



Harrogate & Ripon Centres for Voluntary Service

Impact Report 2013 - 2014

Making a Difference

Supporting Communities, Charities and Volunteers to make the Harrogate district a great place to live and work



Promoting voluntary and community action in Harrogate, Ripon, Knaresborough, Boroughbridge, Masham and Pateley Bridge



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Some names in our case studies have been changed.

Our Vision to 2019

People in the Harrogate District benefit from leading fulfilled and active lives and make a positive contribution to local community life.

Our Mission

To support communities, charities and volunteers to make the Harrogate District a great place to live and work.

Our Values

Integrity, Professionalism, Independence, Equity, Empowerment, Participation and Social Justice, Appropriate Funding, Collaborative Working.

What we did this year

- directly supported 428 organisations with information, advice and guidance
- helped 62 groups to set up or develop their voluntary organisation
- provided 43 groups with bespoke funding advice for community projects and services

42 of these groups we helped with funding and development had one part time member of staff or less

- helped 820 people who wanted to get involved in volunteering
- supported 57 people with additional needs in to volunteering through our new iVolunteer Project
- kept over 2,500 contacts and local organisations informed with our community events diary, newsletters and funding bulletins, supported by weekly e-network bulletins and daily social media updates.

Over 250 trained volunteers were involved in directly supporting our work. We wouldn't be able to do what we do without their dedication and commitment. Thank you to all our volunteers.



Welcome and Review

from the Chair and Chief Executive

Once again it is time to look back over the past year and take stock of the progress we have made and the impact we have had.

1st April 2013 saw a major change in the provision of support and development in the Harrogate District when the newly formed Harrogate and Ripon Centres for Voluntary Service became responsible for supporting charities, community groups and volunteers across the 500 square miles of the Borough. In taking this step trustees from both Harrogate and Area CVS and Ripon CVS were certain that forming a new and leaner organisation was the best option to ensure the provision of high quality services to meet the needs of our beneficiaries and be ready for further challenges ahead.

Behind the scenes this was a year of adjustment, working hard to integrate the board, the staff team and all the systems and procedures that even a fairly small charity needs to have in place to be effective. At all times our aim was to ensure that clients and volunteers were not adversely affected and only ever noticed changes for the better. Towards the end of the



**Karen Weaver,
Chief Executive**

year we completed a staff restructure in order to balance our budget, with thanks due to all staff for their full co-operation in what is always a difficult process.

Securing our future core funding has been another prime consideration for the board and

staff. It is essential that we have sound working relationships with our key local funders, acknowledging that they also face relentless pressure on their budgets. Once again we thank Ripon City Council, Harrogate Borough Council, North Yorkshire County Council and the NHS for their vital support. Their core funding enables HARCVS to exist and gives us the stable base from which we can pursue further investment from a range of local, regional and national funders and supporters.

These sources often depend on partnerships and collaboration with other voluntary organisations, which in turn brings further challenges and a requirement for flexibility and commitment.

A key success over the past 12 months has been the establishment of the North Yorkshire Alliance which enables the six District based support and development organisations to work closely together when necessary in order to secure investment and provide a consistent level of service across the County.

2013/14 was a tough year but one which demonstrated the resilience of our organisation and showed that we are in a strong position to build on the combined 75 years of experience providing support to charities and volunteers in the Harrogate District. We anticipate more tough times ahead both for our organisation and more importantly those that we exist to serve. The requirement to achieve more with less is a challenge faced by charity trustees and committee members everywhere. Attracting and retaining volunteers sounds simple but rarely is. Ensuring that the most vulnerable people in our community are cared for is undoubtedly getting harder, for a whole host of reasons that we need to understand and plan for.



Tony Collins, Chair

This Impact Report gives examples of the role of HARCVS in developing resilience in our community over the last twelve months and is also an opportunity to thank everyone who has supported us in any way over the past year, especially our dedicated volunteers. We welcome feedback on any aspect of our work at any time and look forward to continuing to work with partners to support communities, charities and volunteers across the Harrogate District.

Resilience; noun

- 1. the ability of a substance or object to spring back into shape; elasticity.**
- 2. the capacity to recover quickly from difficulties; toughness.**

"For us resilience is simply defined as the ability of a community to adapt to living with uncertainty."

World Vision UK Charity



Supporting local voluntary and community organisations

On 1 April 2013 Harrogate & Area CVS and Ripon CVS came together to form the new Harrogate & Ripon Centres for Voluntary Service (HARCVS) supporting communities, charities and volunteers across Harrogate district .

This year has been another challenging year for the local voluntary and community sector across the district both financially and with increased demand for services. This has led to more organisations turning to HARCVS for support and development services.

The funding and governance advice being sought is increasingly complex and intensive. Our training has been developed and extended to meet more specialised needs and includes Master Classes on more effective bid writing and an Introduction to Gift Aid to help organisations with fundraising, attracting people from as far as London.

"I wish I'd been on this course before doing my application to Children in Need!"

"The feedback form did not give participants the opportunity to rate the course as excellent!"

"Comprehensively done, clear, a good level and balance of input."

We've had more requests for help from smaller volunteer-led groups in rural areas who want to set up projects to improve services and facilities in their community but lack some of the skills and confidence to do so.

HARCVS secured funding to run a series of free workshops in Boroughbridge, Masham, Pateley Bridge and Ripon with follow-on sessions to support people to develop and implement their ideas and help build up their confidence.

"We all had such a fulfilling day. Thank you for giving us so much to think about."

"A very, very informative but informal session – I could do with a week of this, thank you very much. Appreciated questions patiently answered."

"Great atmosphere, felt very comfortable throughout the afternoon, very informative. Excellent advice given and very useful tips.."

"Excellent trainer – very clear, very practical approach, very useful materials."

"Knowing I can contact Nina in the future for support is very reassuring."

We helped to raise £380,000 for community projects this year.

Our successful bid to deliver a North Yorkshire County Council contract to train over 50 business managers in schools on making good funding applications (especially to Awards for All) had 2 key outcomes:

- Schools had improved understanding of effective community engagement to make better funding applications
- HARCVS had a re-designed and refreshed workshop to support voluntary organisations in future

"Very informative and useful, not just for Awards for All but other funding as well."



With Active Communities funding we were able to work more extensively with Harrogate Borough Council, Ripon City Council and others to support Ripon Bike Park to achieve their funding target of £180,000 within one year of setting up.

