

Rushmoor Voluntary Services



Annual Review

2010 – 2011



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

Supported by
RUSHMOOR
BOROUGH COUNCIL

Supported by
 **Hampshire**
County Council

THE RUSHMOOR VOLUNTARY SERVICES TEAM (2010 - 2011)

Staff

Greg Alexander	Chief Executive
Sue Hathaway	Development Officer
Viv Walker	Administration Manager
Marie Jarvis	Volunteer Centre Coordinator
Joan Giles	Placement Development Officer
Hazel Chant	Project Support Officer
Tracy Bowden	Community Access Project Manager
Mike Frost	Community Access Project
Pam Hammond	Home Help Operations Coordinator
Sue Chadwick	Home Help Administration Coordinator
Trish Ellis	Innovations Development Worker (June 2010 – March 2011)
Ann Hicks	Transport Organiser
Pat Brady	Dial-A-Ride Driver
Phil Brooks	Dial-A-Ride Driver
Dennis Tweed	Dial-A-Ride Driver
Des Grumley	Place Court/Age Concern Driver
Nigel Smalley	Fleet Link/Call & Go Driver
Caroline Morgan	Fleet Link/Call & Go Driver
Bob Anderson	Fleet Link/Call & Go Driver
John Palmer	Relief Driver
Suzanne Wells	Volunteer (Office)

Trustees

Roger Grocock	Chairman
Colin Slatter	Vice Chairman
Dennis Cantwell	Treasurer
Dr Jeremy Kayll	
Brian Edwards	
Alison Cooper	
Richard Hickman	
Lynda Williams	
Frank Rust	

Nominated by Rushmoor Borough Council

Cllr Brian Parker

Outcomes and Impact

Listed below are some of the key outcomes achieved during 2010/11.

Helping voluntary groups become more sustainable and able to support more people in Rushmoor

- **£114,000** in external funding received by 26 organisations as a result of RVS support and information – enabling groups to extend projects, buy equipment and other resources
- **225** volunteers placed by our Volunteer Centre to local organisations and groups

Increasing skills and building capacity within local groups and projects

- **111** Individuals trained in: Accredited First Aid, Volunteer Management, Press Release and Case Studies, Fuel Poverty Management and Charity Law
- **83** Volunteer minibus drivers trained to achieve the Hampshire County Council MiDAS standard

Increasing opportunities for older people to remain independent and in their own homes

- **370** Clients receive regular house cleaning and shopping provided by RVS Home Help
- **62** gardens of older and people in need of help, worked on by our 'Blooming Marvellous' Gardening Project
- *Rushmoor Dial-A-Ride and Fleet Link operates six days per week providing vital transport to people unable to use public transport*

Increasing wellbeing and lifestyle of people in need of additional support

- **135** clients referred to our Community Access Project receive direct support to achieve their goals
- **66** volunteers supported on our Gardening Project – positively engaged in community activities, receiving training and achieving recognition in 'Rushmoor in Bloom' 2010

Increasing opportunities for networking, sharing information and local consultation

- **113** local organisations attended our four voluntary Sector Forum meetings
- over **400** groups receive our quarterly newsletter 'Rushmoor Connections'
- Local sector represented on Rushmoor Strategic Partnership
- **38** forums and external networks supported (County & District)

Increasing opportunities for participation in social, leisure and community activities

- **113** hirings per month of our accessible minibuses to voluntary groups and clubs by organisations supporting people of all ages and abilities
- **28** frail and elderly people use a weekly minibus transport service to and from a Day Centre (Age Concern Hampshire)
- **111** people enjoyed additional social and leisure trips on specific minibus outings arranged by RVS
- **40** people per week receive home collection to attend lunch clubs in Aldershot and Farnborough, a service funded by Rushmoor Borough Council
- Directory of clubs and activities for older people in Rushmoor produced

What you told us - Making a difference to the lives of local people and organisations

- 'We are incredibly grateful to RVS for allowing us to access mini-buses and training courses that are vital not only to our members but also to our team of paid staff and volunteers. Many thanks' – The Gaming Zone
- 'Thank you for the work done at the Well-Being Centre Garden by your volunteers. It has made a huge difference to staff and service users' – Well-Being Centre
- 'Many thanks for arranging the hire of your minibus to Kingsley Court Residents – Everyone enjoyed themselves, and a big thank you to the volunteer driver' – Kingsley Court
- 'I cannot put into words the difference your Home Help service made to my mother – Our thanks to RVS and the Home Help!' – Family of a Home Help Client
- 'Thank you for finding me the volunteering opportunity with CAFOD (Catholic Overseas Development Agency). I am excelling, increasing my skills and appreciate your help' – Volunteer Centre Client

From our Chairman

Once again I am able to report another very successful year for the charity. The continued success of our operations and good financial control has enabled us to build up our reserves. We expect to use some of our reserves to support our projects and to update our minibus fleet in the coming year. Healthy reserves are important given the more difficult economic circumstances now prevailing and our financial future is never far from the thoughts of the governing board.

