

Rushmoor Voluntary Services



Annual Review

2008 – 2009



Rushmoor Voluntary Services is a company limited by guarantee
Registered in England and Wales - Registration No: 3238444
Registered Charity No: 1059794



THE RUSHMOOR VOLUNTARY SERVICES TEAM (2008 – 2009)

STAFF

Greg Alexander	Chief Executive
Sue Hathaway	Development Officer
Viv Walker	Administration Manager
Helen Talbot	Volunteer Centre Manager
Kate Sawdy	Volunteer Centre Manager (Left Mar 2008)
Lorraine Yates	Placement Development Officer (Left Mar 2008)
Marilyn Leach	Assistant Gardener
Tracy Bowden	Community Access Project
Alison Dyer	Community Access Project (Joined Apr 2008)
Sue Homer	Home Help Manager
Pam Hammond	Deputy Home Help Manager
Philippa Arnott	Home Help Admin Assistant (Left Oct 2008)
Sue Chadwick	Home Help Admin Assistant (Joined Dec 2008)
Ann Hicks	Transport Organiser
Peter Neat	Dial-A-Ride Driver (Left Apr 2008)
Pat Brady	Dial-A-Ride Driver
Phil Brooks	Dial-A-Ride Driver
Dennis Tweed	Dial A Ride Driver (From Call & Go May 2008)
Des Grumley	Place Court/Age Concern Driver (Joined Sept 08)
Doug Tyler	Place Court/Age Concern Driver (Left Sept 2008)
Nigel Smalley	Call & Go Driver
Caroline Morgan	Call & Go Driver
Bob Anderson	Call & Go Driver
John Palmer	Relief Driver
Vera Brook	Volunteer (Office)

TRUSTEES

Roger Grocock	Chairman
Colin Slatter	Vice Chairman
Dennis Cantwell	Treasurer
Dr Jeremy Kayll	
Brian Edwards	
Alison Cooper	
Ald. John Debenham MBE	(Retired April 2008)
Richard Hickman	
Romilly Rogers	
Lynda Williams	
Frank Rust	(From May 2008 - Formerly Nominated by Rushmoor Borough Council)
Cllr Brian Parker	(From May 2008 - Nominated by Rushmoor Borough Council)

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Meudon Avenue, Farnborough. GU14 7LE.

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From our Chairman

Another very satisfying year in which we have continued to develop our core services and full details of these are to be found in the report of the Chief Executive and staff on the following pages.

I am very appreciative of the work put in by the Board Trustees. They are all willing volunteers and each has something different to offer. It is right that we have a diverse Board but they all have one thing in common and that is the desire to see RVS fulfil its role in the Community. In these difficult economic times it is even more important to have a strong and vibrant community and voluntary sector and I am satisfied that we are up to the challenges before us.

My thanks go also to Rushmoor Borough Council, the officers and the elected members for their support in so many ways. We have worked well together over the years on projects within the community and we remain committed to continue that relationship.

As an organisation we have had to make changes, given the lottery funding for the Volunteer Centre has not been replaced. However, we see the Volunteer Centre as an essential part of our activities and we are fortunate that we have sufficient reserves to be able to continue to run the service albeit on a reduced basis. We have taken the opportunity to refocus our efforts where we see long-lasting benefit at an affordable cost.

Finally, the staff are our greatest asset and our Chief Executive, Greg Alexander, has built an excellent team and engendered a spirit, which is second to none. They can all be proud of the part that they play, as I am. My thanks to the whole team.

Roger Grocock
Chairman

Chief Executive's Report

Our core work has been to provide support and services to voluntary and community organisations in Rushmoor. We have done this in many ways ranging from providing funding advice and signposting, disseminating key information and facilitating workshops and networks. During the year, 80 different groups attended our Voluntary Sector Forum where a wide range of topics and themes were covered. The Forum gives the opportunity for positive networking amongst groups and organisations in the area with new links and partnerships being formed.

We continue to participate in local and county-wide networks including: Rushmoor Strategic Partnership (RSP), Mayfield Community Partnership, Hampshire Voluntary Sector Consortium and Hampshire Volunteer Centre Network. We have also participated in the countywide review of CVS' being undertaken by Hampshire County Council.

Our membership has increased to 307 organisations. Our partnership work with Hampshire County Council's *Evolve* directory of voluntary organisations continues. 249 organisations from Rushmoor are now included, meaning that members of the public can find information and contact details of local services via the website (www.e.volve.org.uk).

