

# Community NEWS

From Amber Valley CVS



## Horsley Woodhouse

# Community Celebrations



## Little Eaton



## Heage



## Ambergate



June 2019



Amber Valley CVS, proud to support our community and its people with voluntary action



## Welcome

In keeping with our “Day in the Life of “ theme here are some “ snippets” from my role as Chief Executive for the organisation , some of which are further explained in this Newsletter.

As our roles involves communicating at a community level and to statutory organisation priorities , it can be very hard to keep things secret in CVS so it was a miracle that I managed to “elope” to Gretna Green but much harder to let all those I work with learn of my change of name from “Allison” to “McCree”.

It is also hard to see in my job description where clearing out the **stationary** cupboard is a priority but it does mean that we can offer you any files, folders and postage trays that are excess to our requirements **for your use** , so please contact us if you can use anything of this nature.

There is a serious nature to my work days , this includes keeping up to date with changes in health and social care within Derbyshire and promoting the role of the community and voluntary sector in prevention of ill health .The public health message as described at the **Feeding Derbyshire Symposium** ( page 10) is that our health is improved with non health led activity, which is why voluntary and community sector activity is so important. I also learn of plans for health & social care plans ( Joined Up Care Derbyshire page 11) which are important for me to pass on , with an **Amber Valley consultation day planned for July 17th**—more information to follow

In partnership with other CVS in Derbyshire , Amber Valley hosted the joint **Health & Social Care Forum** . This was held in Strutts Centre, Belper .To support our community venues I am often in venues around Amber Valley ,for instance , I have also recently been with my Board at Alton Manor Community room for **Strategic Planning** and for training at Post Mill Centre South Normanton.

I regularly meet a number of isolated people in the community hearing about their needs after hospital care or due to living alone and whilst traditional befriending in the community is clearly needed, CVS will be leading on a sub group on behalf of the Locality Public Health to involve us all in a new conversation about extending “ **Social Connections**” within our Communities.

To ensure we are accessible and useful to the whole community , I recently committed CVS to the role of “**Safe Place**” in Ripley and so as ever we will offer a supportive and warm front door for those feeling vulnerable in the town centre.

***Proud to Support our Community  
and its People with  
Voluntary Action***



In this Issue	
A Day in the Life.....	
Strategic Headlines	2
Home from Hospital	3
Community Funding	4
Volunteer Development	5
Befriending	6
Help at Home Coordinator	7
Domestic Support Worker	8
Members & Partners News	9
JUCD and Place	10
Volunteers in Amber Valley	11
DBS Service	12

# Amber Valley CVS Strategic Headlines

Amber Valley CVS Board members took a day out of their lives to review and confirm the strategic headlines and direction for the organisation which used feedback from our members and groups as well as input from staff .

We were pleased to have Kevin Curley ,CBE, facilitate the day.

Kevin has experience of charity and CVS activity operationally and strategically at a local ,national and international level.

Kevin donated 50% of his fee to the Sierra Leone Education and Development Trust .

Kevin is available to give speeches at charity events, facilitate strategic review days and mentor senior staff and trustees .



Amber Valley CVS provides support to develop and sustain local voluntary and community groups

We will encourage an increased number of diverse volunteering opportunities . We will continue to support local community action

## Amber Valley CVS Strategic Headlines 2019 - 2021

Amber Valley CVS will work with local partnerships to increase support for the voluntary and community sector. We will develop our organisation with a charitable business model to ensure future sustainability.

We offer signposting and services which enhance health, well being and safe guarding within communities of Amber Valley and its neighbourhood.

## A Day in the Life - Home from Hospital

My first task of the day is catching up from e-mails that have arrived during my days away from the office. I deal with e-mails that can just be replied to or leave the ones that can wait. I then turn my attention to the referrals. I note details and contact the person if they have already been discharged or the referrer if not.



I contact a number of volunteers and ask of their availability for the next few days or week. I make arrangements for either a visit to hospital by myself or a visit to the home with a volunteer. The patient from today's referral is still in hospital.



I have a request from a Social Worker to do some shopping for a lady who is being discharged today, but we don't have a time frame.

I visit a client to do his shopping and have a chat. He is concerned about the state of his flat and has been promised a visit from the Housing Association. I tell him that if he has had no correspondence by the next day, that I will follow it up. It does arrive in the post and he asks me to be there when the Housing Officer visits the following week.



I attend a network and information gathering meeting with other professionals to pro-actively advertise my service .