Case Study: Ripon Bike Park

“For the past eighteen months Ripon Bike Park Project has been working closely with HARCVS. During this time we have grown as a group and been supported in every way by the CVS.

In our early days we were helped with writing our constitution and understanding how a ‘not for profit community group’ should run, without this I’m not sure how our group might have progressed or how quickly we would have met our aims and objectives.

This was followed by a huge amount of support with grants, not only which grants we were eligible to apply for, but when it came to applying for the grants Nina was always available to suggest ways of improving our bids and enhancing our chances of success. Nina was our voice of reason.

Nina attended a committee meeting to talk to the group about our future plans e.g. the possibility of becoming a charitable group, how to spend the money raised and even if we should continue as a group.

At this stage in our history we have raised £186,000, initially we had hoped to raise £150,000 and even then we were not sure if that could be achieved.

This fantastic facility for the young people of Ripon and its surrounding villages should be open and ready to use by the October half term holiday of 2014.

We can’t thank you enough for all that you have helped us with and it was just lovely to meet you for all those cups of coffee. You will be as proud as us when the skate park is finished because without you I don’t think we would have ever got to the build.”

Frances Fraser, co-Chair, RBPP



Supporting local voluntary and community organisations

Case Study: Dementia Forward

Dementia Forward is a progressive charity, based in Ripon, providing holistic support for people in the Harrogate and York Districts affected by dementia.

HARCVS had supported Dementia Forward to become an independent registered charity and supported the founding trustees and staff in setting up a new organisation from scratch. Since 2012 the organisation has continued to grow steadily from its firm foundations helped by a very committed group of trustees, staff and volunteers with a 'can do' approach.

"Having made the decision to break away from a large national organisation we had the motivation, knowledge and passion to deliver services; but as C.E.O. I no longer had the support of a corporate infrastructure. It could have been a lonely place! However, even at the very early 'ideas' stage I had approached HARCVS for the professional support I needed.

HARCVS were able to provide expert advice, objective observations and practical support, firstly in the planning stages and then in the day to day running of a growing organisation.

On a personal level I knew I had the comfort of somewhere to turn, with questions or for guidance. I received the right support at the right time and HARCVS took an interest in our development so I could share our successes and blips along the way. I never felt alone."



This year the board of trustees invited HARCVS to undertake a comprehensive governance review, including a survey and interviews and observation of internal meetings. Dementia Forward were given a concise three page report and an action plan, identifying three priority areas for strengthening the organisation, which was agreed and implemented. We are continuing to support Dementia Forward trustees and staff especially looking at planning processes.

"The independent professional and supportive approach of HARCVS staff has made a key contribution towards Dementia Forward securing a significant NHS contract to deliver a dementia support contract for patients in Harrogate, York, and Selby Districts. It has also helped to structure our Board of Trustees and ensure that the forward planning and growth of the organisation is in tune with the growing demand for our services."

Jill Quinn, CEO, Dementia Forward



We've continued to host our popular **social media surgeries**. A team of experts volunteered time to give 1 to 1 support to 21 voluntary and community organisations, enabling them to promote their services and activities better through social media and new websites.

"The surgeries are always fun. Everyone volunteering is just so passionate about what they do and they are a joy to be with."

"The social media surgery was so interesting and helpful; I shall look forward to the next date."

HARCVS organised a community workshop with Superfast North Yorkshire in Ripon. 21 people from local community organisations learnt some of the benefits that fast, fibre broadband can bring to the voluntary sector and our communities and the workshop included advice on cloud computing, social media and digital marketing.

Our **Information service** is the one place to go for a round-up of voluntary sector news, views, training, funding, community activities and updates on services in Harrogate district. It keeps people connected with what they need to know to help and signpost people needing support.

"As always, a wide range of interesting and relevant things in one place, it's an invaluable resource!"

"In my role I am in touch with organisations across the whole of Yorkshire and your weekly e-bulletin is by far and away the most comprehensive and useful resource I receive, so keep up the good work! It's just really useful to pick up on little things which might be useful to some of the people I support."

"Your E bulletin was recommended to me as a great source of information. This is wonderful and just what I need."



"Your events diary is essential reading for local groups – there is so much going on. Thanks so much for maintaining this valuable source of information."

"Your newsletter really makes excellent reading! Believe it or not we already had a call from someone interested in becoming a trustee!"

This year we:

- **directly supported 428 organisations with information, advice and guidance**
- **helped 62 groups to set up or develop their voluntary organisation**
- **provided 43 groups with bespoke funding advice for community projects and services.**



Connecting and involving people to make local services better for everyone

We supported 23 Forum meetings attended by 329 people.

These forums link with local planning and decision making meetings which are normally attended by people who commission services. All of our forums include people who use local services and offer a space for all participants to problem solve creatively and to exchange information and perspectives about changing needs within our communities.

HARCVS advocates on behalf of the voluntary sector with commissioners of health and social care services as we work to ensure that the valuable contribution the sector can make is recognised and that investment may follow.

Three of the forums focus on improving local health services and securing funding is an ongoing challenge.

Harrogate District Cancer Action Partnership (CAP) has developed an action plan for its future with an increased emphasis on survivorship – people living beyond cancer and their health and wellbeing. CAP connects with the Locality Cancer Board to give a patient view on clinical discussion and three CAP members have been active in the peer review of cancer services at Harrogate Hospital.

HARCVS support helps patient representatives be proactive to influence making services better. CAP members contributed to the 'Volunteer Involvement Strategy' for the new Sir Robert Ogden Macmillan Centre, which opened this year.

The strategy is now being used to guide how volunteers are being involved, supported and developed in their roles improving the experience of cancer patients using the Centre. This work involved the active engagement of patient representatives and existing hospital volunteers.

60% of patient members stated that regular group meetings provided 'access to information about cancer services, groups and events' which they would otherwise be unable to access.

Harrogate District Mental Health Forum

continues to be very well supported, with up to 25 members attending meetings, including service users, carers, voluntary organisations and representatives from the NHS and local authorities. Local experiences of support for those with mental ill-health are shared, and together members work very hard to understand and to influence the complicated and ever changing world of mental health services.

Funding for the forum in the medium term is uncertain following the withdrawal of North Yorkshire County Council funding. In 2014/15 the forum is being funded through an anonymous donation giving some breathing space whilst a more sustainable funding solution is sought.



