Out And About

FACTS & FIGURES - April 2015 to March 2016

Voluntary Transport Scheme (Medical)

Number of trips	3518
Destinations	108
Patients Signed	756
Miles driven	110,865

Door2Door (Social)

Number of trips	3896
Destinations	108
Volunteer Drivers	27
Miles driven	31631

Door2Door Plus (Social)

Number of trips	643
Destinations	12
Volunteer Drivers	8
Miles driven	4116

Newark and Sherwood Community Transport include the Voluntary Transport Scheme, covering medical trips and Door2Door providing transport to social occasions for people who find accessing other forms of travel difficult.

We have a team of 40 dedicated volunteer drivers across the district. Providing a high quality service is all important to us and to this end all drivers undergo DBS checks and ongoing training in their role as volunteers. This year volunteer drivers completed a First Aid course, Dementia Friends Information and MiDAS (Driver Awareness) Training.

Impact:

- Our Transport services help to reduce the number of older people who are experiencing social isolation in our community
- Access to inclusive transport enables people to meet friends and feel part of the community which has a positive effect and reduces older people's reliance on health and social services.
- Community transport promotes social wellbeing and enables independent living by providing affordable transport

Highlights from our annual survey:

- Average number of clients taken by any one driver in a week is 4
- 35% clients have someone travelling with them
- All clients required some support - either when walking or getting in and out of the car
- All drivers thought the service provided was appropriate to clients' needs
- The service is appreciated by clients
- Our volunteers are happy with the training and support we give them

“Thank you all so much. Your help is much appreciated. Barry was particularly attentive and made sure we were at the correct department.”

How We Are Funded



Treasurer's Report

We would like to thank our previous Treasurer Chris Graham for his hard work over the past few years and welcome our new Treasurer Tom Geraghty.

This year provided yet another challenging year with income dropping by £100,000. Savings have been made in expenditure especially in salaries but there was still a deficit for the year of just under £22,000.

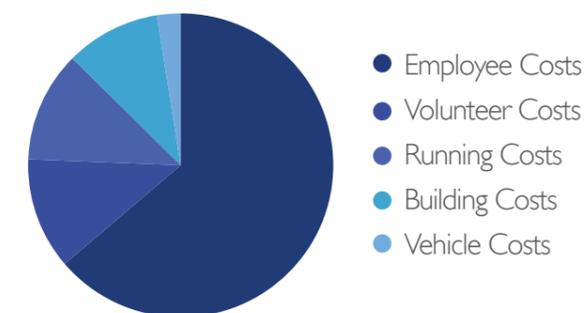
This fortunately has been met by our reserves.

All staff and trustees are working hard through these challenging times and looking for further savings to be made over the next financial year and also seeking new income streams.

Income	2016	2015
Grants & Donations	206,717	302,613
Sales & Fees	7,528	5,768
Room Hire	5,782	2,180
Rent & Service Income	11,883	16,705
Bank Interest	661	840
Total	234,140	328,106
Expenditure	2016	2015
Total expenditure	256,098	387,109
Deficit	21,958	59,003

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

Expenditure



Income