Small grants to local organisations and individuals were allocated from our three managed funds. Four grants were made from our Carers fund, two from the Mrs Philips Will Fund and four from the Army Catering in Rushmoor Fund. All of these grants benefited local people and organisations.

Eight local organisations received over £50,000 from the *Awards for All* programme – this money boosts the local economy and enables voluntary organisations to provide valuable services to the community.

All of our activities are included in this report. All have made a difference to people in the community. The year ended with the fantastic news that our application for three year funding to *Ecominds* was successful. The grant will enable our Gardening Project to continue to support people with or recovering from mental illness to continue working at our allotment in Aldershot, tending the gardens of elderly and disabled people and supporting community improvements.

We successfully tendered to Hampshire County Council to operate the Dial A Ride Service. A four year contract is now in place and provides us with an opportunity to build on the commitment to providing transport solutions to older and disabled people. At the request of Hampshire County Council we agreed to continue to operate the Call & Go service in Hart District whilst contract arrangements were finalised. With a separate grant from Rushmoor Borough Council we operate a bus that offers transport to older people to and from Place Court and Age Concern, Farnborough.

Our Home Help service continues to support older and frail people in Rushmoor. The service contributes to the independence and wellbeing agenda enabling people to remain at home and provides valuable contact for the clients with their Home Help.

The last year has been an exciting one for Rushmoor Voluntary Services. Our aim is to continue to provide information, advice and support to the local voluntary sector and to manage projects that deliver community benefits.

Greg Alexander
Chief Executive

Working in the Community

There is no doubt that Rushmoor is rich in terms of voluntary groups and individuals keen to make a difference and dedicated to their particular cause. RVS has engaged with a wide variety of these groups and are always keen to provide support and promote the good work they do.

Our working relationship with Rushmoor Borough Council and other statutory agencies remains strong and effective. Lots of positive work continues to be developed and Rushmoor has acquired a reputation of being a “pathfinder” - in particular the Extended Services and the Common Assessment Framework where statutory and voluntary sectors work together to achieve one aim. Partnership working is increasing and RVS is always willing to respond. An example of this is the opportunity given to teachers to undertake MIDAS minibus training, thanks to funding from the Rushmoor Extended Services programme. RVS has arranged training courses which has led to schools taking advantage of the community transport we provide. Similarly, volunteers interested in driving have also undertaken MIDAS training which RVS has funded along with CRB checks. Trained volunteer drivers have become part of the pool of drivers available when groups wishing to use our mini-buses need a driver. We are pleased to see an increase in the usage of our community mini-buses which also includes the Hart area.

There is always something happening in Rushmoor and last year was no exception with multi-agency meetings, the opening of Children’s Centres and events to promote particular initiatives, e.g. “Olympian for Life” – to encourage young people to get involved with sport and healthy lifestyles. We held our very first YouthFest during the October half term, as a result of great partnership working between RVS and the West End Centre. Thanks to funding from *Awards for All*, Hampshire County Council and Rushmoor Borough Council, YouthFest gave many young people the opportunity to experience a whole host of workshops and activities to inspire their creativity.

We continue to support the Mayfield Community Partnership which has arranged a number of events including a Stress buster Lunch (for parents and toddlers to enjoy a healthy lunch and listen to stories), a Child Safety Event (supported



by Cherrywood Primary School and OWLS Children’s Centre), a Carol Service using Mayfield Community Centre led by Church of the Good Shepherd, a Basketball & Football Tournament at Oak Farm School and a Clean Up Event at Oak Farm playing fields. All these events have been very successful and some of the residents have been instrumental in the organisation and promotion to



ensure a positive outcome.

Apart from our Voluntary Sector Forum, there are other initiatives to ensure everyone is fairly represented and given equal opportunities. Local forums include the Rushmoor Youth Forum where groups and individuals can apply for grants to support activities, outings, equipment, etc. and the Rushmoor Youth Disability Forum which aims to give young disabled people a collective and stronger voice on disability issues, etc.

The diverse community within Rushmoor includes many different faiths and cultures – we aim to assist individuals and groups who need the support of the voluntary sector. We do this in a number of ways including signposting them to funding opportunities (e.g.

arranged a funding workshop for BME groups), promoting specific events and circulating relevant information or initiatives. We have become a very popular resource when individuals or groups have items they no longer need. Using our very effective e-mail network, we are able to advertise these items which are quickly “snapped up” by other groups and individuals to use – a very clever recycling scheme!