I visit a hospital to meet the patient (from this morning's referral) to find out their requirements and a bit about themselves, so that I can match them to a volunteer  
I am now back at the office

I ring a volunteer who has been for her first visit with the client. This is to find out how it's going, if there are any issues and if they are happy with the match. When I have a referral, I try to get the best match with the client and volunteer.



Some clients just want companionship and I would pick a volunteer who is empathetic, a good talker and a good listener. Some clients need support to gain confidence and venture out.

Having a volunteer who knows when to push them out of their comfort zone or to pull back until they are ready is really important. Having a small team of volunteers, who I can count on, can volunteer without much notice and have a wide skill set between them, makes my job much easier. I am able to match volunteer and client with a high success rate.



I contact a volunteer to arrange a home visit for a match meeting the following week. This is for the client I have met today at the hospital and is being discharged later this week. He has food at home and will need time to adjust to life away from hospital. He has no other services in place but only requires company and support to aid with his home recovery. A day and time is arranged.

I get a call to say that the lady (from this morning) is now at home. I travel there to pick up her shopping list and money. There are a number of other services there and she is very overwhelmed as she has been in hospital for a number of months. I do a big shop for her and return to deliver the shopping. I do not stay as she is visibly upset and the other services are caring for her. I discuss with one of the other professionals whether our service will be needed again, but it is part of the discharge plan that this will be carried out by another service. I return to the office. Check my e-mails once again and leave for the day.





## A day in the life of our Volunteer Development Worker



Like other CVS employees, I work part-time but spend a fair bit of time out in the community. I often begin with IT based jobs so as not to disturb volunteers too early in the morning! If you have applied to volunteer through the Do-it website, your referral will be redirected through me so I will process all online applications. I also complete all of the work around advertising a new opportunity including writing content, editing images, website updates and basic coding. I really enjoy learning all of the fiddly techniques to get images just right and learning how the website works behind the scenes.

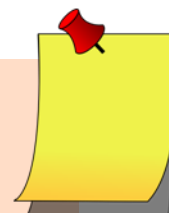
Promotion is another important part of my role. I manage Amber Valley CVS's social media channels and input to our regular e-news and newsletters. I distribute press releases to local papers and radio stations to let the media know what we have heard from the community and what is happening at our organisation. I also work to build links between people to ensure a strong local response is in place. Again communication is vital here and I aim to get as many people as possible knowing what is happening in their local area, or at least knowing who the person is that will know! Sometimes you just can't beat a good old fashioned poster on a local community board so I am often seen out and about with a stash of posters.



Finally I help to co-ordinate the organisation of various community events such as the 'Connected Communities' sessions that have been popping up across Amber Valley over the last few months. My current challenge is to facilitate the organisation of a fun day at Charles Hill Recreation Ground in Loscoe. The local team have been brilliant so far and I know it is going to be a great day. I really love spending time getting to know local groups as we have so many hidden gems across the area! My role is to keep communication open between all parties involved and make sure all the paperwork such as permissions, bookings and insurance are in place. I also spend some time each day co-ordinating who is doing what for the events either through email or telephone conversations. I have a lot of to-do lists on the go!



I find word of mouth is so important in this job so that I can find out what is going on locally, what groups might need support with volunteering and who I can signpost our clients on to if volunteering is not for them. Some of this information I get from my work in Amber Valley and some from hearing how everyone else in the office is getting on and hearing about their work.



The biggest part of volunteer development work is of course engaging with people. This is my favourite part as I love to hear everyone's stories and help them on to their next little step in life of volunteering. It is fantastic to watch someone's face light up as they spot the opportunity for them. I will often meet with a new volunteer applicant during one of my work days and we will sit and talk about what the individual would like to get out of volunteering, what their interests are and what opportunities their skills might suit. I will then refer the applicant on to their choice of organisation ready for them to start their volunteering adventure. Sometimes I will go along to other organisations such as the Job Centre to talk to their clients about volunteering or attend another community event to promote our services.



I may also go and visit an organisation who would like to recruit volunteers through AVCVS. I like to go and gather the information face to face if I can as it gives me a better idea of what volunteering at that location will really be like. I can use these extra details to help paint the picture for applicants and inspire them to make the leap to volunteer.

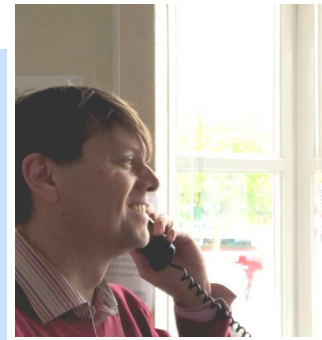
Overall I am here to help weave the background support for individuals and local organisations who want to help make a difference in their local community. If you think I can help you too then get in touch!



