

# IMPACT REPORT



Newark and Sherwood CVS 2021

Supporting, Empowering, and Connecting Local Communities



# Welcome to Newark & Sherwood CVS's Impact Report 2021

*"The best laid schemes o' Mice an' Men Gang aft agley..."* never a truer word spoken; as we moved into 2020 we quickly came to realise that whatever careful plans we had made for the year things weren't going to go as expected!

Instead of meeting on the 17<sup>th</sup> March to confirm our strategy for the year ahead we found ourselves in an emergency planning meeting and by the end of the day we had in place arrangements for home working, plans for services including how we would support our volunteers and community groups. Little did we realise at the time that this would be our life for the next year and beyond.

By the 27<sup>th</sup> March we had set up a Shopping Service and Check & Chat offering services to the most vulnerable of our communities; our regular updates began providing guidance, support and information. We were particularly thrilled to be commissioned to support the CCG with the delivery of the vaccination programme across Nottinghamshire and successfully worked with our colleagues at Mansfield CVS to ensure that volunteers were recruited and trained to support the roll out of the programme.

Throughout the year as our minds wandered through the maze of possible ways forward and our next steps we continued to adapt to the changes in our daily lives and despite the challenges and fast pace of change we achieved our strategic goals to support our communities.

This Impact report gives you a flavour of what we have achieved and the difference that we have made to the lives of many. We couldn't have done any of this without the support of a highly skilled team made up of Trustees, Staff & Volunteers, each and every one of you has our heartfelt thanks and admiration.

As we move forward and look to the future we have services in place to continue to support and assist communities to be stronger and more robust. This includes funding to deliver Listening Line our telephone befriending service; Let's Connect our new digital support service and Golden Thread – a new service with a focus on Volunteering support for younger people. We will continue to provide Community Development support and we will build on both existing and new partnerships to ensure that Newark & Sherwood is a great place to live. We would be pleased to hear from any organisation that is interested in working with us.

Terry Shrimpton Chair   Madeleine O'Sullivan CEO

# Supporting Communities & Individuals

## Dementia

Our Dementia Information Service supported individuals with Dementia/and or undiagnosed memory problems, their families and carers. Our wrap around service ensured access to information and signposting on voluntary, community and statutory services whenever it was needed; supporting and linking in with more specialised support such as memory cafes and Carers groups. This service came to an end in March 2021.

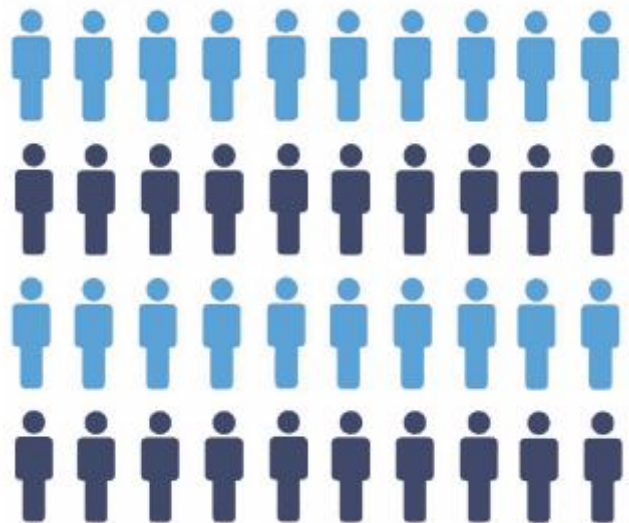
Total referrals this year 102

Total follow up calls this year 203

Total email contacts this year 575

## Door 2 Door

Door2Door provides transport to individuals who struggle with other forms of travel. We have up to 40 volunteers who use their own cars to get people to social events and hospital appointments. Things changed dramatically this last year in lockdown. Demand for transport to social events dropped off to nothing as everything was cancelled. We managed to keep going, with reduced demand for trips we offered other forms of support and kept in touch with our users. We offered an informal Check and Chat service where drivers called existing clients for a catch up on a regular basis. This was a lifeline to many of our most vulnerable & isolated service users.



# 45

Volunteers

# Listening line aims to combat loneliness

By Julia Jones  
jjones@newarkadvertiser.co.uk

A NEW telephone befriending service is being launched by Newark and Sherwood CVS to help combat isolation and loneliness among vulnerable residents during the coronavirus restrictions.

