

Community NEWS

from Amber Valley CVS

Incorporating our Annual Report 2017-2018



Annual Report—Report from the Chief Executive

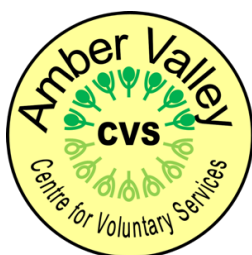
This year has been fast moving, challenging but also frustrating. Following re-commissioning of existing services and new contracts for Amber Valley CVS as well as other voluntary groups we have continued to communicate the continuation of CVS activity and changes to our offer and that of the sector to members groups and Amber Valley communities.

We have been pleased that social care and public health colleagues have included us in induction visits to provide a background to group activity, networking opportunities and partnership working in Amber Valley. New faces and partnerships have meant we have continued to hold “ Front Line Workers “ network meetings but have been challenged to be in new “ Places” for meetings to represent the interests of the sector , particularly in the changing environment of health care.

We have continued our direct involvement and support to communities in need with “ Connecting Communities” events in Duffield and Parks Estate Belper and in supporting ongoing development and needs of member groups, as seen in this report and newsletter. CVS premises have also been open to organisations such as Derbyshire Law Centre, Natwest Bank and CAB to deliver outreach services. We have supported “Man Cave “, a new group for men , to develop in Ripley using our building as their base.

Whilst the office doesn’t look much of a sporty place , we have directly supported the sport and physical activity agenda for Amber Valley by holding funds for the new “ Greenwich Sports Trust “ and seeking project funding to progress the aims of Charles Hill CIC to develop Loscoe playing fields. The Chair based exercise class which began in CVS continues to operate on a private basis close by.

We are pleased that our audited accounts show we are still a “ going concern “ due to our financial probity and reserves , however, we continue to face the challenge of uncertainty for future years for support to groups , volunteers and isolated individuals receiving Befriending support due to challenges of CCG and County Council Adult Care budget cuts . It has been challenging for Amber Valley CVS, voluntary groups, service users and organisations who signpost to services to operate in an environment of rapid change, particularly to volunteer led support such as social car schemes . We were particularly sad to see DCIL close but glad that those with mental ill health continue to access “The Hub” and other activities with Amber Trust and The Croft.



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Befriending Someone—What a Difference it Makes....

Throughout the period April 2017 – March 2018 we've spoken to many of the people who receive our Befriending support:

D was feeling really isolated, lonely and cut-off socially, mainly due to health reasons but also that she had lived longer than most people she used to know, which she finds amusing, but equally difficult.

D said *"It means a lot to me that someone is prepared to give their time, to make my life happier and give me the chance to have a proper chat! We talk about anything, we have a real laugh & joke" "I have very little chance to have a social chat, my family live away, and I have outlived all my friends!"*

When asked about what difference the befriending makes:

D said *"It takes my mind off other problems I have when we chat, and I feel happier and less lonely after the visits"*



“

It's nice to chat with someone; I'd be lost without them, it feels like someone cares

”

Having a befriending volunteer visitor also makes a great difference in connecting people to their local services & activities. One lady who now has a volunteer befriender visiting her each week said *"It means so much to see a friendly face each week, I find out what's going on locally, I got to know about the home library service and sorted a local gardener with her. If she hadn't been visiting I couldn't have done that!"*

During the year April 2017 – March 2018 the Befriending Project ACHIEVED:

- Gaining the MBF / NCVO Accreditation Quality Mark
- Received 91 referrals to the Befriending service – providing support & signposting alongside the appropriate befriending service
- Trained & Recruited 39 Befriending Volunteers
- Extended the befriending support available to Telephone Befriending

We're very much looking forward to the future and continuing to support isolated & lonely Amber Valley residents with our befriending.....



Home From Hospital Support

This service's aim was and is 'to provide low level support to people who have no other support network around them, in order to speed and ease the transition from hospital to home and prevent re-admittance'. During 2017-18 volunteers supported 34 individuals. However, this support has been able to achieve so much more, because of in-house services within Amber Valley CVS. A little word, relevant but often overlooked -

Signposting

When someone uses our service, they get the much needed 6 weeks support from a volunteer that encourages and allows people to make emotional adjustments to their home environment and their daily living. Hospital is a busy, bustling, noisy place, there is always someone to talk to, meals are provided and there is safety. When patients return home, it is sometimes to just four silent walls and a feeling of vulnerability, fear and isolation. Care packages may provide personal care or meals, but our service provides someone to talk to for a few hours per week. It may be to share worries, concerns, get reassurance or it may be to remember good times.