## Befriending Project Worker, Paul Clarke – a day in the life

Having joined the Amber Valley CVS team only 2 months ago, I find that every day is different and I'm still meeting new people all the time. It's a really active service and we have over 80 people matched with either home visiting or telephone befriending so it's been a really enjoyable experience so far getting to know everyone.

I have 2 young children and so experience the pleasures of the school run every morning, arriving into the office at 9.30 to start my day. All telephone contact between befriender and befriended is made through the office, so usually there are a few messages waiting from people who need to alter the details of their befriending visit on that day. This is a really nice way to start the day, as I get to have a quick chat with our volunteers or service users when passing messages between the two.



This morning I went out to visit someone that had been recently referred to the befriending service. The visit involves a general chat to get to know the person, their hobbies and interests and their history, as well as gaining a general picture of how lonely and isolated they are, which gives me a lot of information to consider when identifying a suitable volunteer to match them with. Although this is one of my favourite parts of the job, meeting new people and hearing their stories, it can also be the most challenging. There is a great deal of lonely and isolated people living in Amber Valley and, although we have an amazing team of volunteers, this means that we do have a waiting list so I often cannot place a volunteer straight away. As such, I left that house this morning knowing that the lovely person I'd spent the last hour with will now continue to sit alone in her house until I can recruit and train some more volunteer befrienders. Could you offer an hour or two weekly to brighten their day ?

After this I headed back to the office in Ripley to meet one of my new volunteers. Our volunteers are given training on topics such as effective communication, the role of the befriender, confidentiality, health & safety etc. over 2 sessions that prepare them for being a befriender. The training is usually provided in small groups, but occasionally if a volunteer cannot attend a particular session we arrange another date for a 1 to 1 session, as was the case here.

This afternoon it was my most favourite part of the job – a match meeting. As part of the induction process, we ask volunteers to tell us about themselves and their preferences for being matched with



someone waiting for a befriender. We then use this information, with the initial assessment details, to identify who would make a good match. It's always a little tense introducing two people for the first time in the hope that they go on to form a long lasting relationship, but this like the majority of others was a success! I left the befriender and befriended chatting and headed back to the office. I'll check in with them again in a few weeks, just to make sure everything is still going smoothly.

To finish off the day, we had the Phone Buddies in. A small group of lovely volunteers who come to the office every Thursday from 3.00 until 5.00 to make calls to people who have either chosen telephone befriending over home visiting, or are on the waiting list for a home visitor and receiving weekly phone calls until a suitable volunteer is found. It's great to hear the phone buddies in action, even though they've never met the person on the other end of the phone they have such a good relationship and I'm quite sure they could spend all day chatting to each person if they had the time! If one of the phone buddies can't make it in for some reason I'll occasionally jump on the phone, it's a lovely way to spend a couple of hours and keep in touch with the people I meet!

Although every day is different, I know that at the end of the day I'll leave the office happy knowing that those amazing volunteer befrienders have been out in Amber Valley making a positive difference in people's lives.

If you think you'd like to be part of that team, or if you know someone who would benefit from a befriender, please do contact me. **01773 512076**



# A Day in the Life of Jane Massey Help at Home Coordinator

Woke up with the larks this morning but managed to drop off again and was rudely awakened by my alarm at 6.30 am. I do so hate that alarm. I started half an hour earlier today as knew it was going to be a busy day and I have to leave a little earlier due to a previously booked appointment of my own.



Arrived at work and ready for early morning calls from clients or workers wanting to make changes to the days arrangements. I aim to have worker diaries completed each Wednesday but weather and whether clients have late notice of health appointments can all impact on my plans.



Whilst waiting for calls (which were for once very few )I had a look at new clients that I had to place to enable the agreement packs to be sent out so that the jobs can be started next week. Sorted out a gardening job in Loscoe, a cleaning and shopping job in Ripley and a cleaning job in Langley Mill and all before 8.30 am.

During the course of the morning I dotted the eyes and crossed the T's of all the diaries for both week commencing 10th June and 17<sup>th</sup> June as I had leave planned. It is also important to finish typing a handover for my work colleague ,Rebecca, so that she is aware of anything that may happen whilst I am away.