The Listening Line pilot project is funded by Newark and Sherwood District Council.

The new service is run by volunteers. People who are referred to the service will receive a weekly phone call to see how they are, and have a friendly chat.

The service is available for people who feel isolated and vulnerable. Calls will take place between Mondays and Fridays at a mutually convenient time, but not at weekends or late at night.

Listening Line is another addition to the services provided by Newark and Sherwood CVS as part of its recent work in response to the coronavirus outbreak. During this time the organisation has supported more than 500 people.

Tracy Parr, the Listening Line co-ordinator, said: "Many of our residents are cut off from their usual social activities and groups because of covid-19.



NEWARK couple Gerry and Jon Hickman are volunteering for Newark and Sherwood CVS Listening Line, which aims to help combat loneliness.

"Regardless of whether they are self-isolating or just social distancing, this can be very lonely for them. Listening Line is designed to help residents through this difficult time and promote well-being."

Volunteers are trained and reference-checked. They will treat what people tell them in strict confidence and will not share details with anyone outside Newark and Sherwood CVS. Volunteers include Gerry and Jon Hickman, who moved to Newark from

Doncaster last year to be nearer family.

Jon made his first Listening Line call yesterday, and Gerry's first will be next week.

Recently retired, they have been volunteering with CVS throughout the pandemic, shopping for people who were self-isolating.

"We really feel we are blessed, with our family and our health, and this is a wonderful chance to give something to the community," Gerry said.

"It is a small commitment to give up half an hour or so to speak to someone who might not see anyone all day."

She said that, as newcomers to Newark, it would also help her and Jon to get to know people in the area.

Anyone interested in finding out more about the Listening Line service, or who would like to sign up for it, should call 07535 134032 or go to ListeningLine@nandscvs.org.

## Listening Line

Listening Line was set up following the check & chat telephone support we offered during the first wave of Covid and provides a weekly telephone befriending service to residents in Newark and Sherwood who are feeling lonely or isolated due to the impacts of Covid. Through conversations with both volunteers and service users about likes, dislikes, hobbies and interests, individuals are carefully matched to a befriender. The service works closely with Age UK, the Social Prescribing Team, local GPs, Housing Support Officers and other organisations to promote our work and to support new clients.



**Since the project was launched in October 2020 the team have:**

Made 332 calls to clients

Total of 179 volunteer call hours to end of March

Target was to recruit 8 volunteers and we now have 14 active befriending volunteers

27 active matches with clients receiving a weekly call lasting between 30-60 minutes to end of March

## Volunteer centre

Our Volunteer Coordinator has supported individuals to get involved and make a difference with their local community through volunteering opportunities, such as: volunteer driving, shopping services and befriending. A range of support is provided to local voluntary groups such as volunteer recruitment, policy development and good practice guidance.



# 1400

Enquires

# 1304

Volunteers placed

# 4

Virtual pop up centres, including 2 presentations for 16-18yr olds.

Delivered training to support safe recruitment of volunteers during the pandemic.

**Helping us to get through!**



## The value of volunteering

Kath contacted the service to say she had recently moved to the Newark and Sherwood District to live closer to her daughter now she is sadly recently widowed.

A retired school teacher she has been actively involved in volunteering for most of her working life through organised schemes such as the girl guiding movement and a volunteer driving scheme. She felt recently that she would like to get involved in the Covid-19 pandemic effort and had contacted the Volunteer Centre to see if we were aware of any areas in which she could become involved.

Although in her 70s Kath is relatively healthy and has no underlying health issues. However, due to the pandemic she had some concerns about mixing in large groups.

We discussed Kath's motives for volunteering and explained that it was very important to us that she also gained from her volunteering experience as well as giving to others.

Kath felt she was very good at conversation making, she explained that she finds it very easy to put people at ease. She admitted that she has felt a little lonely since moving to Newark as she has had limited contact with her daughter and grandchildren due to the pandemic. Kath does keep in touch with her friends and previous neighbours via telephone and this is something she feels is important for her mental health. In normal times Kath would have loved to have taken part in the volunteer car scheme as this is something she has done before and enjoyed. She is passionate about supporting elderly people and allowing them independence.

