

# Rushmoor Voluntary Services



## Annual Review

**2007 – 2008**



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 (2007 – 2008)

### STAFF

Greg Alexander	Chief Executive
Sue Hathaway	Development Officer
Viv Walker	Administration Manager
Helen Talbot	Volunteer Centre Manager
Kate Sawdy	Volunteer Centre Manager
Susie Thornely	Volunteer Centre Manager (Left Dec 2007)
Lorraine Yates	Placement Development Officer
Marilyn Leach	Assistant Gardener
Tracy Bowden	Community Access Project
Sue Homer	Home Help Manager
Pam Hammond	Deputy Home Help Manager (From Feb 2008)
Pat Bourne	Home Help Manager (Left Oct 2007)
Philippa Arnott	Home Help Administration Assistant
Ann Hicks	Dial-A-Ride Administrator/Minibus Driver
Peter Neat	Dial-A-Ride Driver
Pat Brady	Dial-A-Ride Driver
Bill Thomas	Dial-A-Ride Driver (Left Mar 2008)
Phil Brooks	Place Court/Age Concern Driver
John Palmer	Relief Driver

### TRUSTEES

Mr R Grocock	Chairman
Mr C Slatter	Vice Chairman
Mr D Cantwell	Treasurer
Dr J N Kayll	
Mr B Edwards	
Ms A Cooper	
Ald. R J Debenham MBE	
Mr R Hickman	
Ms R Rogers	
Mrs L Williams	(From July 2007)
Mr M Povey	(Co-opted January 2008)
Mrs E A Garrood	(Retired September 2007)
Cllr. F Rust	(Ex-Officio - Nominated by Rushmoor Borough Council)

Rushmoor Voluntary Services, The Community Centre,  
Meudon Avenue, Farnborough. GU14 7LE.  
Tel: 01252 540162 Email: [info@rvs.org.uk](mailto:info@rvs.org.uk) Website: [www.rvs.org.uk](http://www.rvs.org.uk)

## From our Chairman

It has been a demanding but very satisfactory year for Rushmoor Voluntary Services. Our Chief Executive, Greg Alexander, joined us in March 2007 and I am delighted to say that he has settled in extremely well and is now considered 'an old hand'. He brought with him several years of experience of the voluntary sector, which has been invaluable.

The staff too have all played their part in the success of our business and have grown into a team that works so well together. There have been challenges for them, and there will be more, but they are up to meeting those challenges and I thank them for their continued efforts. I would also mention here our team of volunteer drivers who are key to the success of our Community Transport scheme. They all have cheerful personalities and they create a great day out for people, both the young and the 'not so young'.

Our relationship with our main funder, Rushmoor Borough Council has always been good, but I believe we have grown that relationship well this year. We work well together on community projects and a good example of this is the Mayfield Community Partnership where many agencies have come together to help engender a community spirit on the Mayfield estate – and it is working well.

We also work well with Hampshire County Council and you will note from the reports that follow, that transport for the community forms a large part of what we do, in Rushmoor, and now also in Hart.

One of the great benefits of working with RVS is that one sees some magical outcomes. The great majority of the groups that make up our membership are run by volunteers and all of them are committed to making a difference to the lives of the people they serve. The RVS office is full of lovely stories that convince me that not everything is bad in the world, as you might think from reading the media, and that we as a community have a lot to be proud of in the way we look after each other.

I must also mention my colleagues on the Trustee Board. We have an excellent spread of skills across the Board and each of them makes a good contribution to the running of this charity, which in today's world of compliance and regulation is certainly not 'a walk in the park'. I thank all Board members for their commitment. They are all volunteers and give of their time so freely.

Roger Grocock  
Chairman.

## Chief Executive's Report

Following a very successful 'Away Day' in August 2007 we have focused our work and developed ways of ensuring that we meet the vision of the organisation and are responsive to the needs of voluntary and community groups in Rushmoor.

A questionnaire sent to our members January 2008 was well received with a response rate of over 60% achieved. The results provided information on what our members want from us and informed us on how they thought we are doing. As a result of the questionnaire we have targeted resources to ensure that our members receive what they have told us they need.

We continue to participate in local and county-wide networks including: Rushmoor Strategic Partnership, Mayfield Community Partnership, Hampshire Voluntary Sector Consortium and Hampshire Volunteer Centre Network.

We facilitated a very well-attended Diversity Network meeting in December 2007, over 70 people from local organisations participated in work to identify and discuss issues related to BME and cultural barriers faced by voluntary organisations. As a result of this workshop we are currently planning how interested parties can remain in touch and connected with the work.

