



# ANNUAL REVIEW

# 2018

Newark & Sherwood  
Community & Voluntary Service



Newark &  
Sherwood CVS

# Chairman's Report

## Chairman's report to the AGM on the year 2017-2018.

One of the most interesting tests for a Chairman is to provide an interesting and stimulating report on an organisation's work and performance from a time, that for many, is in the past. Thus, the challenge is to not only remember relevant successes and failures, but to place them in the relevant context.

April 2017 and successive months saw N&S CVS needing to focus on the tasks in hand but to plan also for the move from the Northgate location to Castle House, as one of the first charities to appreciate the potential benefits of such a new location. The contribution of the staff time and energy ensured that the move in October 2017 was successful. Indeed, in terms of the right decision, the answer is a resounding 'yes'. Of course, there were, and are, teething problems, but the benefits of working in a community hub means that we tackle the 'growing pains' together. The District Council have had to learn the culture of 'Third Sector Charitable organisations' as much as we have had to learn working in a multi-organisation provision that requires understanding and forbearance. The net outcome is that the N&S CVS work has been enhanced by the relocation.

The AGM held in January 2018 gave us the opportunity to showcase the work of N&S CVS, as well as the chance to provide a forum for other local charities to share and discuss our/their future opportunities and challenges. For all concerned this was a very productive first step in building the future together.

2017-18 was, in general, a reflection of the many uncertainties prevailing in the wider world, most being concerned with the need to plan our future. Contractual reviews and strategic rethinks by contracting organisations have meant that we have had to manage growing uncertainty and unhappiness, and this has been a real test of our resilience. These matters of concern have been raised by the Trustees in the appropriate places and with the appropriate bodies.

You will have read the individual reports which reflect the breadth and depth of our involvement in supporting the Newark and Sherwood various communities and will note the sound management of our finances. Our esteem is for all the staff of N&S CVS and the team of volunteers who are critical to our services.

More recently we have further developed the platform, described in our AGM last year, by holding a Forum for all charities and the Local Authority, to consider ways of 'Thinking Together and Working Together'.

## Tony Colton

Chairman, Newark and Sherwood CVS Board

# Key Achievements

- Moved to new premises and are co located with Newark and Sherwood District Council & Partners
- Santander Foundation Grant for Volunteering into Employment project
- All IT moved to the Cloud
- Remote working introduced to allow greater flexibility

# Dementia Information Service

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

The service provides specialist support to the Ollerton Memory Café, Newark Dementia Carers and Time Out Activity groups and reaches out to as many people as possible who may not otherwise engage in services.



## Facts and Figures



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## Case Study MG

MG rang her daughter 20 times a night to ask the same questions and would also forget she'd done the food shop and do another one on the same day. She was referred to the Memory Assessment Service and diagnosed with Vascular Dementia.

We advised the granddaughter on how to request a Needs Assessment for her Gran and a Carers Assessment for her Mum so that she could get a Carers Emergency Card, possibly a Carers Direct Payment and respite in the future. They were also given information on local groups and carer support and signposted to My Sight and the Newark Dementia Carers Group.

We also signposted them to the Fire Service to conduct a Home Safety Check. We discussed Lasting Power of Attorney, which they then arranged with the solicitor.

MG had a fall in June 2018 and spent over a month in hospital and was transferred to a dementia respite / assessment centre where she stayed for over 13 weeks. Her condition deteriorated both cognitively and physically.

The family were unhappy that MG may be discharged to her own home without adequate support. We signposted them to POHWER. The next day MG was accepted at a Care Home where she is now content.

During the last 18 months the family and CVS have been in regular contact via email, telephone and face to face contact. CVS will continue to provide support for as long as needed.

"I really appreciate all the services on offer and that you are at the end of the phone"

"Thank you for all the info you sent me. My Mum, Uncle and I are very grateful to you and think we are very lucky to have you as a point of contact. A thousand thank yous!"



## Making Memories Befriending Service and Activity Group

Our Making Memories project came to an end in 2017. It supported people and their carers to live well with Dementia or other/undiagnosed memory problems.

There were two elements to the project:

### 1-2-1 Befriending

Enabled individuals to enjoy old or try out new activities and re-engage with the community.