Signposting



But what happens after the 6 weeks?... The volunteers have information about our services and others in the community and will refer clients onto them if needed.

Befriending is that friendly face, who comes in for a weekly chat. *'N' was referred to the service and continues to enjoy having company.*

Phone buddy is a phone call once a week, just a short chat to keep clients connected. *'D' was very unwell and didn't want a befriender but looks forward to his weekly call.*



Connecting health
to communities

VSPA is a free information service that can get the client actively involved in the outside world – Luncheon clubs, singing groups, craft groups. It also provides information where to go for benefit advice, filling in forms or needing someone to fix a curtain pole. *'R' wanted to get out and enjoy company – she now attends a Luncheon Club on a weekly basis.*

Help at Home is a paid for service that can provide people who will do gardening, housework and shopping. *'S' couldn't get out to do his own shopping and is delighted with shopping service.*



Bespoke befriending is also a paid for service that can provide someone to accompany the client to activities of their choice. Having these services that we can Signpost to is essential. It means that the HfH Volunteers know that after the 6 weeks of their intervention, there can be another service put in place to assist the client. It also means, that the client knows where to access support from other services. Everyone is DBS checked and it's really important for the clients to know that they are safe in the knowledge that we can promote our 'in house' services and they can aid in their further recovery and wellbeing. Being able to work with the other Project Workers ensures that we deliver a holistic service. Clients can also hear how to use other external services when necessary.



Helping Communities to Grow and Make Positive Changes

2017 –18 was an excellent year with community organising successes across Amber Valley. Belper Park Estate’s Blue Box group thoroughly enjoyed some training sessions on how to listen to local residents effectively. Comments included:

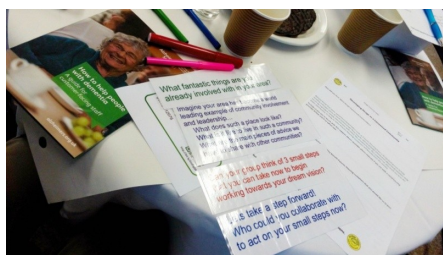
“Great to all get together. Very good information. Feel excited!”

“Thank you! Really useful and helpful info and a great space to share ideas with like minded people. More please!”

“I like the ‘looking deeper’ sections, made me think about my own triggers and to think about how to sort them out for myself.”

“Helpful session to focus minds and enable us to consider our approach to engaging with the community. Well facilitated.”

The training included guidance on how to listen deeply and effectively, listening to be curious rather than to reply, fully accepting what someone is saying and dealing with personal triggers during conversations. We then moved on to look at tools to move conversations towards a solution focus, looking deeper at where people’s opinions come from, learning to facilitate rather than trying to fix and how to move forward as a community.



The outcome of this was for Blue Box to put these new listening skills in to practice to learn what residents wanted to see happening on the estate and from the Blue Box developments. From this a range of great events are running including the annual Parks fun day and new regular cuppa-cake-chat afternoons. Residents can have their say about their community and make positive changes .

I was delighted to be able to report that a very special volunteer’s determination saw a new road crossing being built between Heanor and Langley Mill. Eileen (pictured in the centre) is a very inspiring lady, she has never given up on her vision of 60 years to see the implementation of a crossing. I was able to facilitate the action by using my community organiser skills to break the mission down in to small manageable steps. Eileen said that my positive solution focused attitude was the catalyst to make her feel that we could really do something about a problem that local people had been complaining about for a good few years. Eileen was brilliant and made each step happen for herself, from writing letters to coming out petitioning door to door, all I had to do was help move the focus from problem towards solution, and our journey to action sped on.

Cllr Celia Cox (pictured left) was very supportive of our campaign and fantastic at leading us through the political process of presenting a petition to Derbyshire County Council. With the backing of 144 local residents the petition was successful and I am



delighted to be able to report that the crossing point has now been built and is helping to make life easier for those needing to cross the road to get to the nearby bus stops. This achievement is such a great example of what can happen when one person takes the lead to bring a community together, communities can really make the difference!