We have spent time reviewing and updating our list of members and currently have 284. Targeted work by our Development Officer with local schools and voluntary organisations has resulted in new members joining us.

Our partnership work with the Hampshire County Council's *Evo/ve* directory of voluntary organisations continues. Over 200 organisations from Rushmoor are now included meaning that members of the public can find information and contact details of local voluntary and community services via the website ([www.e.volve/org.uk](http://www.e.volve/org.uk)).

We have allocated small grants from two of our managed funds. Three small grants were given to local carers from our Carers Fund. One grant was made to an individual from the Mrs D Phillips Will Fund.

During the coming year there are new challenges before us. Changes in the way Hampshire County Council fund their services means we are required to tender for some of our transport operation. We will also be seeking external funding for our Volunteer Centre so that it can continue to provide the first class services available beyond April 2009 when our existing Big Lottery Fund grant ends.

Later in this report you will read about the activities of all of our operations and projects in what has been an exciting and eventful year for the charity. The achievements and success are a result of good team working and the tremendous support of our Trustees and volunteers.

Greg Alexander  
Chief Executive



Greg Alexander with Sue Hathaway (Development Officer)

## Working in the Community

Rushmoor Voluntary Services is enthusiastically committed to supporting the Rushmoor community. Whether groups or individuals seek our help and support, we enjoy engaging with them to provide a first-class service to ensure they achieve their objectives. We are keen that everyone knows who we are and how they can contact us.

Our Voluntary Sector Forum has gone from strength to strength and we rely on the groups we support to tell us what they want from these quarterly Forum meetings. We are grateful to Rushmoor Borough Council who provided us with a grant to sustain the Forum and we appreciate the support they give us - it is re-assuring to know we can contact them for help and advice. Equally, we are happy to support them with the projects they undertake, e.g. the annual Spring Clean.

Our membership continues to grow and we aim to provide “good value” by:

- sending out an electronic monthly bulletin which includes information on funding streams, interesting items, promoting local events organised by voluntary and community groups, etc.
- producing a quarterly Newsletter to keep members fully informed of our work
- carrying out funding searches for individuals or groups needing money for specific projects, etc.
- promoting the work of others
- supporting new initiatives
- signposting
- acting as the middleman when donated goods are offered free of charge to worthwhile causes

We continue to support the Hampshire Constabulary with their Community Placement Programme and to date have hosted four student Police Officers and our fifth student will be with us in June.

The support provided to Mayfield Community Partnership has helped them to engage with more residents who are keen to take on more responsibility, resulting in the Constitution being adopted. A grant from Rushmoor Borough Council enabled the Partnership to arrange some fantastic events in the area to encourage social cohesion.

The pictures below were taken at community events held during the year supported by RVS – the emphasis being on awareness raising related to community safety.



Sue Hathaway  
Development Officer

## Volunteer Centre

The Volunteer Centre has seen a busy year with a 20% increase in volunteer enquiries. 144 individuals have been placed in local community groups and charities and many more have participated in one-off events through Employee Volunteering. Projects have included decorating, garden clearance and a summer activities scheme for young people.

We have also delivered 20 training courses, benefiting 50 separate organisations and 158 individuals. These include: 'Attracting Volunteers', MS PowerPoint and Publisher, Emergency First Aid, Vulnerable Adult Awareness and Food Hygiene.

Our Volunteer Recognition Event continues to prove popular and useful feedback obtained this year has reassured us that we have got the format right. We also ran a Volunteer Speed Matching Event, in conjunction with Hart Voluntary Action, during Volunteers' Week which proved to be a fun way of publicising different organisations and introducing potential volunteers to the opportunities on offer. Another event is planned for June 2008.

Speed Matching Event



Kate Sawdy, Lorraine Yates & Helen Talbot



New initiatives for 2007/8 included establishing a quarterly Volunteer Managers' Forum to enable local groups to get together to discuss relevant issues.

County-wide, Volunteer Centre Rushmoor has been involved in developing and adopting a standard Volunteering Agreement which sets out guidelines towards good practice for voluntary organisations in the recruitment of volunteers throughout Hampshire. We also participated in a Hampshire-wide marketing initiative to promote volunteering through advertising, a central web page and text hotline. This was in addition to our own website and local promotional activities.

Helen Talbot & Kate Sawdy  
Centre Managers (Job Share)

## Supported Volunteering

During the last year, over 60 potential volunteers were referred to us via the local Community Mental Health Teams, Stonham Housing, Early Intervention in Psychosis, and Community Access Project (Broadhurst). Many of these people are currently volunteering either on the Gardening Project or in various local organisations/clubs.