Given all of the above Kath was introduced to the Listening Line scheme. Kath was very interested in this she felt she had a lot to offer in terms of chatting to isolated people and this would also give her some much needed conversation. Following a referral to the befriending co-coordinator, Tracey Parr Kath took up the opportunity to volunteer on the befriending scheme. She actively supports 2 elderly people per week. Kath tells us that she is very fulfilled by her volunteering experience and is finding that she feels a sense of purpose during the lockdown that she knows these people are relying on her to call each week and it makes her feel useful. She has really enjoyed getting to know the individuals and is looking forward to a time she can meet them in person.

Volunteer Coordinator Louise *"I was really pleased to support this match, I felt Kath had a lot to offer when we first spoke and I knew she would be a real asset to the befriending service"*.



## Community Development & Support

Our Community Engagement team provides advice and development support to community and voluntary sector organisations to assist with creation, governance, finance/funding and marketing. We also engage with the local community around health and local health care services to help their voice be heard by the Clinical Commissioning Group.

Highlights of the year included:

The development of a new LGBTQ+ group, a Hard of hearing group and supporting two groups in a potential merger to allow both groups to continue.

Newark Parkinson's Group were introduced to the Primary Care Development Centre and assisted to make a presentation about the difficulties in arriving at an early diagnosis and the challenges brought from limited consultation time to make a diagnosis of Parkinson's at two Protected Learning Time events on 9<sup>th</sup> and 23<sup>rd</sup> September. These events are targeted at Clinicians and well-attended.










We collaborated with NCC Communities Team to deliver the Safer Streets project, aiming to make our locality an intrinsically better and safer place to live.

We played an active role in the Towns Fund Board and three sub-committees and assisted with a public survey, which resulted in Newark being awarded £25m by the government.

Specific work has been undertaken in the former coalmining communities of Ollerton & Boughton to promote active community involvement and support initiatives to make it a great place to live. This year we helped to set up a community radio station called Bowe Radio.



**Over £11,000 awarded to local Ollerton groups to support activities including:**

- |  |   |   |
|--|---|---|
|  <b>Dukeries Workshop</b> |  <b>St Paulinus Community Garden</b> |  <b>Ollerton Bowls Club</b>      |
|  <b>Bowe Radio</b>        |  <b>Parkgate Academy</b>             |  <b>Mayors Xmas Present Fund</b> |
|  <b>Autism Unlimited</b>  |  <b>Boxercise with Chloe</b>         |  <b>De Lacey Court</b>           |



Worked with Senior NHS partners helping to organise a one-day Covid mass vaccination centre at Ollerton due to low rates of local take up. 330 people received their vaccine.

# 330



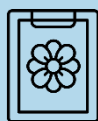
Worked with ABL and Active 4 today in organising a **12-week Couch to 5K** in the Ollerton area.



Organised for several local people to receive **Walk Leader Training from Lincolnshire Co-op** so they can run health walks.



Organised for Parkgate Academy to have a go at **Lawn Green Bowling** encouraging Physical Activity and intergenerational interaction.



Organised for Parkgate Academy children to help with **decorating the St Paulinus Community Garden**.



Arranged for the longstanding **St Georges Day Parade** to continue during lockdown by recording the story for broadcast on **Bowe Radio**.



Worked with the local Mayor to secure funding from local businesses **to purchase a Xmas present for every child under 18**.



Worked with Active Notts and NSDC **to supply local children with items to help them stay physically active** during lockdown.

## You can make a difference!

Newark & Sherwood CVS help to facilitate a number of networks across the district. Our networks are open, inclusive forums where people can meet, share ideas, resources, develop schemes together, and influence meaningful change in Newark and Sherwood. Here are just a sample of the Networks we support:

### Newark and Sherwood Community Network

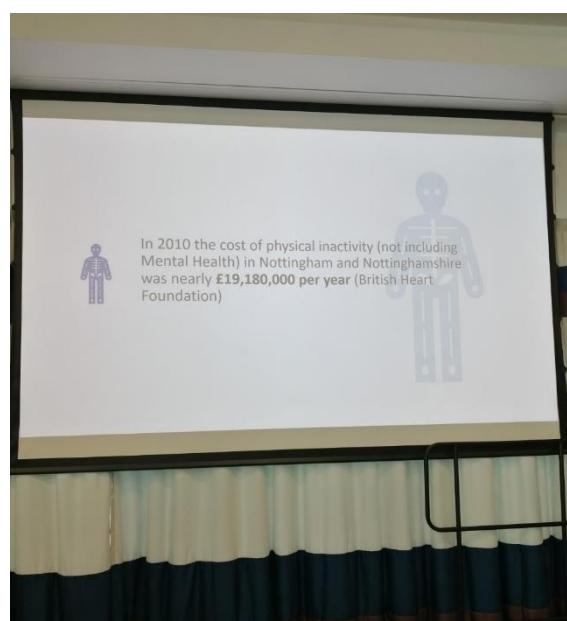
The Newark & Sherwood Community Network met throughout the year and provided an opportunity for groups to share their Covid experiences and provided invaluable support during challenging times.