Our staff team under Greg Alexander has again 'come up trumps' with their willingness to manage all aspects of our business. They are a small team but there are no obstructive demarcation lines and all are committed to help the overall objectives of RVS for which we continue to have a high profile in the community. On behalf of the Board I pay tribute to the staff and thank them for their efforts.

Our Board of Trustees has given excellent support throughout the year. It is a settled Board with the members having a good spread of business strengths and community involvement. I would thank them for the time they give to RVS; they are all volunteers, they give of their time so freely and claim no expenses for so doing.

I must also mention our funders without whom our life would be very different, and that of the community. We have excellent relationships with them all and see working with them as a partnership where we share the same objectives.

During the year the following policies were reviewed and approved by the Trustees: Equality and Diversity, Complaints, Internet and Email, Lone Working and Confidentiality. Following consultation with staff and input from Trustees, the RVS Contract of Employment and Staff Handbook were also reviewed and updated.

As I write this report, we are about to embark on a planning day attended by staff and Trustees. This is to review our recent achievements and to plan where we position ourselves for the future. I am positive about the future despite the many who talk 'doom and gloom'. It is no good dwelling on the negatives; with good planning from our staff and trustee team I am confident that we can continue to 'make that difference' in Rushmoor.

Roger Grocock, Chairman

Chief Executive's Report

One of our main aims is to 'make a difference', either through our own projects or by the direct support we offer to voluntary and community groups in Rushmoor. I am delighted to report that as a result of excellent team working and in changing circumstances we have increased the support and services provided to our members and beneficiaries. Our main successes for the year include increases in:

- the number of volunteers placed with local organisations
- groups attending our Voluntary Sector Forum
- individuals and organisations attending our training courses
- people receiving regular Home Help
- groups hiring our accessible minibuses
- people referred to our Broadhurst Community Access Project
- gardens maintained by our 'Blooming Marvellous' Ecomind project

In September 2010 we launched the Rushmoor Funding Forum. The purpose of this forum is to enable organisations to share information and support one another finding funding and grants. The forum has 45 members who receive information and attend meetings and presentations. During the year, we have helped local voluntary organisations to generate over £114,000 in grants and funding.

As part of our work to increase the skills of volunteers and voluntary groups, training has been provided to 111 individuals from 66 organisations. Courses delivered have been: Accredited First Aid, Volunteer Recruitment & Management, Writing Press Releases and Case Studies, Charity Law for Trustees, Big Lottery funding and a Fuel Poverty Workshop. Some of the courses provide accreditation for the participants. We also trained 83 people to achieve the MiDAS minibus driving standard.

We continue to work with the Hampshire CVS Network to identify areas where increased collaborative work will deliver efficiencies and further increase the number of organisations and individuals we help and support. We are grateful for the core funding support received from Rushmoor Borough Council and Hampshire County Council that enables Rushmoor Voluntary Services to make a difference in the community. We are also grateful to BAE Systems for their grant of £1000. This was used to support our Volunteer Centre activities.

All of the projects and activities outlined in this report help to support the community, tackle the social isolation experienced by many and build capacity within local voluntary organisations.

The future poses many new challenges for the voluntary sector. The Big Society agenda is firmly upon us and presents opportunities for voluntary sector organisations and charities. The staff and Trustees of Rushmoor Voluntary Services are well placed to be part of the change that is before us. We will continue to provide our members with the information and support they need and to work closely with our stakeholders and funders to build a strong and sustainable voluntary sector in Rushmoor.

I am grateful to the RVS staff team, our Trustees and the many committed volunteers who have worked extremely hard to make the last year such a success for Rushmoor Voluntary Services!

Greg Alexander, Chief Executive

Working in the Community

The nice thing about Community Development is that it covers a multitude of activities and means I come into contact with a lot of interesting people and get involved in a variety of projects, which I really enjoy. It also means evolving, adapting and ensuring we keep up with the demands which are placed on the voluntary sector.

It is sad to see some voluntary groups closing for one reason or another. However, our membership base has in fact increased over the year and we are always pleased to welcome new groups. I am always happy to visit groups to learn more about what they do and at the same time provide information about our services. One such service includes funding searches and we are always pleased to help with funding applications.

Rushmoor has a good mixture of voluntary groups and during the year I attended a number of events including the Gurkha Cup Tournament, the Asian Mahila Ladies event and the first Birthday of Farnborough Foodbank. These groups are indicative of the wide range of support which exists in the borough.

Our Voluntary Sector Forums remain a popular event in the calendar and last year we had presentations from a variety of organisations including United Savings & Loans, The Gurkha Welfare Centre UK, Hearing Dogs for Deaf People, Catch 22, The Duke of Edinburgh Award Scheme, Fleet Pond Society, Runways End and the Hands On Project. It also gave the Census 2011 an opportunity to disseminate valuable information to the community.

Our links across Rushmoor has enabled us to cascade information to a wide audience. This has become very popular with our members and partners who ask us regularly to promote their events and articles to raise awareness, etc.

Partnership working remains a key factor in our work and enables the voluntary sector to play a role in developing services and opportunities. Prime examples are the Local Children's Partnership, the Mayfield Youth Provision, Rushmoor Youth Forum, Rushmoor Schools Plus, Rushmoor Disability Youth Forum and the Mayfield & Grange Neighbourhood Plan 2011-2014.