Helping Communities to Grow and Make Positive Changes

Residents of Heage have also benefitted from the opportunity to share their opinions and ideas. With members of Parkside Methodist Church I arranged a Connected Communities session for Heage in July. 20 residents and local group members were involved.

It was identified that lack of publicity was the greatest hurdle for people to get involved. I was able to create a **Newsletter** so residents had all information in one place and a “**round robin**” contact list for people to keep in touch. A next step is a **community forum** to further partnership working. I love the group’s collective description for Heage village!



HEAGE’s Vision for a community focussed village

Everyone would be ‘in the know’.

Everyone would know each other, everyone would be linked to someone so no one was isolated. There would be a friendly atmosphere.

Help would be available for everyone. Able bodied neighbours would be placed next door to elderly/ infirm to offer neighbourly support.

There would be more Dementia Friendly sign posting so that the community knew where affected people live.

There would be a community café to allow people to get together and chat.

Amenities would be in the village itself for example a GP surgery.

There would be more community transport.

Community police would have a strong presence and would know the area and community well.

There would be a ‘Keep The Village Tidy’ campaign – the whole village would be clean and tidy with no litter. The local environment would be well maintained e.g. hedge cutting, clearing debris and gritting roads and clearing weeds.

The issue of dog waste would be addressed through extra bins and warden patrols with greater fines. There would be pedestrian only zones.

The Parish Council would fully use local knowledge, local people and making local plans.

The community would organise more for themselves and more community members would volunteer. There would be a time bank of volunteers to offer different trade skills.

There would be lots of community events where organisation is shared between everyone.

There would be plenty of activities during the day and the evening e.g. crafts, music, sport, quizzes, beetle drive.

Existing community centres would be open and used every day.

There could be sports like a football team, basketball and cricket teams.

There would be more festivals, carnivals, street parties – lots of community celebration events.

There would be access to more funds. There would be a free pre-school.

There would be a youth centre and detached youth workers on the parks.

There would be brilliant playgrounds and community spaces.



Annual Report—Chairman's Report

Chairmans Report

Once again I have to report that it has been an extremely challenging time for the organisation as we have continued to operate within tight financial constraints and at the fiscal year end we reported an overall shortfall of £60,534 for 2017/18.

This was in much part due to additional time paid for travelling to Help at Home staff following a review of our employer responsibilities with a resultant fine imposed on the organisation by HMRC and additional expenditure associated with the pilot Bespoke Befriending project agreed by the Board.

Nevertheless, we worked diligently to deliver our objectives for the benefit of residents within Amber Valley and Erewash and I thank everyone for their efforts and contribution in achieving this goal.

This is my last report as Chairman of Amber Valley CVS as I will be standing down at the A.G.M. having held the role for seven years. I must say that it has been an honour and privilege to have held the position and I personally thank all my colleagues, staff and Board members alike, for their advice, help and support during my tenure.

Valerie Bacon and Janice Finch have also stood down from the Board and I thank them for their time and input to discussions whilst they were Board members.

Hopefully new Board Members will be forthcoming, as we face both on-going and new challenges in the months ahead, as we strive to continue to provide an excellent service to all our client base.

Malcolm Gee Chairman.



Malcolm Gee
Chairman



Valerie Bacon
Vice-Chair



Janine Finch
Trustee



Les Millington
Trustee



Ian Hill
Trustee



Brenda Whittaker
Trustee



Stuart Holliday
Trustee



Cllr Allen King
Trustee

Statement of Financial Accounts

AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
<u>Income from:</u>					
Charitable activities	3	421,615	179,387	601,002	539,276
Other trading activities	4	27,262	-	27,262	24,895
Investments	5	521	-	521	689
Other income	6	8,683	28,838	37,521	14,326
Total income		458,081	208,225	666,306	579,186
<u>Expenditure on:</u>					
Charitable activities	7	546,179	183,193	729,372	601,083
Total expenditure		546,179	183,193	729,372	601,083
Gains on investments		2,532	-	2,532	20,302
Net (expenditure)/income for the year before transfers		(85,566)	25,032	(60,534)	(1,595)
Gross transfers between funds		(8,424)	8,424	-	-
Net movement in funds		(93,990)	33,456	(60,534)	(1,595)
Fund balances at 1 April 2017		426,778	57,856	484,434	486,029
Fund balances at 31 March 2018		332,788	91,112	423,900	484,434

The company had no new or discontinued activities during the year.