Harrogate District Children and Young People's Emotional Health and Wellbeing Partnership

has continued to be supported by North Yorkshire County Council Children's Social Care who, together with the NHS, are joint commissioners of services.

During this year we have been supporting the development of a new CAMHS Strategy for North Yorkshire. The Partnership worked with commissioners to design the best way to find out the views of young people. Quarterly meetings provide a good forum for discussion during a time of significant change for Children and Young People's services. Key actions are also fed into the Harrogate Health and Wellbeing Collaborative which works with local schools, highlighting unmet and changing needs and issues. The group identified the importance of parental mental health as a key consideration for improving outcomes for children and young people which has also helped practice in adult services.

Harrogate District Independent Advisory Group (IAG)

acts as a critical friend to North Yorkshire Police regarding its policies, procedures and practices in relation to hate incidents and hate crime. HARCVS supports the IAG which is made up of people representing a wide range of protected characteristic groups, (people who are protected by equality legislation) and helps an average of twenty people at each meeting have an opportunity to share their experiences and give their views.

A key role of HARCVS is helping community representatives to work out who to approach to help resolve local problems. We supported the IAG to raise the issue of the difficulty of people with a hearing impairment using the non-emergency number 101 to the level of a Home Office review.

Harrogate District VCS Chief Officers and Chairs Group

enables over 60 decision makers to share news, views, concerns and opportunities for funding and working together. The Group linked in with the Harrogate and Rural District Clinical Commissioning Group's (CCG) NHS Call to Action Event in November 2013. Group members also participated in a Voluntary Sector Workshop in March 2014, resulting in the CCG working with partners to develop a draft VCS Commissioning Strategy for the District, which will help provide a range of services helping to keep people healthy and independent in their own homes.

Connecting Ripon, a new partnership group facilitated by HARCVS, held its first meeting in January 2014 at Ripon Community House.

The aim is for local voluntary, community and faith sector organisations to work together to deliver a vision of a more Connected Ripon where our communities work together to make Ripon city and rural parishes a great place to live, work and play.

Partners came together to identify what was special about community life in Ripon and its surrounding villages and to agree on three priority themes that could help strengthen community connections during 2014 – 16.



The three themes the group will work on are to:

- celebrate and strengthen volunteering in Ripon and its surrounding villages;
- support the development of inter-generational projects which benefit local communities;
- and increase awareness of what's happening in terms of new opportunities to learn; earn; socialise; volunteer and to raise support for good causes through new media such as social media and superfast broadband.

The Partnership is a good example of how HARCVS can bring together people from diverse groups around common shared interests such as volunteering and funding. 12 partners are actively involved.



Connecting and involving people

Loneliness and isolation are health and social care priorities in Harrogate District.

HARCVS invited voluntary sector organisations providing frontline services to meet in Ripon to consider the challenges of tackling loneliness and isolation in the most rural parts of the district and whether a more joined up collaborative approach could make a greater difference.

This joint working helped us represent voluntary sector views to the Harrogate District Transformation Board which oversees the management of the Better Care Fund.

In 2013/14 six voluntary sector organisations have benefitted from Better Care Fund investment with many of the schemes continuing to experiment with integrated approaches which help older, lonely and vulnerable people to connect better with community based services, including social gatherings, and to remain well and independent within their own communities.

A voice for Older People

HARCVS supported the launch and development of the **Harrogate District Over Fifties Forum** for two and a half years to March 2014.

The Forum is now well established and continuing to thrive with a full calendar of meetings on issues that matter to older people, social events and trips. It is an independent voluntary body, run by a committed management committee of older people for older people, and service providers have been approaching the Forum asking for views to help with the planning of local services including health, social care and transport.

New European and Big Lottery funding is becoming available which requires collaboration via the **Local Enterprise Partnerships** and HARCVS is working with colleagues in both West and North Yorkshire to ensure the local voluntary and community sector is well placed to access any available investment for the benefit of our communities.

We also continue to play a key role in the **North Yorkshire Alliance** of local support and development organisations and volunteer centres and to work closely with North Yorkshire and York Forum and York CVS.

Emergency Food Provision Research Project

In 2013 we published a report exploring food poverty and the rising number of organisations providing emergency food hand outs in North Yorkshire. 135 organisations from across 7 districts of North Yorkshire contributed towards the research report. The report has sparked discussions in local, regional and national press.

Following the publication of the report, we organised and facilitated 7 meetings in each of the districts of North Yorkshire to present and discuss the 7 recommendations which came out of the research. Over 100 representatives from emergency food providers, voluntary sector organisations and statutory services attended.

Meetings provided an opportunity for voluntary and public sector organisations to find out more about their local 'food banks' and about the North Yorkshire Local Assistance Fund (NYLAF) administered by North Yorkshire County Council (NYCC). Food banks were able to communicate the problems they were facing and explore partnership working to help with storage space, food collection points and funding. NYCC Central Services attended each meeting to gather feedback which contributed to a number of improvements to NYLAF eligibility criteria and provision.

Following the Harrogate meeting HARCVS compiled a directory of emergency food providers which was circulated to organisations providing food parcels to support them in referring clients to each other.

"Extremely comprehensive and valuable!"

"Thank you for the copy of your report. I have read all 32 pages and find it very interesting, and at the same time upsetting. It is a sad fact that many in this country have become reliant on food handouts."



Promoting and supporting volunteering

The Volunteer Centre is an integral part of HARCVS and holds the Volunteering England Quality Award.

We match people who are interested in volunteering with opportunities at local voluntary groups. We promote good practice, help develop volunteering opportunities, and work with partners on the strategic development of volunteering.

During the year, we helped **820** people who wished to volunteer, with **40%** of those people being unemployed.

"I felt empowered and inspired to further my search."

"Very helpful, I was able to find a volunteering role that was perfect for me and that I am really enjoying."

"Positive outcome from my visit as I am now volunteering for two organisations."

"Friendly people who listened. This encouraged me that I was doing the right thing by volunteering."

Our surveys showed that **75%** of volunteers saw their confidence and self-esteem increase, **68%** of saw their social and communication skills increase, **45%** saw their work-related skills or employability increase, **45%** saw their health, wellbeing and fitness increase, **67%** saw their friendships and social contacts increase, **89%** saw their feelings of being involved in the community increase.