Sue Hathaway
Development Officer

Volunteer Centre

As this year ends we will have completed our three year funding provided by *The Big Lottery Fund*. This has enabled us to develop services to volunteers and voluntary organisations. Finding replacement funding has been a challenge. We have made a contingency that will enable the Centre to continue to support volunteers and groups. Whilst this will not be at the level afforded by the Lottery grant we will endeavour to meet the greatest need and support people into volunteering in the community.

Due to snow and ice, our Volunteer Recognition Event, planned for February was postponed until May. At the event, over 100 volunteers and guests enjoyed a relaxing evening at Princes Hall. Volunteers also had the opportunity to meet Cllr Alan Ferrier, Mayor of Rushmoor.



The Volunteer Centre has seen a very busy year receiving 545 enquiries from volunteers and 168 being placed with local organisations. 14 training courses benefiting 49 organisations and 140 volunteers were delivered to local organisations. Many of the courses provided accreditation and recognition for the participants. Subjects covered included: Attracting and Retaining volunteers, MS PowerPoint and Publisher, Emergency First Aid, Vulnerable Adult Awareness and Food Hygiene.

Working with Hampshire County Council, Hart Voluntary Action and Yella Bus, a Volunteer Driver recruitment and training campaign provided new volunteers into this part of the county.

Working with our colleagues countywide, a standard Volunteering Agreement is now in place, which sets out guidelines towards good practice for voluntary organisations in the recruitment of volunteers throughout Hampshire. This work ties in with the national focus on increasing skills in voluntary groups and raising their capacity to help more people. Other ways we have promoted volunteering during the year include: a speed matching event in Farnborough, fixed publicity at Aldershot Centre for Health and Farnborough Leisure Centre. Rushmoor Borough Council provided further support by promoting volunteering within council departments and in their newsletter.

The year ended with the fantastic news that our application for three year funding to *Ecominds* was successful. This will provide funds to continue our Volunteer Gardening Project for people with or recovering from mental illness. This work includes our allotment in Aldershot, tending the gardens of elderly and disabled people in the borough and more recently a new film review group. We are grateful to Vera Brook who has provided hours of help and support in the office. Specifically, Vera has helped to keep our volunteering database up to date and helped to follow-up volunteer enquiries and placements – thank you!

Helen Talbot & Kate Sawdy Centre Managers (Job Share)



Supported Volunteering

During the last year 49, new volunteers were referred to the project from the Community Mental Health Teams, G.P's, CAP (Community Access Project) and local support groups.

Positive relationships have been made with several local organisations encouraging them to take on supported volunteers. These organisations include Gaming Zone, OFLAC, Ticehurst Older Persons Home, Fleet Lions Community Store, PDSA, BHF Shop, Garrison Special Needs Group, CAB and The Vine. The referring organisations are given regular feedback on their client's progress, as it is vital they are kept up to date with the (hopefully) positive effects of volunteering on their well-being.

Despite some dreadful weather during the year we have still managed to collect several awards for our work in the community. Our major highlight was being given the 'Stan Hoare Special Award' at the 'Rushmoor in Bloom' Presentation Evening. Six of our regular Gardening Project Volunteers proudly accepted the award along with Lorraine and Marilyn at the Princes Hall in Aldershot.

We have worked at the Wildlife Garden (Queens Road) North Camp, assisting the Urban Wildlife Group to maintain the garden. This led to our volunteers receiving a special award at the Urban Wildlife Group's AGM.



Work at our allotment in Aldershot – and the rewards of our labour!

Following a successful partnership with The Pathways Group (Wellbeing Centre), 15 people attended our Cooking Course this year and 12 attended the Food Safety Course. We introduced the volunteers to soups and main courses using vegetables they grow on the allotment.

Other project activities include The Film Group with 9 members attending. Our pilot scheme has been so successful that similar groups are springing up across the County.

Clothes Exchange

Delighted to report that our second Clothes Exchange has now opened at the Maple Vue Children's Centre (Aldershot). We hope this exchange will follow the success of our very popular exchange in The North Town Base. I would like to thank the Supported Volunteers at The North Town Base for their commitment to this initiative and also Caroline Keith (Hampshire Families) for her support.