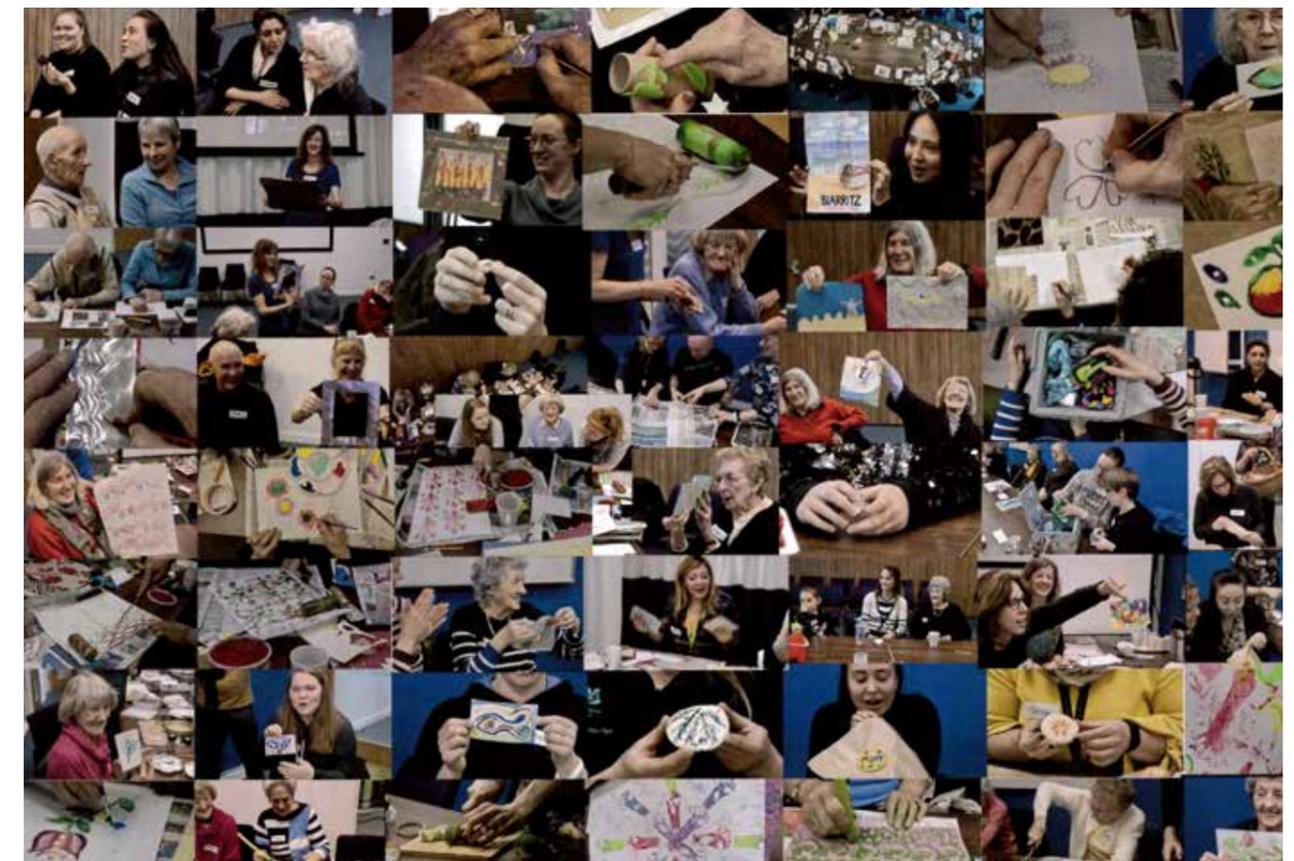
### Making Memories Activity Group

Provided an opportunity for people with Dementia/memory problems and their carer, family member or friend to enjoy crafts, reminiscing, gentle exercise or other activities in a friendly and relaxing setting.



**LOTTERY FUNDED**

"Very lovely session ... It was really amazing, the amount of preparation and time you put into getting everything ready for us! We all achieved so much in such a short session. Many thanks."



## Helping You to Get Out and About

Community Transport is made up of 2 schemes using a team of 43 Volunteer Drivers who receive out of pocket expenses to cover the mileage driven.