"I was studying for AAT qualifications and I wanted to use my skills and knowledge to do some work for the community and also to gain some experience. The Volunteer Centre got back to me really quickly with an opportunity to help the Guides with their accounts."

This really helped me as the accounts reconciliation was good experience and I also met some really kind people and got to know about voluntary organisations."

There has been an increased emphasis on supporting inclusive volunteering. We have identified that many of our enquirers need significant levels of support to enable them to overcome perceived or actual barriers to volunteering.

In the last year we have secured additional charitable funding to provide bespoke support for volunteers with additional needs through the **iVolunteer Project**. We also help organisations across the district provide suitable opportunities for volunteers.

The project matches volunteers with additional needs to **iVolunteer Mentors** and provides additional tailored support to enable them to begin volunteering.



Promoting and supporting volunteering

A series of themed workshops **'Involving volunteers with....'** gives volunteer coordinators and managers the opportunity to explore the benefits and barriers of recruiting and supporting volunteers with additional needs such as learning disabilities or offending histories.

The project has provided mentoring training for organisations that use mentors and befrienders, and has adapted the course so it can also be used with people who apply to become volunteer mentors.

21 Volunteer Managers attended Inclusivity Training.

"I have an ex-offender (with an unspent conviction) who does telephone befriending for me."

"We are working hard to develop a more inclusive volunteering body. We now have a regular weekly volunteer working on research who has partnered up with us from adult mental health services."

In partnership with the WEA, a free eleven week course **'Skills for Volunteering'**, helps people to improve their confidence and explore their options.

"The course helped with my confidence levels greatly and I appreciate the help and support into volunteering very much."

Norman now goes cycling with a group of people he has met through volunteering and has had the confidence to start a course at the library to improve his computer skills.

"It was a joy giving Alex the opportunity to volunteer with Age UK. Alex and Jill were a great help, hanging clothes and serving customers. It was good to explain about the Age UK charity to them both. Alex thoroughly enjoyed herself and she has now got copies of the photos so she can take them home to show her family."

136 people with additional needs were supported to find out about volunteering and **57** were supported into volunteering in the first year of this project.

100% reported that they had benefitted from volunteering

On average, those with additional needs who had volunteered for over 3 months reported that their confidence & self-esteem had increased by 38%; their social & communication skills had increased by 35% and their health, wellbeing and fitness increased by 24%.



The number of volunteering opportunities registered with the Centre increased from **346** to **397** (from **180** different organisations) and these are promoted via social media, on Twitter and Facebook, as well on the Centre networks and website and the national volunteer search engine, Do-it.

In our survey of volunteer involving organisations, **42%** of organisations said volunteers placed by the Volunteer Centre stayed with the organisation over 12 months once they have started volunteering, and **27%** between 6 and 12 months.

Our local organisations agreed that we contributed significantly to the sustainability of local volunteering involving organisations **85%**;
The community's levels of participation in voluntary activities **88%**;
Innovation and creativity in developing and providing volunteer services **80%**
Volunteer skills, personal development and employability **74%**.

"The Volunteer Centre provided volunteers who are a great support to our learners."

"Until we worked with you, we hadn't involved volunteers and from our experiences, I would say this is an excellent service which helps both to meet the needs of the volunteer and the organisation they support."

Our volunteer management training programme included a new workshop "**Improving the Volunteer Experience**".

"Very clear and methodical. Good learning environment. Felt comfortable to contribute."

"Lots of tips which I can use in my role. I feel I've learnt things I can put into immediate practice."

Our **Harrogate District Volunteer Managers and Coordinators Network** has been re-launched to help keep everyone up to date on important issues relevant to volunteering. Workshop sessions are held based on topics suggested by network members.

Pop-up Volunteer Centres in local libraries every month and at community events and venues across the district promoted the benefits of volunteering to people who may not know about the many different opportunities.



Promoting and supporting volunteering

The 6th annual Harrogate District Volunteering Oscars were held on 1st November 2013, once again hosted by the Old Swan Hotel in Harrogate and jointly organised with Councillor John Fox and the Ackrill Media Group. We had over 100 nominations, with sponsors continuing to generously support this great celebration of volunteering.

"I don't regard my volunteering as anything special, but as long as I can get around, I'll carry on."

"Many of the volunteers are dealing with difficult times themselves; for them to give time and energy to help others is humbling."

"This service could not be run without an amazing team of volunteers, well thought of by many professional health service providers."

We have supported and promoted the many fabulous activities led by volunteers across the District during Volunteers' Week and to celebrate Le Tour de France Grand Depart in Yorkshire in July 2014.

We salute the huge efforts of all partners in successfully delivering this prestigious international event to our area and will support the efforts to ensure a lasting legacy.

We have continued volunteering projects with both Harrogate and Ripon Grammar Schools. **73** 6th Form students started volunteering in 2013, an opportunity to gain confidence, communication skills and a sense of community.



"It was great to be working with and chatting to people I wouldn't ordinarily have met. It was fun and different from the rest of my week. It is so great to hear the positive comments from people about how we have helped."

The voice of volunteering

We are also active in wider volunteering networks across Yorkshire and the Humber and take part in national debates. We will continue to campaign for good quality local support for volunteering and to provide evidence on the positive impact this has on people and communities.



Support to help people live independently in their own homes



The Harrogate Easier Living Project (HELP)

supports people living independently through a range of services including gardening, decorating and DIY, time off for carers and company and support to get out of the house more. Typically, the people we help are older, or disabled, have a sensory impairment or are experiencing ill-health.

A fantastic team of 60 volunteers offer around 96 hours of their time each week to HELP.

29 Carers' Time Off volunteers have enabled **57** carers to have a regular short break, providing **1822** hours of support in **785** visits.

Case study: Rebecca and John

Rebecca needs to care for her husband John at all times. Our volunteer visits John for three hours every week, often talking about their shared interest in local history and sometimes going out for a coffee.

"She is lovely. She takes an interest in John as a person and his interests, which he appreciates. I really can't praise her enough. I am now able to go out and do things. It gives me a little bit of freedom."

Case study: Ian and Margaret

Ian is a full time carer for Margaret who has dementia. Two volunteers visit Margaret every week alternating their visits. One of our volunteers used to nurse at St Bart's where Margaret also used to work.

"Carers' Time Off has made an immense difference. It provides Margaret with more stimulation than I can by having someone who is there especially for her and understands the situation. It feels like a lifeline as I can continue working during the time they are here."