Also during the course of the morning I dealt with 16 texts on the mobile phones from cleaners or gardeners and dealt with several telephone calls from clients. Let a prospective new client know that his assessor was waiting outside their home, re booked a gardening job, did the work requests for the new clients starting next week, filled out a holiday card for a cleaner wanting time off in August, booked 3 more holidays for cleaners and gardeners but not got the cards yet to fill in as its end of year.



Had a treat left on my desk from a colleague my favourite ,sausage roll. Then I ordered chips and peas for lunch as I heard others ordering a Friday treat and I did not want to be left out .

In the last hour before leaving I spoke with and helped a client that had lost her money—just one of the many enquiries we take from our clients. There was some last minute gardening changes due to the rain, reminded a client of their gardening booking for next week then , filed away both new and cancelled client files to keep information secure.

Last job is to recheck all diaries to make sure all is covered and nothing missed as I am not here to sort it out on Monday.

Finished for the day feeling satisfied that all is currently as up to date as it can be on an ever-changing set of diaries.





# A Day in the Life of Help at Home Domestic Support Workers



A day in my cleaning role can consist of anything from changing a clients bed, cleaning windows, ironing or basic cleaning like dusting, hoovering, mopping, emptying bins etc.



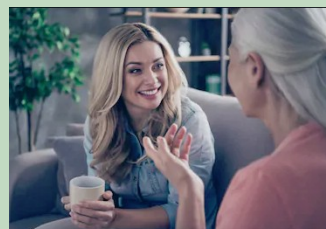
All the clients I have are brilliant, they love to chat whilst I'm there and we have a laugh which is so important as some are lonely as they don't see many people, therefore they look forward to me going in, I sometimes get a cuppa too. I've built up a bond with them because at the end of the day I'm in their home and it's all about me making them feeling at ease.



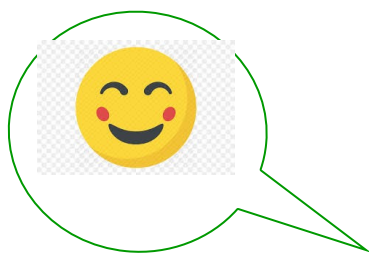
Their expectations of me are to do a good job and make their lives easier to help them live at home independently. My expectations of the job are high as I'm delivering a service to them therefore I strive do a good job every time, and I believe I do.



I absolutely love my job, as I meet different characters, hear their stories, get to know their mannerisms, and the way they are just so grateful for what I do just makes the job so worthwhile and rewarding.



I visit clients of all ages , my youngest being 52 years of age. She has many health issues the main one being a degenerative spinal problem, which means she needs help with things like changing the bed, general cleaning, putting washing in machine, and ironing if needed.

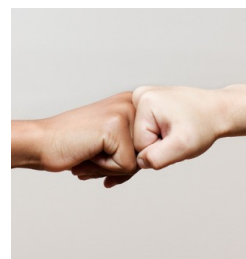


She loves to chat and I enjoy her company as much as she enjoys mine. The client looks forward to my weekly visit as it gives her the help she needs, but also some routine and structure to her week and company.



For me it's like visiting a friend as we get on really well. She is very grateful for the help I give her, and I get a lot of satisfaction from being able to do the things she would most certainly struggle with.

For more details about the Help at Home Service  
Please call Jane or Rebecca on 01773 512076



## Members and Partner News

**Did you know ..... Our Health is influenced far more by:**

- **Employment**
- **Education**
- **Environment Factors**
- **Social Networks Behaviours**



Feeding Derbyshire Symposium reviewed the impact of Public Health funded projects from **2015—2019** and determined that to get

upstream of food poverty “ Good employment , providing enough money to thrive “ was a key determinant of health. Future priorities were stated as ;

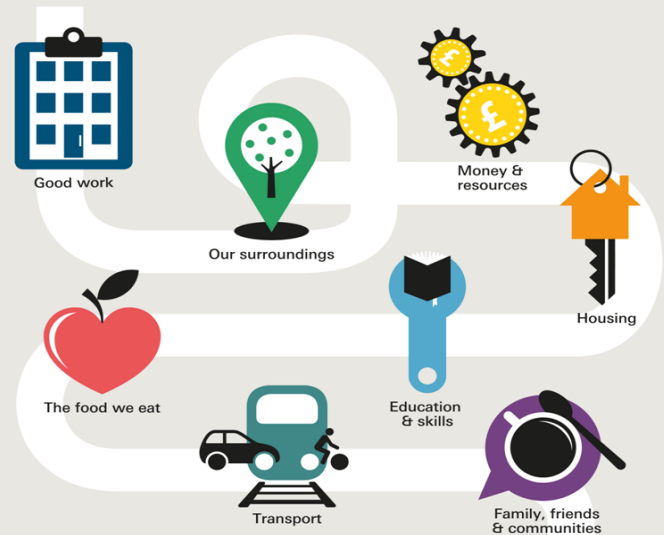
Sustainability ;including the Fareshare Hub, Feeding Derbyshire projects ( in schools and school holidays) and getting better at external funding bids.