Balance Sheet

AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE

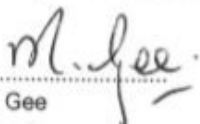
BALANCE SHEET

AS AT 31 MARCH 2018

	Notes	2018		2017	
		£	£	£	£
Fixed assets					
Tangible assets	12		41,688		44,807
Investments	13		172,414		169,882
			214,102		214,689
Current assets					
Debtors	14	29,349		10,816	
Cash at bank and in hand		267,697		291,408	
		297,046		302,224	
Creditors: amounts falling due within one year	15	(87,248)		(32,479)	
Net current assets			209,798		269,745
Total assets less current liabilities			423,900		484,434
Net assets			423,900		484,434
Income funds					
Restricted funds	16		91,112		57,656
Unrestricted funds - designated funds	16	250,000		270,000	
- general reserves	16	82,788		156,778	
		332,788		426,778	
Charity funds			423,900		484,434

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the board of directors and authorised for issue on 31.10.18 and are signed on its behalf by:


 M Gee
 Trustee

Company Registration No. 04763194

STATEMENT ON NON-STATUTORY ACCOUNTS

The Profit and Loss Account for the year ended 31 March 2018 and Balance Sheet as at 31 March 2018 presented within this report are not the company's statutory accounts.

Statutory accounts for the company for the year ended 31 March 2018 from which the above documents have been extracted have been filed with the Registrar at Companies House.

An auditors report has been made on the statutory accounts of the company for the year ended 31 March 2018. This audit report was unqualified.

Annual Report—Trustees Report

AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2018

Financial review

Detailed financial information is shown on page 11.

Investment Policy

The Executive Committee are responsible for setting the investment policy of the charity. £172,414 of funds remain invested in a money market higher return account as a medium term investment.

Reserves Policy and Going Concern

At 31 March 2018 the charity had total reserves of £423,900. Of these reserves £91,112 was held in restricted funds, with the balance remaining of £332,788 being held in unrestricted funds.

The charity has designated some of its unrestricted funds for particular purposes. At 31 March 2018 the designated funds of the charity comprised:

Training Fund	5,000
Contingency Fund	60,000
Building Fund	75,000
Help At Home Fund	110,000
	<hr/>
	250,000
	<hr/>

The Training Fund is to ensure the organisation has sufficient funds for staff development that would not be met by other project costs and to pump prime training initiatives that support development of the sector.

The Contingency Fund is set aside to cover any organisation costs or debts not covered by project costs, including directorate redundancies. It is also in case of long term incapacity or absence of a senior manager that requires costs for interim support of another professional.

The Building Fund is in line with our aspiration to refurbish the 'Cottage'. We are designating funds which could then be used as match funding in any future bids and to maintain the fabric of the building in the meantime.

The Help at Home Fund is to ensure that in the event of any difficult circumstances or disaster we are able to continue Help at Home activity to our clients by replacing essential equipment, personnel and work space immediately or meeting other liabilities.

General reserves (excluding tangible fixed assets of £6,237) freely available for use by the charity amounts to £76,551.

The Trustees policy is to build unrestricted free reserves equivalent to 4-8 months directorate expenditure, which is currently running at the rate of £150,000 per annum. At the year end free reserves amounted to £76,551 which is considered prudent as there are indications that grant funding will decrease in 2019.

In addition to directorate expenditure unrestricted funds are designated to ensure resources are available for expenditure which would relate to changes to Help at Home, either for closure or continuation in another charitable format.

Principal funding sources

Our principal funding sources remain Southern Derbyshire CCG and Derbyshire County Council along with earned income from activity as a counter signatory for DBS and customer charges to Help at Home clients.

Annual Report—Achievements

We internally record our performance against outcomes for the organisation and the sector and are pleased with the activity we have undertaken which meets our strategic headlines and also those that add value to our communities and the sector.

In providing support to develop and sustain local groups we have;

- Maintained the Community Directory Derbyshire with 530 local groups
- Retained 301 member organisations
- Had contact with and given direct advice and support to 39% of our members
- Led on DBS checks for Derbyshire voluntary sector , with 787 applications processed
- We have helped gain £100,186 of funding for local groups – an increase from last year.
- We are continuing pro active approaches within communities using community organising as the method of contact in Belper, Marlpool and Heage.
- Our building is well used , supporting the development of ManCave, promoting activity of local groups and to provide outreach services by other organisations.