The support I receive is really great and both volunteers are such very caring and patient people. The service goes to a lot of trouble to find the right people and does it exceptionally well."

Case study: Maria and her father Arthur

"Your volunteer became a new friendly face that both Mum and Dad looked forward to seeing"

When Maria is away, Carers' Time Off phone Arthur to check he is ok, giving Maria peace of mind.

"Dad has someone else to talk to or contact if he has a problem. Also I have the assurance that there is someone else that can be relied upon to support him in a general way whilst I'm away, over and above the health and social care professionals that attend to his specific needs. The support I get is tailored, timely, kind and effective."



Support to help people live independently in their own homes

Case study: Katy and her father Peter, supported by John

"I laughed one day as I discovered John had taken his bike into Dad's room and they were discussing cogs, wheels, and the merits of certain gears. Dad receives excellent care from his carers but to have a bloke to talk about bike bits really triggers his enthusiasm for life again, rather than just being well looked after until the end comes."

Carers' Time Off is a real help to me. I get time to go out and I do relax during those periods. It makes it all so much easier to bear. "

Help at Home completed **289** gardening, decorating and DIY jobs, (an average of **24** per month) and helped **93** people for the first time.

"Here's a big thank you for all your help. I could not have done it without you."

"Many thanks for tidying my garden. It was a real mess and I am delighted with it now."

"It was fantastic at short notice"

"All the staff and volunteers are willing to listen to your needs. Appointments are made and kept.....an invaluable service."

"Excellent, caring and very trustworthy."

Case Study: Mary

Mary has mild learning disabilities and so can fall between services. She is able to look after herself, but also struggles with dyslexia, so letters, bills and remembering essential phone numbers was difficult for her. Mary is also a carer for her partner who has health needs.

In January, Mary had become distressed and tearful with lots of worries. She had been unwell and unable to sort things and keep her home tidy. The sofa was piled up with boxes of clothes and possessions.

We started going through her things together, to discover that many of them had fond memories for Mary. She talked about her things and put some ornaments and a Mother's day card on display. Mary was able to sort and store the clothes she wanted and discard the things she no longer wanted. We also found her craft work supply, which had become lost under the pile. Mary said that she found sewing relaxing and was looking forward to starting it again.

" I feel as though I've achieved something. Your help has been really useful. I've found some things which I had lost a while ago!"

Mary was enabled in making changes to improve her life at home, felt better about herself and was happier about asking for help.





The Help at Home Team enjoy working with larger volunteer teams as this means that they can quickly clear overgrown gardens, which can cause worry and distress to people unable to cope. Stray FM and CNG helped make a big impact as part of their Community Day.

“It has been as though I’ve been in prison; I’ve forgotten how to do anything. The doors have opened and it has opened everything up for me. It’s wonderful. It’s fantastic how it has lifted me.”

Case study: Belinda

Belinda lives alone and was unable to get out much because she couldn’t walk very far due to numerous health problems. Over the years a good, warm, solid friendship has developed between Belinda and her regular volunteer.

“Julie is just like a daughter, she’s the best thing that has ever happened to me. She’s absolutely amazing. I don’t have a minute’s worry. We have such fun, I’m happy when we’re together”

Opening Doors also arranges popular group outings to places of interest, garden centres and shopping centres.

These provide an opportunity not just to get out and about but also to meet up with other like-minded people for a chat.

24 Opening Doors volunteers enabled **69** older, disabled and visually impaired people to go on **410** outings including medical appointments, shopping trips and a range of social activities.

All the people using our Opening Doors service are too frail to use public transport and a third have no family nearby.

Case study: Helen

Helen was referred by the Help at Home team after they had helped with a DIY job. Helen is a very intelligent 86 year old lady who can now only walk very short distances with the aid of a Zimmer frame and rarely left her flat. She had no family or friends who could help.

Soon after Helen went in to hospital for some time and found it extremely frustrating and boring being confined to the ward. Arranged through the Physiotherapist, our volunteer visited and took Helen outside in her wheelchair to experience the fresh air, birds, flowers and sunshine.



Support to help people live independently in their own homes

The Summer Lunch was a unique opportunity for everyone to join in choosing a painting to be displayed at the Mercer Gallery as part of the “People’s Choice” Exhibition.

97 people attended our annual Christmas luncheon, with thanks to the generosity of the Majestic hotel.

We have been grateful for the support of Benfield Motor Group. Benfield drivers have provided a very caring, courteous and comfortable transport service, enabling people to go on outings, many of whom would struggle to get out otherwise.

Our annual Volunteer Satisfaction Survey found that **100%** of respondents across all three services **felt valued as volunteers**.

96% of volunteers feel they receive the support they need in the way that suits them best and feel they have the right training for the role, including safeguarding and first aid.

Our volunteers reported an increase in these skills as a result of volunteering

86% patience

89% empathy

50% interacting with people with dementia

71% interacting with people with impairments e.g. mobility, hearing or visual impairments.



HELP volunteers range in age from 16-97 and it was our oldest volunteer, John Shannon who was one of 12 Diamond Champions invited to attend an awards ceremony in London with HRH The Duchess of Cornwall, to celebrate the role of older volunteers in society.

Diamond Champions are described as: “the hidden gems in our community who have often been volunteering for many years”. Having been volunteering for 80 years, John is a fantastic example of this!



Support to help people live independently in their own homes

Ripon & Rural Wellbeing Service

We provide a one to one visiting service to older people who have experienced a bereavement or recent change in health. Loss of confidence and reduced ability or motivation to go out or join in can be a major factor in loneliness and isolation. Weekly visits provide reassurance and give gentle prompts to make sure everyone visited is looking after their health.

The Wellbeing Service has supported **112** people, with our staff team making more than **3000** visits.

The majority of people we visit are aged 75-84, with frailty or temporary illness being the main need for support. Volunteer befrienders play an important role and make additional social visits to provide company and extra reassurance.

Volunteers are matched according to mutual interests and an introductory meeting at the person's home helps make sure that a good match of interests and character is made. This means both people benefit from a new social relationship.



People who use our Service say it gives them peace of mind, increases wellbeing and confidence in their daily lives. Feeling happier and safer in their own homes, all have said that they want to stay at home for as long as possible. We offer increased social involvement whether in a group or one to one setting.