### CVS offers two schemes:

**The Voluntary Transport Scheme** takes patients to medical appointments across Newark & Sherwood District. This scheme is subsidised, so clients pay a portion of the cost of the journey.

**Door to Door** is a social car service operating across Newark & Sherwood and is part funded by Nottinghamshire County Council.

Voluntary Transport has been running for 40 years and Door2Door for nearly 8 years.

### April 2017 – March 2018

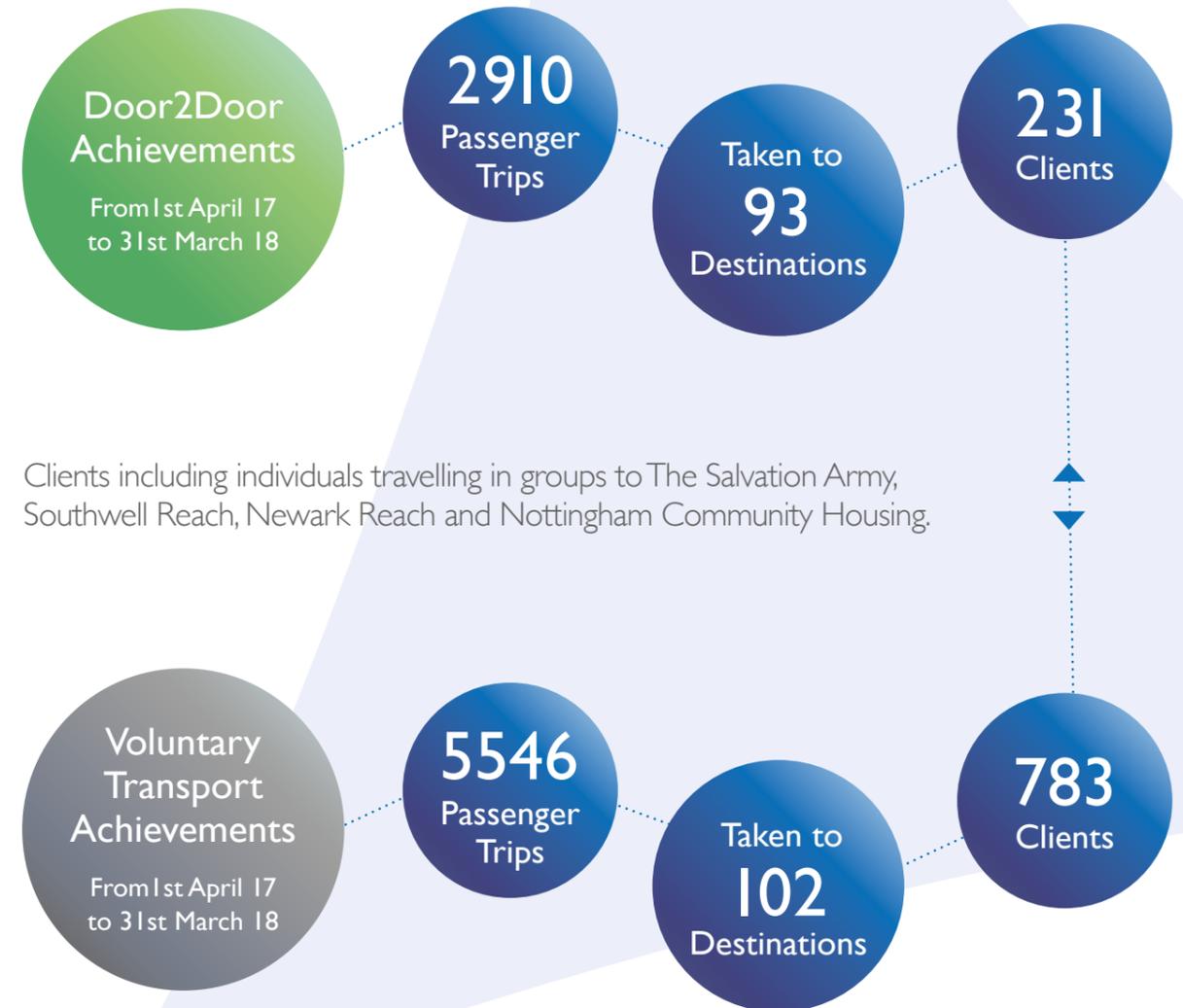
The Community Transport service has adjusted well to changes during this year – a key member of staff retired, and we moved offices. Lucy and Katie are the Transport Coordinators and have divided their time to cover both schemes in the most effective and efficient way. Our volunteer drivers can be on the road from 7am (occasionally earlier) until 6pm and we ensure that they have an office contact number at all times.