### Emergency Aid Network

In the early days of COVID lockdown 25 emergency aid groups were set up to support vulnerable and isolated people, providing essential daily living services across Newark and Sherwood.

These groups came together to form the Emergency Aid Network meeting virtually offering mutual support, they benefitted from infrastructure advice, policy sharing, DBS advice and signposting to other organisations. Where there has been a gap in support provision this meeting has been a catalyst of working together to ensure that gap was filled.

Looking to the future of this group they are still providing a service on a much smaller scale but are working towards a coproduced long-term sustainable model for a social supermarket where people affected by food poverty can enjoy the dignity and choice of food at a much-reduced rate.



### Ollerton & Boughton Forum

The Ollerton and Edwinstowe Community Groups Forum allows an opportunity for community groups to network and promote their activities. Regular guest speakers are invited to discuss local initiatives and how they can work with community partners.

## COVID Response

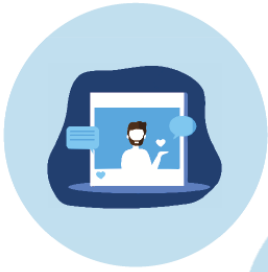
Like organisations up and down the country we had to find ways to adapt our ways of working and services to meet the changing demand. From the start of the crisis it became apparent very quickly that many community organisations lacked the technical skills, knowhow and equipment to respond to the crisis and unfortunately had to suspend their services; others who relied on older volunteers had to close because this group of volunteers were having to isolate. And the need for trusted information and guidance was overwhelming. All of these issues informed our work and the ways in which we could assist organisations through the pandemic. The following highlights what we did:

### First Wave

Three weeks into the pandemic and we were able to mobilise an army of volunteers and set up a range of services to support the most vulnerable in our communities:



**Website** - With the help of a volunteer we regularly updated the website with the latest news from trusted sources. We developed our own guidance pack, volunteer agreement and other useful information for groups to adapt for their own shopping schemes.



**Information** - The new Nottinghamshire County Council Community Hub was launched and we were able to provide a mountain of information on activity around the area.

**Support to Groups** - We supported existing & new groups with information & guidance around volunteering e.g. Parish Councils. We joined local WhatsApp groups enabling us to stay connected and offer support outside of office hours.

**Support to individuals** – our shopping scheme was launched with volunteers providing a shopping service to the most vulnerable members of our communities.

Dementia Information was provided with additional support for queries that relate to Covid-19.

D2D supported our users with welfare checks via telephone support; those who needed support with shopping were referred to the shopping support scheme.



**Partnership working** – we worked with our Public sector colleagues e.g. the District Council, CCG and County Council working together to ensure that the needs of our community were met.

We supported the Regional Voluntary Sector network with updates.

We worked with other VCSOs & the VCS Emergencies Partnership, including NAVCA and NCVO.



## Phoenix

Supporting communities to prepare and move on from Covid-19, to enable them to survive and continue to provide and deliver much needed community services - funded by the National Lottery, the Phoenix project was developed.



There were three strands to the project:

### Groups

- Re-engaged with existing groups and identified new community groups using a variety of methods of engagement. We collected data to help identify recovery, developmental and support needs. Developed an offering of support for groups and deliver the required services and/or training
- Assisted and enabled more groups to become digital enabled, by developing online resources and training and delivered online and remote/in-person skills and training clinics
- Evaluate existing methods of engagement and set up a new co-production group/forum.



## Communication & Digital

- Re-develop the NSCVS website – including new elements and online resources <https://www.nandscvs.org/resources/training/>
- Developed and facilitated telephone-based services

## Volunteering

- Created an online virtual volunteer centre. Employed a Volunteer Coordinator to support the volunteering aspect of the project
- Implemented a series of 'pop-up' volunteering clinics delivered online and remotely/in-person.