### Gardening Project

The volunteers on the hugely successful gardening project have had a fantastic year.

Our allotment in Aldershot yielded a very satisfying harvest in which each volunteer got to share. We were delighted to have won 4 prizes in the Brooklands Horticultural Society's Annual Show of which we are members. We achieved two firsts and two seconds - a brilliant achievement for our volunteers and a great team effort. We regularly have between 8-10 volunteers at each session and have recently been helping to support other allotment holders with their plots whilst they are currently unable to, due to ill health.



Lorraine, Marilyn and the Gardening volunteers

### Community Garden - Alma Place

We were all delighted to have been involved in a very successful community garden project. Rushmoor Healthy Living asked our team of volunteers to help them pull together a project that had been in the planning stages for a while, so we along with an outstanding probation team, transformed this communal garden in North Town, from a wilderness to a beautiful peaceful garden for the residents to enjoy. We have agreed to maintain the garden, throughout the year. A fabulous display of joined up working!!



In addition to the allotment and Alma Place, the Gardening Project volunteers supported 20 local residents with their gardens during the year. The very wet spring/summer made this difficult at times. Our new projects for 2008 are to help maintain the Wildlife Garden at the Queens Road Recreation Ground and develop a vegetable plot for a new Supported Housing Project (ECHG) in Aldershot.

### Hampshire Gardens Initiative

During the year, Marilyn Leach and I were asked to sit on the steering group for the Hampshire Gardens Initiative. We meet bi-monthly, the aim of the group is to try and coordinate the approach to gardening issues across the county for older people. We were asked to give a presentation about our project to the group and as a result we have received a grant of £500 from Hampshire Gardens Trust to support our work.

Lorraine Yates  
Volunteer Placement Officer

## Community Access Project

The aim of the Community Access Project is to provide support to individuals who are struggling to get the most out of life. We offer friendly, impartial advice on coping with a wide range of daily activities.

Over 40 referrals were received during the year with support given to appropriate clients in achieving various goals and targets. The table below gives an indication of the types of work undertaken. The list is not exhaustive but gives some idea of the areas of support and help offered to clients.

Client number	Achievement/Outcome
4	Volunteer work
2	Benefits appeal
1	Grant for new windows
1	Move home
4	College
2	Dentist
12	Social clubs
10	Get extra support
4	CAB advise
6	Job centre work advice



Tracy Bowden and Alison Dyer

The following case-study will give you an idea of the service we provide.

One of the main achievements of the last year was helping a client move home at very short notice from supported lodgings into her own flat.

This client needed support to complete the move. This included moving boxes, signing the tenancy agreement and completing benefit forms. More support was offered registering with utility companies and getting the flat furnished. We were helped by Fleet Lions and a Trustee of RVS.

I have now closed the file on this case; the client is still doing well and loves her independence.

The project is funded by Broadhurst Welcome Home Community – we are grateful for their continued support of this important work.

Tracy Bowden  
Project Manager

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

The Dial-A-Ride service continues to provide transport for those who for many reasons are unable to use public transport. A door to door service, in and around the Rushmoor area, operates taking folk to and from the shops and other locations. The buses are equipped with tail lifts to cater for wheelchairs and those who find it difficult to step into the bus. The service is well patronised and offers opportunities and freedom of movement to our clients that they could not achieve elsewhere. Trips to places of interest, garden centres and the beach are arranged as an extra service.



Members of the RVS Driving Team – Peter Bristow, Phil Brooks, Dennis Tweed, Pat Brady and Doug Tyler

The Call & Go, service formerly with Hart Voluntary Action, came under our management in August 2007. It covers most of the services offered by Dial-A-Ride and means that we now cover Hart district. Primarily this service is for shopping in Fleet, with routes to Camberley and Basingstoke on set days.

The Dial-A-Ride and Call & Go service are both operated with grants from Hampshire County Council with support from Rushmoor Borough and Hart District Councils.

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.

We also have a fleet of accessible minibuses for hire to local groups and organisations. Once registered with us, groups can hire the buses for trips and outings. Whilst ever increasing fuel costs and overheads have made it necessary for us to increase our charges, we still offer a value for money service.



We take safety seriously and to that end require volunteer drivers to be *MiDAS* trained. This qualification is to make drivers aware of what driving a mini bus involves, including the safety of and consideration for the passengers.

Over the coming months we hope to involve more clubs and groups in order to maximise use of the buses. The need to keep people mobile, independent and socially interacting is important to us and transport can play its part.

During the year we have participated in several Transport Reviews with Hampshire County Council. We were invited to give evidence at a Scrutiny Review in Winchester and also brought members of the Hampshire Action Team (HAT) for Rushmoor and Hart up to date on local transport issues.