Community Transport has 43 volunteer driver and this year we recruited a volunteer to help in the office one morning a week. Our volunteers are the backbone of what we do and we are hugely indebted to them.

‘Thank you so much for taking me for the last 3 months which has been a really difficult time. Your drivers have always been courteous and helpful. I don’t know how I would have got to Queens Medical Centre without them.’

‘I look forward to my husband being taken to the Day Centre each week as it means I have some time to myself. The drivers are so kind and talk to him though he doesn’t always remember what they have said. Thank you.’

‘Your volunteer driver was so kind and helpful – I was very nervous, and she kept me calm.’



## Case Study

Door2Door take 2 people every week from the other side of Newark & Sherwood to a day centre specialising in help for those with dementia. Our volunteers drive 70 miles each time. The benefit to the clients and their families is enormous. The clients look forward to their day and enjoy the time they spend together in the car

although they do not always remember the journey. The day centre benefits from regular clients attending making their service more sustainable. The clients' families are regularly in touch with us about these journeys and this added support is reassuring for everyone.

# Community Engagement and Patient Experience

Nickie and Lis our Patient and Engagement Officers, worked across the district with a range of groups, individuals, their carers and families to raise awareness of health issues and gather feedback on current and planned health and care services:

- People with disabilities
- Older people
- Supporting Patient Participation groups, Practice Managers and Carer Champions at all GP surgeries across Newark and Sherwood district
- Gypsies and Travellers
- Eastern Europeans
- Carers
- Young people
- Veterans
- Seldom heard groups
- Supported surgeries and patient groups with health-related events

### Engaging with hard to reach communities:

- Delivered weekly health drop in sessions on Tolney lane
- Supported 84 Gypsy/Traveller families and families from the Eastern European community with a range of issues
- Supported resettled Syrian families to access same sex GP's and sign up to online appointments
- Supported partnership agencies e.g. Fire, Police, Anti-social Behaviour Team, Community Safety, Planning and Education to patch walk on Tolney and meet with residents to discuss their concerns

### Supporting Patient Participation groups:

- All 14 GP practices now have a Patient Participation Group. 31 PPG members attended a PPG development networking event, which supported patient group members to feel informed, involved and encouraged to get involved in their patient participation group
- Supported all Practice Managers with the development their PPGs

### How we did this – some examples:

- Supported GP practices to develop the role of a Carer Champion within each Surgery
- Supported the Clinical Commissioning Groups engagement process including 'Shaping the future of General Practice'
- Facilitated the Older Peoples forum and the North Nott's Learning Disability Network
- Delivered health consultations in the community on behalf of the Newark and Sherwood CCG including Dying Matters Awareness week

## Case Study

One GP Surgery was struggling with the development of their PPG. The local village Care group was always considered to be their PPG but had to step down due to their charity status, leaving the Practice without a PPG.

Working with the Practice Manager we began the process of recruiting patients as potential PPG members, having various meetings, looking at Terms of Reference and creating a positive partnership for the patient population and the GP Practice.

Working alongside the Practice Manager, with the same goals of improving patient health and outcomes for the surgery, an active PPG was established.

During January the PPG took on their first engagement activity for their GP Practice. Members of the PPG attended two morning surgeries, talking to patients about The Friends and Family Test feedback tool. The PPG members encouraged patients to play a part in how their practice works, by completing the Friends and Family Test and giving valuable feedback.

The event was a resounding success with 88 positive responses over the 2 sessions proving that the majority of patients from the Medical Centre are very happy with the service they receive.

# Volunteer Centre

The volunteer centre supports individuals to get involved and make a difference with their local community through volunteering opportunities such as: volunteer driving, luncheon club helper, befriending and more. We also support local groups and organisations with recruitment and management of volunteers.

This year we supported over 200 potential volunteers with information and guidance and placed 60 volunteers. We delivered training to volunteers in dementia awareness

and befriending and supported local groups and organisations.