### Comments we received about the support we offered during the year of the pandemic:

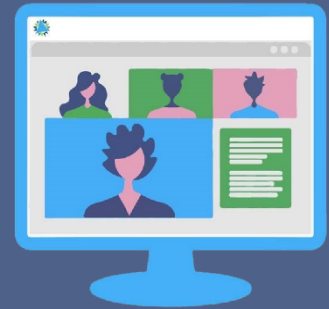
“Thank you so much for your help and your wonderfully cheerful manner, you bring a ray of sunshine into these troubled times”. **(Service user)**

“Just wanted to add a big thank you to you and the team for the excellent support that you are providing..... It really is fantastic, and will be an invaluable resource for us and our patients. It's great to know that we have such great local help at hand”. **(Professional)**

“We cannot begin to tell you how grateful we are for your help, everybody has been so helpful its overwhelming, lots of thank you cards to write when this horrible virus is over. Stay safe and well”. **(Service user)**

“Thank you.... You are doing an excellent job supporting your local community during this challenging time”. **(Professional)**

“Many thanks..... that's a very useful (and immediate) 'service' you've provided - thank you”. **(Professional)**



## Recovery Cell Engagement

We undertook a qualitative consultation project for the Clinical Commissioning Group to gain insight into the most vulnerable communities and their access to services during the pandemic including information provision, access, satisfaction or otherwise with remote consultations, delays to accessing healthcare, early hospital discharge, attendance at A&E and understanding the broader health inequalities.

We engaged 22 grassroots local community groups/organisations and partners to gain feedback including (including those people for whom English is a second language, vulnerable women and victims of domestic violence, careers, Asylum seekers, cancer patients, mental health, homeless, gypsy and traveler community, Dementia, people with hearing and sight loss, children and young people.



## Check and Chat

**“Barry – a volunteer driver –**  
“I have really enjoyed meeting all the different people and doing something worthwhile for the local community”.  
Client A “Door2Door has been a lifesaver. The drivers are so helpful and supportive. I couldn’t manage without them”.  
Client B “I loved the Check and Chat service. I use to be a professional footballer and my contact is a big fan of Nottingham Forest so we had a lot of footie to talk about!”



# 45

Transport  
Volunteers

# 800+

Telephone calls  
made



## Shopping support

**85**

Clients within first  
month

**350**

Shopping trips

**56**

Volunteers

## Nottinghamshire Vaccination Programme

We were successful in being commissioned by the CCG to manage the volunteer side of the Vaccination programme across Nottinghamshire. This involved the recruitment of and supporting volunteers in their roles.

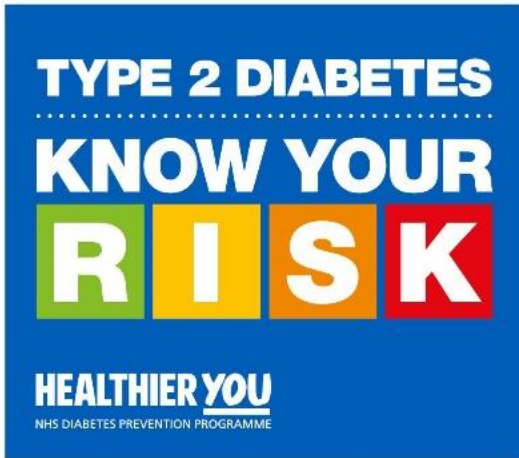
**1200**

Volunteers  
registered

**7**

mass vaccination  
centres

**On average 630 volunteers per week doing 4 hr shifts = 2520 hrs**



## Diabetes Awareness & Prevention Event

We hosted a virtual Diabetes Awareness and Prevention event. This was promoted through Eventbrite and 168 people signed up with 101 attending on the day.

A wide variety of information was included from healthy eating to foot and eye care. For those people who are living with a diabetes diagnosis experiences of living with the condition were shared; as well as finding out what indicators your GP looks for when making a diagnosis. We were joined by organisations such as **Diabetes UK** and **Living Well, Taking Control, Insight** and **Desmond** as well as other healthcare professionals (a GP and a Specialist Diabetes Nurse) who advised what actions people should take if concerned.