Further joined up and partnership work across the NHS, Local Authorities and CVS organisations, seeking new support from businesses and external funding.

### What makes us healthy?

AS LITTLE AS **10%** of a population’s health and wellbeing is linked to access to health care.

We need to look at the bigger picture:



But the picture isn't the same for everyone.

The healthy life expectancy gap between the most and least deprived areas in the UK is: **19** YEARS



References available at [www.health.org.uk/healthy-lives-infographics](http://www.health.org.uk/healthy-lives-infographics)  
© 2017 The Health Foundation.



After four challenging but extremely happy years at Derbyshire Autism Services Manager Janette Ashworth is retiring.

She thanks her fantastic team and colleagues both at the office and ‘out in the field’.

She is pleased to be leaving DAS in the capable hands of Chris Pienaar, who many of you will know already from his wide experience in the sector.’



## Joined Up Care Derbyshire ( JUCD)- Key Messages from the Board

Strategic planning for health and social care is moving forward under the banner of JUCD. Primary care , from GP's remains a the heart of the local health and care system. THE local GP vision, the CCG priorities and the national strategy for this sector continue to support this , building on existing success and to support practices to remain sustainable , to work at scale and in partnership and to continue to innovate in the provision of integrated care.

A local primary care strategy is in development and this will be co-produced with primary care and other colleagues during the summer.

Primary Care Networks (PCN) are being established to help practices work at scale and deliver an ambitious vision. There are a proposed 14 PCN in Derby and Derbyshire . Amber Valley has 2 PCN with practices in Belper in one and practices in Heanor, Alfreton and Ripley as the other.

A transfer of resources from hospital based care to primary and community care is required to deliver the agreed Derbyshire model of care closer to home and earlier preventative activity. A number of digital developments are being undertaken , the focus for Derbyshire has been on “converge and connect”. Most of these developments are not visible to individuals but include shared records across community, mental health and social care to improve timeliness of care, mobile laptops to enable GPs to work in patient homes and WiFi installed in care homes.

With a much publicised deficit in 2018 – 19 it is expected that end of year validated figures will show that the NHS has met its target which will include sustainability funds and NHS improvement incentives from NHS England.

2019 – 20 begins with a £136.6 million system deficit so there remains a challenging position. Plans to address this are increasingly detailing transformation approaches with parallel improvements to the quality and experience of care, whilst also providing financial savings.

A systems Savings Planning Group has been established with invitations to local authority colleagues to ensure change programmes are properly co-ordinated across the system. Consultation events will be publicised, a “Place” consultation for Amber Valley for stakeholders will take place on July 17<sup>th</sup> . Further details to follow on [www.avcvs.org](http://www.avcvs.org)



# Day in the Life of Volunteers in Amber Valley

## Behind the scenes at the National Stone Centre, Wirksworth

I was made to feel very welcome when I went to visit some of the wonderful volunteers at the National Stone Centre at Wirksworth. They are looking for new volunteers to join the team and I went to find out what opportunities are available and what a day in the life of a volunteer is really like. It was lovely to hear how the volunteers got involved and what the National Stone Centre means to them. I left feeling inspired!



Pictured above School Volunteers  
Geoffrey Selby-Sly (left) and Dave Miller (Right)

"I first came 4 1/2 years ago to an Open University open day. I didn't know much about geology but I'd just retired and thought it sounded like an interesting subject. I started in the archive sorting out a collection but once I'd finished that project I moved towards advising on health and safety as that used to be my job. I've been helping with schools for about 3 years, they were stuck one day so I helped out and that was it. I really enjoy doing the guided walks with them. I also help with the exhibition. We do a bit of everything here, whatever needs doing."  
Dave Miller

**My favourite thing**  
"I've made some very nice friends and acquaintances. It fits in very well with my lifestyle, it's flexible to fit in with my other commitments. It's also very interesting for me, it's an education. I like to learn new things"  
Dave Miller