Case study: Mrs Littleby

Mrs. Littleby is a bubbly sociable person, who has always tried to help others. After a sudden illness, she became withdrawn and lost her confidence about day to day activities and running her home. A visiting Lifeline warden suggested the Wellbeing Service would be able to help.

We provided weekly visits to offer support, advice and information. When Mrs Littleby's eyesight began to deteriorate, she confided in our support worker, who was able to arrange for the DWP's home visiting service to help with completing an application form. The higher payments Mrs Littleby were awarded meant she was able to pay for help with cleaning and errands around her home. In time she was happy to rebuild her friendships and started to invite neighbours in for tea and cake.

Knowing and trusting the Wellbeing Service will support her and be there to help deal with any issues that may arise gives Mrs Littleby confidence about living at home.

"Debs is so good, calm and caring and knows just what things are bothering me and how to help me deal with them without being intrusive."

"I know who to call on if I get stuck; it gives me peace of mind just knowing you are there to help me when I need it."

"I'm so glad you called, I've been all at sixes and sevens, you've helped me calm down and draw breath – I feel so much better having spoken to someone about my worries."



Carers also benefit from the service:

“We really appreciate you visiting in between our visits, it’s good to talk things through, helps us and reassures us that we are doing the right thing, and not missing anything out.”

“We were particularly pleased that you were able to call while we were away, it was a weight off my shoulders, and I know Elaine appreciates your visits.”

The team aims to work closely with Age UK, Dementia Forward, Carers Resource and the British Red Cross to help reduce loneliness by connecting people to services and activities that can make a difference.

Lunch clubs

The Pateley Bridge lunch club operates within the school grounds of Nidd High School, courtesy of the Head Teacher, and the Cook caters for any special dietary requirements or preferences.

Volunteers provide support including collecting to and from home, taking into account any mobility difficulties and walking aids; serving the meals; washing up; playing games and checking that everyone is happy and having a good time. At the end of term, one of the volunteers opens her home and invites everyone to lunch.

Our volunteers arrange outings to make sure people do not miss out on the social aspects of getting together over the summer holidays when the school is closed.

“It’s something to look forward to. We have a good giggle, which keeps me going until the next time. We really enjoy ourselves, and I can’t imagine life without it.”



Volunteers enjoy helping *“it’s good fun and we all support each other. We think it’s really important for people to get out and meet up, have a good meal and have some fun too.”*

Lunch club volunteers keep a watchful eye to spot any concerns about members which can help prevent any more serious health issues.

Lunch Clubs are also supported in Kirkby Malzeard, Masham and Grantley.



Ripon Voluntary Car Driving

Service runs in partnership with the Ripon & Rural Wellbeing Service.

The service provided a volunteer driver for 107 people who were unable to access other forms of transport, carrying out 1274 journeys.

The majority of journeys are made to enable people to get to appointments at hospital or with their doctor or dentist. Other people are taken to day centres, work placements or college or need help to go shopping, visiting or to a lunch club.

68 % of the journeys were from the Ripon area and 32 % of the journeys were from the Kirkby Malzeard and Masham areas.



Support to help people live independently in their own homes



Boroughbridge Community Care (BCC)

People of all ages with a variety of different needs use BCC services in the community.

This year over **1400** meals were served at the weekly lunch club to an average of **28** guests each week.

The number of members requiring transport is growing and over the year we have transported over 450 members to the lunch club.

3612 car journeys covering over **23,000** miles were completed by **32** volunteer drivers giving over **4000** hours of service, helping people get to appointments.

12 people benefitted from our weekly shopping service.

28 minibus outings took place.



More than 26 different organisations in the community used the minibus this year and our bus means people in wheelchairs can also go out and about, if they are not able to use the voluntary car scheme.

The Friday drop-in coffee mornings are now so popular that most weeks we have a full house.

We continued to work with Boroughbridge High School students through a school community scheme. Students have built up a good rapport with volunteers and members at the lunch Club. The school has fed back that the students have also enjoyed the experience which has helped build their team working and confidence skills.

One resident aged 86 was worried about going into hospital for a hip replacement, leaving her 90 year old husband home on his own because of his ill health. BCC arranged for transport so that hospital visits could be made each day and for a health worker to help him wash and dress and make sure he had taken his medication. A Meals on Wheels service was arranged and transport to the lunch club. This support meant that the operation could take place and afterwards the couple were able to start going to the lunch club together on the minibus.



Promoting mental health and wellbeing



Talking Spaces promotes mental health and wellbeing through counselling, support groups, one to one support and training services.

3 MINOS (Mums in Need of Support) groups continued to be active and well supported at three Children's Centres in the district, with over 40 mums regularly attending for information, support and friendship.

The volunteer-led Like Minds group was attended by 12 people who needed support with issues of low self-esteem, anxiety and depression.

The waiting list of people requiring the support of the counselling service remained high.

19 volunteer counsellors provided an average of over **200** hours of support per month.

The Support at Home Scheme provided one to one support to increase social inclusion to 17 men and women in the community.

Three multi agency Rape Crisis and Sexual Assault Awareness training sessions were held to equip frontline workers who may come into contact with survivors of rape or sexual assault, with the knowledge and confidence to respond in an appropriate and effective manner. The training was delivered in partnership with North Yorkshire Police, Crown Prosecution Service and the GUM clinic and attended by 30 people from a range of voluntary and statutory organisations.

A four session course on Basic Communication and Counselling Skills was provided to give participants skills useful in the work place and when supporting others.

As at March 2014, 56 Talking Spaces volunteers provided over 103 hours of support each week.

From 1st May 2014 the Talking Spaces service transferred over to Saint Michael's Hospice to become part of the Just B Bereavement Support service.

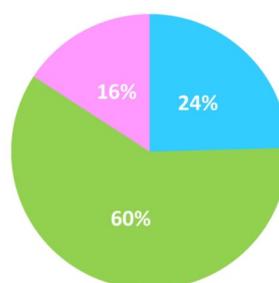
Originally established in the 1990's, Talking Spaces has developed into a well respected provider of services to support people facing mental health issues. The decision to transfer the service was to give the best chance for the future development of the services and to enhance the holistic approach to clients.

The small staff team and the pool of talented and dedicated volunteers transferred to Saint Michael's.