In encouraging an increase and diversity in volunteering opportunities, volunteers and voluntary action, we have;

- Promoted 234 volunteering opportunities within local groups
- Expanded again our reach into communities with Facebook and Twitter to 494 FB /1011 Twitter followers
- Increased the referrals of volunteers to organisations by 56% (802 onward referrals) to organisations involving volunteers and face to face interviews of 110 individuals .
- We have recruited and trained 73 new Befriending volunteers and decreased the waiting list to 30

We are enhancing the health, well being and safe guarding in our communities by;

- Supporting continued independent living for older people with Help at Home
- Ensuring the Help at Home work force and Befriending volunteers have a DBS check and gain skills in working with the elderly and infirm with dementia, mental health
- Awareness training.
- We offered training to local organisations to improve access to volunteers with disabilities.
- Managing 61 Befriending volunteers who provide a home visit and listen to 40 isolated adults with telephone support.

Through partnership working ;

Our premises are well used by other agencies as a training venue and also to offer a local service. Chesterfield Law Centre, CAB, Royal British Legion and Derby Homestart are regular users. We are also popular as a meeting venue for CVS and volunteer Centres in Derbyshire, with whom we liaise to raise the profile and voice of the sector.

We are supporting the expansion of Derby Homestart with delivery to families in Amber Valley and working with Belper Blue Box project to engage with community members.

We have been an active partner of the HLF funded DerwentWISE and have galvanised partners to develop a new and accredited volunteer induction for those involved with conservation , natural environment.

We take the concerns of the voluntary sector to local and county strategic meetings to improve its profile.

We speak up for the sector at partnership meetings including health , safer communities, childrens partnerships.

Focus on the Outcomes

Amber Valley CVS works with communities to bring about social change and improve quality of life, as seen with community development activity in Heage etc. Those who might feel they are marginalised, excluded from society are enabled to gain self confidence to join with others in a community group. Our community development role means we also support the development of that group. Until recently, conventional wisdom saw organisations focus on outputs for their work, for example, how many people attended a training course or how much funding was gained. We know that this only tells part of the story, and the boring part at that! Below is a short description of one group's outcomes including an excellent outcome for Amber Valley CVS.

Grow Outside CIC's aims are to improve physical and mental wellbeing of users through horticulture and craft activities, and the development of community garden spaces. Having had support from Collette Watson Community Funding Development Worker at Amber Valley CVS to set up the CIC and following a range of pilot projects to test our approach we came back to Collette for advice on setting up another community garden in Ripley town centre, so that we can emulate the success of the current community garden in South Derbyshire. Collette gave us avenues to consider for funding, contacts to engage people with similar interests in outdoor spaces and places where we could improve a community space and involve groups of individuals who would benefit from our input.

Our main site is currently based at a community welfare centre in South Derbyshire, Gresley Old Hall. The project has been running there regularly since October 2017. During our first year we have grown a range of vegetables and lots of flowers and we made items to sell at a local craft fair. The work we've done to improve the garden is greatly appreciated by other groups who use the Old Hall, and the Committee who run the site, and people often stop to say how nice it looks and what a difference we're making.

Overall, approximately 20 people are engaging regularly with the project, between the ages of 3 and 70. We are currently measuring, quantitatively, the social return on investment of the activities we provide and the impact on people's mental wellbeing. However, we also ask the group to tell us what they think about our project and below are some of the things they say:



“ This project has opened new horizons as I learn and gain enjoyment, meeting and talking to others who are also on the journey of keeping well, healthy, knowing your limits and being allowed, just to ”

Grow Outside has helped me to learn new skills with new people within a relaxed environment

I meet wonderful people every time I go, who care in many different ways

To get involved, contact Claire on 07960 249816; or claire@growoutside.co.uk;

Volunteering and Group Support

Somercotes Walking Group

Amber Valley CVS first supported Somercotes Walking Group way back in **2013** – the group has been formed some years ago but now lacked leadership and direction. The Community Funding and Development worker worked diligently with the group to update the constitution and form a plan for going forward, this included a small grant from Amber Valley CVS to which they purchased 2 x warlike talkies for the group leaders (one for the front leader and one for the back) This was a huge success and the group continued to attract more walkers and in turn they became a small but very successful self- sustainable group. However late in **2017** the Chair of the group contacted Amber Valley CVS after they were forced to change their meeting venue.