"I used to be a policeman and was badly injured. In 1994 I was forced to leave The Force and started an Open University course in geology. By the time I could walk again a professor suggested I came up here so in 1998 I did. I kept learning more about the rocks and eventually got my degree. I've been involved with the schools all the way through. We've had some volunteers come and go but I've been here the longest."  
Geoffrey Selby-Sly

**My favourite thing**  
"The acknowledgement of knowledge. There was a 14 year old girl, standing separate from the group, painted nails. We took the group to look for fossils and she found one - her reaction was a complete eureka moment! She ended up going to sixth form with geology as her main subject "  
Geoffrey Selby-Sly





# Day in the Life of Disclosure and Barring Service (DBS)



## Disclosure & Barring Service

In Administration Support we process over 100 DBS applications each month, these in the majority are requested by our member organisations for their volunteers and paid workers but we also process the applications for every Taxi Driver in Amber Valley.

On a daily basis we receive application forms either by hand or through the post.

All forms are uniquely identified and carefully logged onto our GDPR approved systems to maintain a tracking facility for our customers.

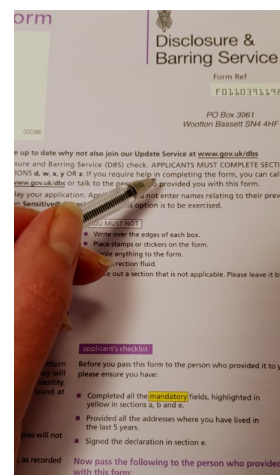
Applications are very carefully checked for accuracy, legibility and that they meet the strong specifications required by The Home Office.

During a working week we will also be taking queries from organisations such as tracking the progress of a DBS application, unique applications, supply of forms and general advice and guidance relating to eligibility of checks, standards and procedure.

New groups will arrange to attend our training sessions which guides through completing the form and checking the evidence required to prove an identity footprint.

Amber Valley CVS are a Registered Body Organisation which means that we are audited against strict criteria and standards by The Home Office in order to deliver this service.

We are very pleased to announce that this years compliance audit has once again been successful and The Home Office are happy to continue working with us as one of their Registered Bodies.



If you would like to join our DBS Service Contact us on 01773 512076 or email [DBS@avcvs.org](mailto:DBS@avcvs.org)



4500 organisation entries can be found in the Community Directory Derbyshire. If you haven't had a look yet—do! It's a fabulous resource and a great way to promote your organisation.

## Members and Partner News



59 Ray Street  
Heanor  
Derbyshire  
DE75 7GF  
Telephone 01773 765899  
WEBSITE [www.salcare.org.uk](http://www.salcare.org.uk)



### **DONATIONS**

**ARE YOU HAVING SOME NEW FURNITURE.....  
DO YOU NEED TO CLEAR SOME SPACE IN YOUR  
WARDROBE?  
MOVING HOUSE?**

**WE NEED GOOD QUALITY FURNITURE, CLOTHING AND  
BRIC A BRAC FOR SALCARE  
WE CAN COLLECT!!**





# CLIVE's 40th Birthday Celebrations 2019

Come and have Cream Tea with **CLIVE** at:

## Tuesday 2 July

**P3 Allotment Pentrich Road** 10am-11.30am  
Swarwick

**P3 Compton St Ashbourne** 1pm-2.30pm

## Thursday 4 July

**Gladstone Road Chesterfield** 10.30am-12pm

**Albert Road Chesterfield** 1pm-2.30pm

## Thursday 11 July

**Amber Trust Buxton** 10am-11.30pm

## Friday 12 July

**Amber Trust Ripley** 11am-12.30pm

## Thursday 25 July

**P3 Artemis House** 10.30am-12pm  
Long Eaton

**P3 Nott'm Rd Long Eaton** 1pm-2.30pm

## Friday 26 July

**P3 Head Office Cotmanhay** 10am-11.30am

**Stratford House Ilkeston** 12pm-2pm

## Tuesday 30 July

**P3 Hill Street Swadlincote** 10.30am-12pm

**P3 Midland Lodge Swad.** 1pm-2.30pm

## Wednesday 31 July

**P3 Stonehill Lodge Derby** 10.30am-12pm



For more information speak to Tracy Litchfield on 01773 742051 or [Tracy.Litchfield@p3charity.org](mailto:Tracy.Litchfield@p3charity.org)





The views expressed in this newsletter should not be taken as Amber Valley CVS policy. Whilst every care is taken to provide accurate information, Amber Valley CVS does not accept liability for any error or omission.