Lorraine Yates
Placement Development Officer (Left March 2009)

Community Access Project

The project provides person-centred support for individuals suffering from mental ill health. Support is given for as long as required and is delivered in a solution-focussed approach that is tailored to each client's goals and wishes. The project is funded by Broadhurst Welcome Home Charitable Trust, a Rushmoor charity that supports the mentally ill in the local community.

Below is a table showing some operating statistics:

Total Number of referrals to the project.	84
Total Male	32
Total Female	52
Living in Farnborough	32
Living in Aldershot	31
Living in other areas or 'no fixed abode'	21
Number of various referring sources	22
Number of agencies, services or activities clients referred on to	33

The project has been able to expand its client capacity from last year due to the recruitment of a part time worker. The new project worker has settled in well and is managing her own caseload of clients.

The Project Staff have attended various individual training days and during the year have been studying for a NVQ in Social Care. This is due to be completed very shortly.

One of the main achievements of the last year has been our work with a lady who fled Domestic Abuse from the other side of the world! The project manager spent some time on this case and supported the client into therapeutic sessions that helped her through the issues of the abuse. We continued to support the client to gain more confidence. One of the ways we did this was to support her to attend the gym.

The client had always wanted to go to University but thought it would never be possible. The manager also had to discuss with the benefit agency how many hours the client can study without it affecting her income.

The manager then worked with Farnborough College to negotiate a full time course to a part time course so the client could gain the skills needed to go to University and keep within the hours allowed by the benefits agency. The file was closed when the client was happy and settled in college. She still updates the manager now and again by text and is doing really well and looking at various Universities to attend in September 2009.

We are currently working with Broadhurst to continue the project for a further three years. This will enable us to offer support to clients in the area and contribute to improve the mental health and wellbeing of individuals.

Tracy Bowden
Project Manager

Alison Dyer
Project Support

Dial-A-Ride, Call & Go and Community Transport

Our transport operations continue to play an important role in the community. Providing as it does, both a valuable facility with the Dial-a-Ride and Call & Go schemes, for those unable to use public transport easily and offering a fleet of mini buses for use by voluntary and community groups.



Throughout the year our staff took every opportunity to promote our transport services to help get people out of their homes and to keep them mobile and independent. Many friendships have been forged from the meeting of other passengers and general social interaction can only be good for those who would otherwise be house bound.

We have continued running additional trips and outings to places of interest, garden centres and the sea-side, though they have not been as numerous as we would like. The British weather is partly to blame, as those who went on the trip to Winchester Christmas Market experienced - It was outside and it was freezing!

With regard to community transport we promote the service widely and want to encourage more clubs and groups to hire our buses. Although they are used regularly and often, it is our aim to have them in use every day.

A total of 113 volunteer drivers were trained to the MiDAS standard. We also worked in partnership with Hampshire County Council, Hart Voluntary Action and Yellabus to recruit volunteer drivers. This was a success with new volunteer drivers being recruited into numerous schemes in our area.

The increased fuel prices of 2008 and the current worldwide turbulent financial situation has put pressure on the service, but with the continued support of our funders, Hampshire County Council, Rushmoor Borough and Hart District Councils we have been able to sustain all of our services.

During the year we were required to submit a tender to Hampshire County Council to continue the Dial-a Ride service. Our tender was successful and a four year contract has been issued to us.

With a separate grant from Rushmoor Borough Council we operate a dedicated bus that offers transport to older people to and from Place Court and Age Concern, Farnborough. This enables people to socialise and to make new friends.

All of the services outlined in this report help to tackle the social isolation experienced by many older and disabled people. We consider them to be valuable community services and look forward to the future with anticipation of growing the transport service even more so that more people have access to quality transport services.



Ann Hicks
Transport Organiser

RVS Home Help

This last year has been a very busy one for RVS Home Help. Having a manager and deputy available to work with clients and Home Helps, we have been able to increase the number of clients we support and the number of Home Helps employed. Sadly we have lost several clients over the winter months.

Our Supporting People contract has been renewed for a further three years from 1st April 2009 and now includes direct funding for our Pavilion Housing Association clients at Place Court, Aldershot and St John's Court, Farnborough. This means that clients receiving Housing Benefit receive an hour of help each week with their housework.

We continue to provide essential support to older and disabled people in the area. This contributes to their wellbeing and complements strategic initiatives to help people remain in their own homes for as long as possible.

Philippa Arnott, who worked for us as both a Home Help and Administrative Support Assistant for the last 14 years, left in October to move to West Sussex. We are very grateful for all the help and support Philippa gave the project and we wish her and John every happiness in their new home.