This affected their budget and promotional material and the group stated “if they did not find additional revenue the group may be forced to fold.”

Collette suggested increasing member’s fees, look for alternative transport, use CVS to update their publicity plus seek a small grant from the Public Health and Locality Small Grants programme - the group was able to continue and goes from strength to strength, enjoying new members and new walks around Derbyshire and the additional outcome of the social side with other group members like the summer buffet , pictured below.



During 2017-18 CVS gave direct help to **69% of their 300 member groups** , including Belper Street Angels, Spirit & Equine Centre , Heanor Town Bowls, Arkwright Centre & Birdwood Canal Boat. We also gained **£100,186** in funding for Amber Valley groups .

Journey of a Volunteer

It has never been easier to give a bit of time to help in your community or with a local group. We deal with enquiries from ;



From your application and visit we can personalise brokerage information to match you to a community group. This year we dealt with **741** different enquiries and offered **234** volunteering opportunities in local groups.

One volunteer offered to support Ripley Man Cave as well as leading on Shipley Park Partnership activity. This enabled a total of 16 other individuals to socialise together in Ripley alone



Man Cave Lounge area



DIY projects in the Man Cave

Help at Home Impact on Health and Wellbeing

I could describe my work as simple—from day to day we sort out diaries for cleaners and gardeners. This is to ensure that our staff get the hours they would like to work, but ultimately to make sure that our clients get the cleaning, shopping and gardening they need.

The outcome is that this enables clients to live comfortably at home for as long as is possible.

Whilst dealing with diaries we receive and make a numerous amount of telephone calls, discussing client needs, wants and any other troubles they may have. From the CVS resources we are able to signpost them to other community based services or indeed to health and social care professionals. The impact of this is more people use voluntary services and an outcome is improved health and well being of our clients.



Some of our clients don't see anyone from day to day and really look forward to the visits from a cleaner or gardener or even from a short call from myself to discuss things as required with the Help at Home Coordinators.

It is amazing how a little bit of time from someone, whether chatting to CVS office based staff, a cleaner or a gardener can make the difference to a good or a bad day.

We have 68 Help at Home staff in Amber Valley and Erewash offering weekly support to our clients.

Amber Valley & Erewash Help at Home Services

Help at Home is not an agency.

We are a non-profit making organisation,
and are part of the registered charity of
Amber Valley CVS

Help at Home Impact on Health and Well being

Our Help at Home service has a significant impact on people's everyday lives; we try and ensure their needs are met and that they can live their lives in their own home; the service can influence this independence and ensure the quality of life doesn't suffer.

A positive regular service provided to create a marked effect on our clients daily lives. We receive referrals for the service from structured organisations such as Adult Care; as well as people who self refer. We listen and understand people's needs making sure the service is suitable for them ultimately keeping them living independently.

We are a friendly team, who listen and respond to the client's needs, altering our diaries if needed to ensure that other scheduled appointments can be met, also then looking to see if a service can be offered to another client, reacting to each change, to help as many people as possible. If the overall service needs altering to respond to changes in health or lifestyle we can do it.



**Amber Valley has some 300 domestic clients and Erewash 190,
Amber Valley 160 Gardening Clients and Erewash 80.**

Amber Valley delivered 16,215 hours of domestic support and 2,988 of gardening support and Erewash 9,812 of Domestic support and 1,077 of gardening support



It's a constant steady service and we maintain the number of people who use us. We spend time talking to individuals who contact us and gain an understanding of their lives and how we can help make a difference. The office is busy and the phone is constantly ringing but this is how Jane and I like it, knowing that what we do and offer has a positive impact on so many people's lives.

Working Closely With:



We hope you have enjoyed the articles, news and information in this edition. If you would like to promote your group, an activity or event in our Newsletter, please get in touch...



01773 512076

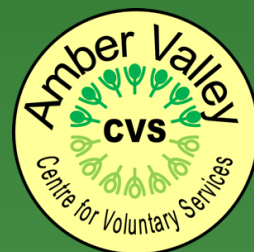


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Amber Valley CVS

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