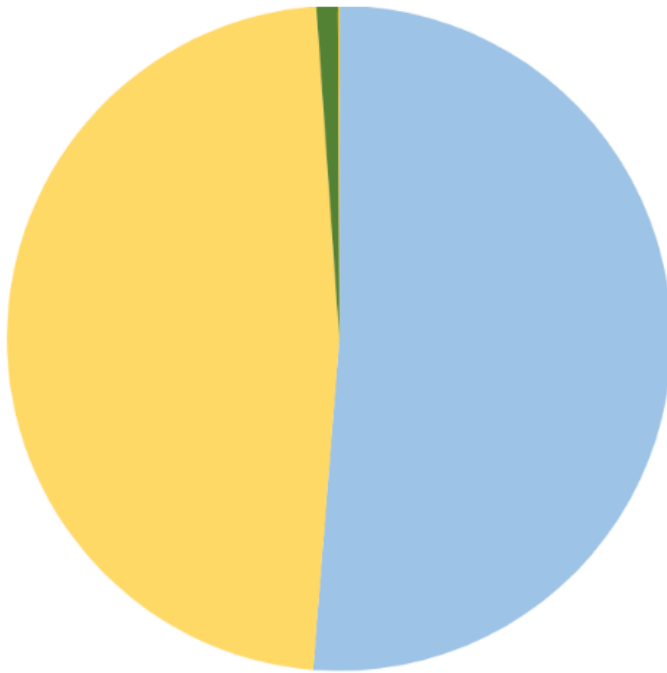
A full resource toolkit was issued. A follow-up survey generated the following 94.4% indicated that they were **very satisfied** with the event Over 60 % of people who attended did so for personal rather than professional interest. And an encouraging 69% asked to be kept informed of future events.

Responses as to what was enjoyed most elicited the following: 'all of it' 'history of people with diabetes' and 'the diabetic experience'. One person added "sitting at home listening to good presentations" and "hearing distressing things but that we all need to know".



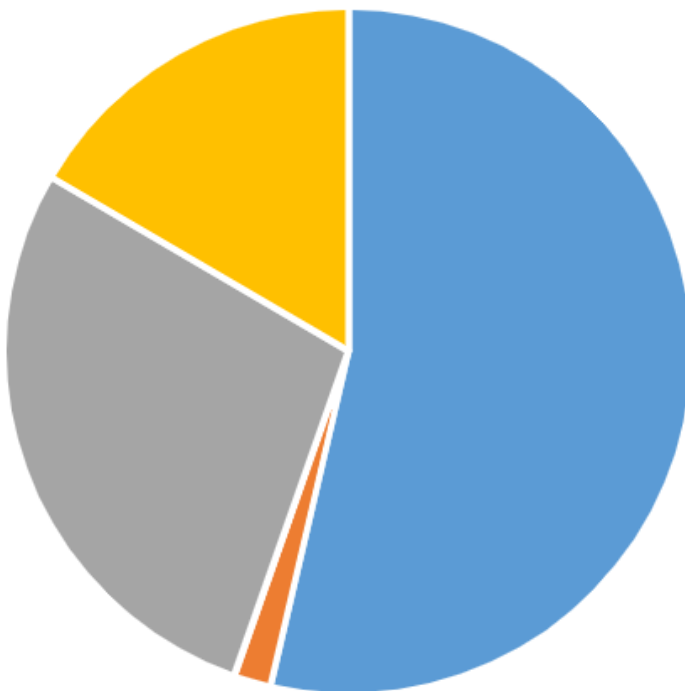
# Finance and Funding

Income



■ Contracts ■ Grants ■ Donations ■ Interest

Expenses



■ Direct Salaries ■ Volunteer Costs ■ Management and Admin ■ Overheads

## Thanks a Million!

It's been the most challenging of years for everyone at CVS and we couldn't have got through it or achieved so much without our fabulous team of volunteers & staff who have been supported by our volunteer Trustees. You all know who you are! **Thankyou.**

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## We couldn't have done it without you!

Lottery Community Fund

Boots Charitable Trust

Nottinghamshire County Council -  
Councillors Divisional Fund

Nottinghamshire County Council - Home  
Office Safer Streets Funding

Nottingham County Council – Covid-19  
Community Fund Coalfields Regeneration  
Trust

Nottingham County Council Local  
Improvement Scheme Legal and General

Nottingham Community Foundation

CCG

VCS Emergency Partnership Local  
Intelligence

Network Programme

Newark Patriotic Society

Newark Castle Rotary Club

Newark and Sherwood District Council

JN Derbyshire Trust