Ann Hicks  
Transport Organiser

## RVS Home Help

1<sup>st</sup> April 2008 marked the 10<sup>th</sup> 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.

Last autumn we took part in Hampshire Supporting People Strategic Review of Older Persons Services. We continue to receive direct funding from Supporting People for 86.75 hours of help per week. Also, indirectly through Pavilion Housing Association, for the Home Help Service that we provide to the residents at St John's and Place Court.

In February 2008 Sue Homer was joined in the office by Deputy Manager Pam Hammond and the office is now open Monday to Friday three full days and two mornings per week and following a year when the scheme did not expand very much we are looking forward to increasing our numbers in the coming year.



Phlipa Arnott, Pam Hammond and Sue Homer

### Operating Statistics

At end of March	2008	2007
No of Senior Home Helps	2	2
No of Home Helps	44	40
No of Clients	313	313
Of which Income Support	10	9
Of which Supporting People	159	162
Hours of Help Provided	411.5	402.87
Of which on Income Support	12.5	12
Of which Supporting People	164.75	169.75

Sue Homer  
Home Help Manager

## What groups said about the services we provide

*'Rushmoor Voluntary Services provide an invaluable contribution to the local community'*  
**Stroke Association Blackwater Valley**

*'Our main contact is for minibus hire - we are very grateful'*  
**Churches Together in Cove**

*'Thank you for your support over the past year, very helpful regarding recruiting volunteers'*  
**Victim Support North Hampshire**

*'Training Days are very helpful'*  
**Farnborough Central Townswomen's Guild**

*'All information useful'*  
**Aldershot and Farnborough Guide Dogs**

*'Thank You for all your hard work and Support'*  
**Church of the Good Shepherd - Community Project**

*Excellent Staff, always helpful*  
**The Vine Drop In**

*'Excellent friendly service, always very responsive!'*  
**Rushmoor Access Group**

*'Keep Going - You are essential!'*  
**PAG for Special Play**

*'All staff are really helpful and have made a difference to our organisation'*  
**NE Hants Domestic Violence Forum**

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

*'Impressed with staff and the Forum enables charitable organisations to discuss mutual problems'*  
**Accessible Boating**

*'An excellent organisation in so many ways'*  
**North Camp Community Association**

*Once again, thank you very much for all your help and support you have you given me*  
**A Volunteer**

*'A huge thank you to all who worked so hard on the planting day at Elles Hall Pond*  
**Les Murrell, Rushmoor Borough Council**

*Thanks again for all your help with buses and drivers – we could not do it without them!'*  
**Blackwater Valley Countryside Partnership**

*'Thank you for the help given to my mother in law – she so enjoyed the company and help you provided her with'*  
**Home Help Client**

# Rushmoor Voluntary Services

## Financial Statement - 2007/08

	2008	2007
<b>Income</b>		
Core Activities	£135,710	£107,848
Volunteer Centre	£59,467	£70,682
Community Access	£37,623	£26,666
Home Help	£171,699	£160,340
Rushmoor Dial-a-Ride	£58,517	£57,028
Rushmoor Community Buses	£35,872	£30,747
Hart Call& Go and Community Buses	£62,182	£0
Other	£9,065	£1,901
<b>Total Income</b>	<b>£570,135</b>	<b>£455,212</b>
<b>Expenditure</b>		
Core Activities	£103,237	£98,444
Volunteer Centre	£71,475	£64,340
Community Access	£40,720	£25,622
Home Help	£174,491	£152,195
Rushmoor Dial-a-Ride	£70,442	£71,429
Rushmoor Community Buses	£45,877	£40,363
Hart Call& Go and Community Buses	£62,182	£0
Other	£9,703	£5,507
<b>Total Expenditure</b>	<b>£578,127</b>	<b>£457,900</b>
<b>Excess of expenditure over income</b>	<b>-£7,992</b>	<b>-£2,688</b>
<b>Gain/(loss) on revaluation of investments</b>	<b>-£1,648</b>	<b>£1,265</b>
<b>TOTAL DEFICIT FOR THE YEAR</b>	<b>-£9,640</b>	<b>-£1,423</b>
<b>FUNDS HELD AT 31st MARCH</b>		
Restricted uses according to terms of grants	£93,190	£86,687
For purposes designated by the Board	£104,863	£85,529
General unrestricted reserves	£11,595	£47,072
	<b>£209,648</b>	<b>£219,288</b>

Accounts audited by Menzies LLP, 5 September 2008– Copies available on request

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