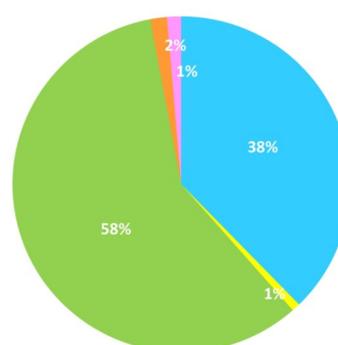
How we are funded

Income	2014	2013
Grants for core activities	£142,285	£164,537
Grants for forums, learning, and service delivery	£345,259	£248,685
Donations	£36,518	£103,129
Fees and charges for services	£54,522	£41,681
Investment income	£519	£414
Total income	£579,103	£558,446
Expenditure		
Core activities	£224,744	£211,907
Forums and events	£4,773	£17,386
Learning	£0	£0
Service delivery projects	£349,022	£237,413
Governance costs	£9,507	£9,482
Costs of Generation Funds	£8,151	£16,666
Total expenditure	£596,197	£492,854



CVS Income for 2013-14

- Income for core activities
- Income for other activities
- Investment income, fees and donations



CVS Expenditure 2013-14

- Volunteer Centre and Support for Groups
- Forums and Events
- Projects supporting vulnerable people
- Support & Governance
- Fundraising

This is a very brief summary of the accounts for the year ending 31st March 2014.

Much more detail can be found in the full Trustees' Annual Report and Financial Statements, which are available on request.

HARCVS finished the year with a deficit of £17,094, of which a deficit of £25,224 was within unrestricted funds, and a surplus of £8,130 was within restricted funding.

HARCVS has, along with many other charities, continued to deal with significant cuts in public sector funding. With careful management of costs, and seeking new funding from other sources we have mitigated the worst of these difficulties.

Total income increased from £558,446 in 2012/13 to £579,103. A significant part of this was from funding transferred from Ripon CVS for the Ripon & Boroughbridge projects around Rural Wellbeing and Transport.

For the same reason our expenditure also increased in the period to £596,197 (from £492,854 in 2012/13).

HARCVS made appropriate efficiencies and savings by the end of the year to ensure on-going sustainability in each of its funding streams.

Taking account of the challenging funding environment the Trustees were pleased with the overall results.



Thank you for your financial support:

ASDA
Benfield Ford
Betty Luptons Ladle Laikers
Bettys & Taylors of Harrogate
Big Lottery
British Thyroid Foundation
Charles & Elsie Sykes Trust
Covance Sports & Social Club
Galaxy Hot Chocolate Fund
Harrogate Borough Council
Harrogate Masonic Lodge
Knaresborough Relief in Need
Leeds Building Society
Lord Barnby Foundation
NHS
North Yorkshire & York Forum
North Yorkshire County Council
North Yorkshire County Council - Children's Social Care
North Yorkshire Forum for Older People
Pateley Bridge Dance Club
Ripon City Council
Ripon Yoga
Rotary Club
Ryedale Voluntary Action
Sainsbury's
Santander Foundation
Soroptimists International
St Aelred's Church
Waitrose
Warburtons
West Park United Reformed Church
Wilderness Oak Charitable Trust

Thank you also to all the individuals who have kindly donated to us throughout the year and made our work in the local community possible.

“Thank you for doing such fantastic and meaningful work with the funding, it is always rewarding to see the funding our members donate being used in such a positive way that makes a real difference to people’s lives.”

“I was delighted to read that the Project has supported 35 people with a learning disability to find out more about volunteering opportunities and supporting them within their volunteer roles. The results from the “before and after” survey are evident of the benefit the project has had to the volunteers. The Trustees were pleased to learn that the grant has been such a wonderful benefit.”



Who we are

Harrogate & Ripon Centres for Voluntary Service – October 2014



The HARCVS Staff Team

Karen Weaver	Chief Executive
Mark Hopley	Head of Support & Development (Deputy Chief Executive)
Carol Gaiger	Reception
Angela Jones	Information & Communications Officer
Rachel Kingdom	Business Development Officer
Nina Muir	Support & Development Officer
Phil Newby	Finance Officer
Bev Richardson	Business Support Officer
Carol Rowe	Reception
Tim Hill and Jessica Quigley	Office Volunteers

Volunteer Centre

José Rueda	Centre Manager
Carol Gaiger	Support Worker
Sue Williams	iVolunteer Project Worker

HARCVS projects providing community support to vulnerable people:

Ripon & Rural Wellbeing Service

Jane Cozens	Project Manager
Helen Flynn	Service Co-ordinator
Debs Johnson	Service Co-ordinator
Wendy Barton	Service Volunteer Support Worker

Ripon & Rural Voluntary Car Driving Service

Malcolm Compton	Voluntary Car Scheduler
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Boroughbridge Community Care

David Allon	Project Worker
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HELP (Harrogate Easier Living Project)

Frances Elliott	Project Manager
Christine Boxall	Service Co-ordinator, Carers Time Off
Jane Cozens	Service Co-ordinator, Help at Home
Rachel Gregory	Service Co-ordinator, Opening Doors
Lizzie Hughes	Project Development Worker
Rachel MacKenzie	Service Co-ordinator, Opening Doors
Elwyn Pickering	Service Support Worker
David Tindall	Service Support Worker
Gillian Young	Admin Assistant
Anna Woollven	Project Development Worker (maternity leave cover)

Goodbye and thank you to those staff & volunteers who have left us during the past year

Viv Bannister	Project Manager, Ripon & Wellbeing Service
Neil Gillies	Volunteer, Ripon CVS
Jill Lawson	Ripon Support & Development & Admin Officer
Alana McGowan	Volunteer Centre Support Worker
Lizzie Rosewood	Project Manager, Talking Spaces
Caroline Shead	Volunteer Centre Manager

The Talking Spaces team who transferred to Saint Michael's Hospice

Clare Godden	Interim Project Manager
Debbie Dean	Service Co-ordinator
Rachel Gregory	Service Co-ordinator

We miss and remember Neil Spencer, our lovely HARCVS office volunteer, who passed away on 11 February 2014.