Sue Chadwick joined us in December 2008 as our Administrative Support Assistant and is quickly learning all the ins and outs of the Home Help Department.

1st April 2008 marked the 10th birthday of RVS Home Help. When we started we had 17 Home Helps providing 92 clients with 120.5 hours of help each week. We now have two Senior Home Helps and 44 Home Helps providing 313 clients with 411.5 hours of help each week. In the last ten years 1,361 clients have received help.

Sue Homer
Home Help Manager

What groups said about the services we provide

'Thank you for all your help with minibuses and drivers – we could not do it without you'
Blackwater Valley Countryside Partnership

'Thank you for providing emergency back up drivers for the Summer Daze Project'
'Summer Daze' 2008 Project

'Your projects have helped me to integrate with the community and to find voluntary work'
Volunteer

'My sincere thanks to you for the tremendous work you do – it is valued''
Relative of Home Help Client

'Thanks for your support during the year''
Age Concern Aldershot

'Thank You to all the volunteers involved in clearing my back garden'
Rushmoor Resident accessing our Supported Volunteering Project

'Thank you for all your time and effort at our Patient Discharge Awareness Day – you ensured that at least 16 multidisciplinary staff have gained an insight into local resources'
Patient/Practice Experience & Education – Frimley Park Hospital

'Thank you for all your help and support – I am now volunteering at a local pre-school'
Local user of our Volunteer Centre

'Your grant will enable us to continue to run 'Senior Moments' Social Club for older people – thank you!'
Senior Moments Social Club – recipient of a grant from our Trust Fund

'Your grant has made a difference to children who would not otherwise have been able to take part in club based activities'
Parents Action Group for Special Play (PAG)

'Your grant will help us to continue to run Carers and former Carers Club – Thank you!'
Rushmoor Carers Support Group

'Your help has made a real difference to our family – Thank you!'
Recipient of a Carers Grant (Managed by RVS)

'You have provided us with new volunteers and run the Voluntary Sector Forum'
COGS Community Project

'We very much appreciate the help provided by RVS'
Greater Rushmoor Nepalese Community

'A big thank-you for helping us with our grant application'
Normandy Veterans Association

'A user-friendly service who are willing to do that bit extra to help others'
Contact a Family

'Your minibus service enables 12-14 elderly people to meet every Tuesday to socialize'
Churches Together in Cove

The most valuable help has been support! - providing the right advice - you provide an essential service! - Parents Action for Special Play

RVS
Financial Statement for 2008/09

	2009	2008
Income		
Core Activities	£129,882	£135,710
Volunteer Centre	£55,198	£59,467
Community Access	£49,164	£37,623
Home Help	£181,815	£171,699
Rushmoor Dial-a-Ride	£51,406	£58,517
Rushmoor Community Buses	£44,833	£35,872
Hart Call& Go and Community Buses	£88,547	£62,182
Other	£14,435	£9,065
Total Income	£615,280	£570,135
Expenditure		
Core Activities	£86,626	£103,237
Volunteer Centre	£70,917	£71,475
Community Access	£46,417	£40,720
Home Help	£180,698	£174,491
Rushmoor Dial-a-Ride	£67,611	£70,442
Rushmoor Community Buses	£44,648	£45,877
Hart Call& Go and Community Buses	£88,710	£62,182
Other	£4,276	£9,703
Total Expenditure	£589,903	£578,127
Excess of expenditure over income	£25,377	-£7,992
Exceptional loss*	-£20,041	0
Gain/(loss) on revaluation of investments	-£10,192	-£1,648
TOTAL DEFICIT FOR THE YEAR	-£4,856	-£9,640
FUNDS HELD AT 31st MARCH		
Restricted uses according to terms of grants	£37,983	£93,190
For purposes designated by the Board	£110,163	£104,863
General unrestricted reserves	£56,646	£11,595
	£204,792	£209,648

*In 2008 the contract with Hampshire County Council for the operation of the Dial-a-Ride service came to an end and HCC decided to put the contract for future operation to general tender. As part of the arrangements for the proposed new contract, HCC demanded repayment of the part of the grants that had related to bus replacement and reclaimed ownership of the buses used for the service. The exceptional cost of £20,041 is the amount paid to HCC for repayment of the Bus Replacement fund.

Accounts audited by Menzies LLP - Copies available on request

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