In 2017, CVS was awarded a grant from The Santander Foundation to set up a pilot project to support the long term unemployed to overcome barriers by using volunteering as a stepping stone towards work.

35 people were involved in our project. At the end of which, 100% felt they had gained more confidence and felt better involved in their local community. 50% felt they had gained

more skills/undertaken training. Overall, everyone felt they had taken positive steps to make changes and improve their lifestyle and overcome barriers by using volunteering as a stepping stone towards work.



# Volunteer Celebration Event

On Sunday 11th June, over 200 volunteers from across Newark and Sherwood took part in afternoon tea as a thank you for all their hard work. The event was organised by the Volunteer Centre in partnership with Newark and Sherwood District Council. There was music, a magician and lots of cake! Local business joined in by donating their time and cakes. The sun was shining and good time was had by all!



## Finance

Newark and Sherwood Community and Voluntary Service is reliant on income from the CCG, Local Authority grants and project funding.

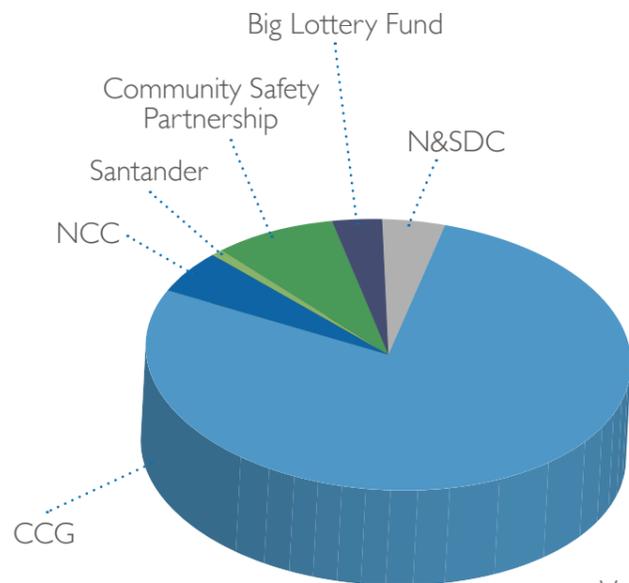
The Income during the year was £221,361 slightly down on the 2017 total of £235,143. Of this £200,540 related to project restricted activities.

Total expenditure, however was £218,348 significantly less than £261,518 in 2017 with savings coming from salaries and building costs.

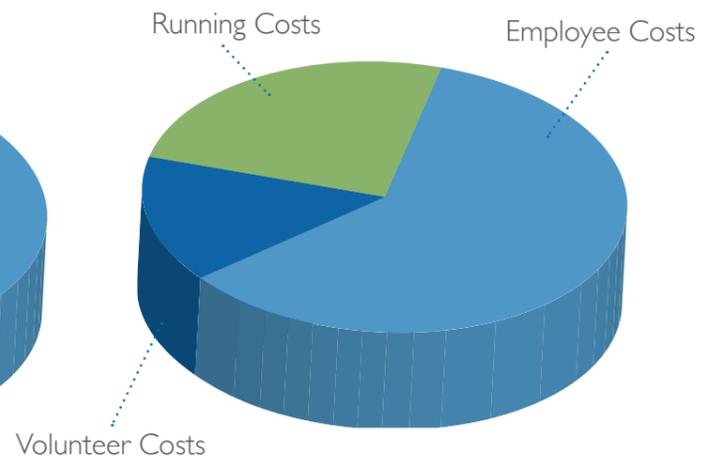
At 31st March 2018 total reserves were slightly up at £120,017 compared with 2017 - £119,404. Newark and Sherwood Community and Voluntary Service is required to ensure that reserves are available in each financial year to meet any reasonable foreseeable contingency. In reviewing the potential costs should a significant reduction in income arise, the trustees have determined that unrestricted reserves be maintained at three months running costs.

Full Accounts can be found on the CVS website and on the Charities Commission website.

### Income 2017-2018



### Expenditure 2017-2018



## Looking Ahead in 2019

- Develop further pathways to employment program
- Closer working with our communities and groups through the setting up of new networks and forums
- Continued monitoring and evaluation of services through staff performance management



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