Our Board of Trustees

HARCVS Board of Trustees (from October 2013)

Tony Collins	Chair
Jackie Snape	Vice Chair & Chair of Governance Sub-Committee
John Groves	Chair of Finance Sub Committee

Representatives of Member Organisations

John Batchelor	Rotary Club of Harrogate
Eric Clark	Ripon Community House
Bernadette Hegarty	St Peter's Church, Harrogate
Lindsay Mitchell	Arthritis Care (Harrogate Branch)
Julian Terry	Age UK Knaresborough & district

Representative of Statutory Partner

Pat Jones	Harrogate Borough Council
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Independent Auditor

J W P Creers
Foss Place
Foss Islands Road
York
YO31 7UJ

Supporting and strengthening charity governance

Following our Talented Governance training there has been a significant increase in the demand for advice and HARCVS has worked with 10 charities taking them step by step to complete a review of their governance.

Helping more groups complete organisational health checks enables us to target support where it is most needed.

Our service helps organisations to better manage risks and to seek funding to provide much needed support to people in our communities.

We will be working with young people's organisations to complete governance reviews working towards the greater involvement of voluntary sector organisations in Children and Young People's Services.



Trustees and staff together at a planning session in 2014



Our Members

Thank you to the following organisations for supporting us:

- 19th Harrogate Guides
A B Welfare and Wildlife Trust
Abbeyfield (Ripon & District) Society Ltd
After Adoption Yorkshire
After Breast Cancer (ABC) Support Group (Harrogate)
Age UK Knaresborough & District
Age UK North Yorkshire
Alzheimers Society (Ripon & Harrogate District)
AMP Awards CIC
Arkendale Community Hall
Arthritis Care Harrogate & District
Avalon Group
Avalon Ripon Klub (Ark)
AVIF (Able Volunteers International Fund)
BackCare: Harrogate & District
Barnardo's Youth Base
Bilton & Woodfield Community Library Group
Boroughbridge & District Community Care
Bread of Life Ripon
British Humanist Association
British Red Cross
British Thyroid Foundation
Canal And River Trust
Carers' Federation
Christ Church Community Centre
City Of Ripon & District Forum
Claro Enterprises
Copt Hewick Village Hall
Craft Aid International
CRI - The Gate
Crossroads Care (Harrogate, Craven and York)
Dales Integrated Transport Alliance (DITA)
Dalesbus Ramblers
Dechen Buddhist Centre
Dementia Forward
Disability Action Yorkshire (DAY)
DISC WY-FI
Dishforth Village Hall
Downs Syndrome North Yorkshire
Essential Needs (Community Furniture Store of Harrogate & District)
Farming Community Network
Friends Of Ripon Hospitals
Friends of Starbeck Library
Golf in Society
Grewelthorpe Village Hall
Guide Dogs for the Blind Association
HACSG (Hyperactive Children's Support Group)
Happy Wanderers
HAPS (Harrogate Autism Parent Support)
Harlow Community Centre Association
Harrogate & District Advocacy Scheme
Harrogate & District Sea Cadets
Harrogate & Knaresborough Toy Library
Harrogate and District Society for the Blind
Harrogate Child Contact Centre
Harrogate Community House Trust
Harrogate District Biodiversity Action Group (HDBAG)
Harrogate District Over Fifties Forum
Harrogate Fairtrade
Harrogate Foodbank
Harrogate Gateway Disability Football Club
Harrogate Heart Support Group
Harrogate Homeless Project
Harrogate Hospital and Community Friends
Harrogate International Festivals
Harrogate Lions Club
Harrogate Neighbours Housing Association
Harrogate New Life Church
Harrogate Rethink Support Group
Healthwatch North Yorkshire
Hearing Dogs for Deaf People (Harrogate & District Branch)
Henshaws College (HSBP)
Henshaws Community Housing
IDAS - Harrogate Independent Domestic Abuse Services
In2Out
Jennyruth Workshops
Karma Nirvana
Killinghall Village Hall Trust
Leeds Federated Housing Association
Leonard Cheshire Disability Lifeline (Harrogate) Ltd
Lower Ure Conservation Trust
Macmillan Cancer Support
Masham Town Hall
Mashamshire Community Office
Mechanics Institute Village Hall, Kirkby
Malzeard
Mentoring and Befriending Foundation
Multiple Sclerosis Society (Harrogate Branch)
National Trust - Fountains Abbey
Nidderdale Plus
North Yorkshire Rotters
North Yorkshire Sport
North Yorkshire Youth
NYCIL
Open Country
Orb Community Enterprise
Pannal Village Hall
Paperworks
PATH Yorkshire
PhysioNet
Pinewoods Conservation Group
Rainton With Newby Village Hall
Relate Mid-Yorkshire
Remedi - Restorative Services
Renaissance Knaresborough
RHS Garden Harlow Carr
Ripon & District Citizens Advice Bureau
Ripon Acorns
Ripon Activity Project (RAP)
Ripon Amateur Dramatic Society
Ripon Community House
Ripon Community Link
Ripon Girl Guiding Division
Ripon Museum Trust
Rotary Club of Harrogate
Rotary Club Of Ripon
Saint Michael's Hospice
SASH
Scuba Diving For All
Soroptimist International of Harrogate & District
SpeakWithIT
St Mary Magdalen's & St John's Bondgate Hospitals and Chapels Trusts
St Peter's Church, Harrogate
St Wilfrids RC Church
Stroke Association
Sunrise Respite Centre
Supporting Older People
Swinton Court Good Neighbour Association
Take2
The Carers' Resource
Time For God
Time Together
Washburn Heritage Centre
Wellspring Therapy and Training
Wesley Methodist Chapel
White Rose Sailing Association
Whixley & District Community Cricket & Sports Club
Wilf Ward Family Trust
Women of Faith Today
Yore Vision
Yorkshire Cancer Research
Yorkshire MESMAC
Yorkshire Spinners
Yorkshire Yoga
Your Consortium Ltd

Our Associate Members

- Carefound Home Care
Chris Brackley
Dawn Clissett, Coaching Interchange
Fiona Friday, Harrogate Borough Council
Home Instead Senior Care
Mandy Graves
North House Surgery
Rachel Wilson Occupational Therapy
Sally Roberts, NCMC
Sandra Boyle
Sarah Saynor, Elder Flower Homecare
Women's Wisdom T/as Arc Hubs Ltd

Why Not Join Us?

If you would like to become a member please call us on 01423 504074 or visit www.harcvs.org.uk/membership

HARCVS membership is free.



**Harrogate & Ripon
Centres for Voluntary Service (HARCVS)**

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www.harcvs.org.uk

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Allhallowgate
Ripon HG4 1LE

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