Mayfield Community Partnership (MCP) has gone from strength to strength with more residents coming on board to support the aims and objectives of the partnership. The Mayfield & Grange Community Champions* have also supported the various events which MCP arrange at the Mayfield Community Centre including: Basketball/Football Tournament, Easter Egg Hunt, Spring Clean, Child Safety Event and Carol Service.



Events for Young people at Mayfield Community Centre

We continue to host student Police Officers during their training and last year the two students who were with us for a week at a time were amazed at the amount and variety of work which happens in the community. They spent time in our office as well as going out on a Dial-A-Ride bus, visiting a Home Help client, spending time on our Blooming Marvellous allotment and experiencing first hand the difference the Clothing Exchange at Heronwood makes. They also visited The Vine, Parity, the Age Concern Lunch Club and E2E.

*Mayfield Community Champions – now under the 'umbrella of Mayfield Community Partnership and known as 'Community Partners')

Volunteer Centre

During the last year we have focused our efforts on helping groups to find new volunteers, placing members of the public into volunteering opportunities and promoting our service to the public.



This has resulted in an increase in our performance statistics. During the year we received 736 volunteer enquiries (an increase of 10%), placed 225 new volunteers (an increase of 15%) and referred 875 people to local organisations (an increase of 65%).

To mark 'Make a Difference Day', staff and volunteers from Rushmoor Voluntary Services worked as a team at Farnborough Abbey. The work involved clearing paths, cutting back shrubs and improving the entrance and garden areas. This work has improved access and the general outlook of the entrance and gardens at the Abbey. 'Make a Difference Day', held annually in October, is an event where people and organisations give up their time to get involved in voluntary work in the community.

Jointly with Rushmoor Borough Council we hosted our Annual Volunteer Recognition Event at Princes Hall, Aldershot on 11th February. At the event 100 volunteers were nominated. Along with their guests, they were joined by The Mayor of Rushmoor, elected Council Members, staff from Rushmoor Borough Council and RVS to celebrate and champion local volunteers. Rushmoor Borough Council provided further support during the year by promoting volunteering within council departments and in their newsletter.

In partnership with the Twinning Association of Rushmoor we hosted a showcase event at Princes Mead Shopping Centre. Over two days 26 organisations promoted their services and actively recruited new volunteers. We were joined by volunteers from our twin towns in Germany, France and Poland. Feedback suggests success all round with new volunteers recruited, new service users found and awareness raised of just how much is provided by voluntary groups. We are grateful to Princes Mead Shopping Centre and the Mayor of Rushmoor, Cllr Brian Parker for their support. We plan to make this an annual event.



As we plan for the Big Society, it is pleasing to report that interest in volunteering remains high and vibrant. The Volunteer Centre is currently funded under a three year agreement with Hampshire County Council and is part of the Hampshire Volunteer Centre Network. A grant of £1000 was also received from BAE Systems.

BAE SYSTEMS

Marie Jarvis, Volunteer Centre Coordinator

Community Innovations (CIT)



The Innovations project was established to help older people maintain their independence and remain in their homes for as long as possible. The Community Development Worker role has been to promote the project to voluntary and social groups working with older people and to signpost people to local groups and activities.

A directory of activities and clubs for older people is now available via the RVS website and in 'hard copy'. This has been well received by local professionals and groups. Additionally, a 'Quick Reference Directory' is also available. This gives key contacts for older people in the borough. This work is being supported by the Good Neighbours Support Service.

As a result of the Government Spending Review, funding for this post will not be available in 2011/12. The Community Innovations Team will continue from their base at Aldershot.

Trish Ellis, Community Development Worker (June 2010 – March 2011)

'Blooming Marvellous' - Supported Volunteering



Looking back over the past year I am struck by the many and varied accomplishments of the Blooming Marvellous volunteers. For many of them, engaging with other volunteers in our gardening activities has been a real personal challenge and has resulted in greater self esteem and confidence. Others have used the project as a stepping stone towards additional volunteering, training or into work. Significantly, we have also had several volunteers join us in between losing their job and finding another one!

Key statistics for the project during the last year have been:

- over 50 requests to join Blooming Marvellous
- 30 new volunteers involved
- over 1000 hours of voluntary work undertaken

Many of our volunteers are particularly attracted to the community gardening work that we undertake, helping local residents to get their gardens under control as well as working with other groups to improve the green spaces of Rushmoor.



Pat B, a Rushmoor resident, says, *"Seeing the garden looking like a jungle had been very depressing as it used to be immaculate in years gone by. Now it has been cleared I will be able to arrange for the Shaw Trust to come regularly to keep it maintained....I am so pleased with the terrific job your team have done."*

The varied activities of the project means our volunteers are able to demonstrate their commitment and dedication to 'putting something back' into the community and local environment and building healthier and happier lifestyles for themselves.

Amongst the beneficiaries of our efforts are: First Wessex Housing Association, local conservation groups, Rushmoor Borough Council and St Michael's Abbey. Added to these regular features, we have been designing a 'Learning Garden' for Aldershot Library and hope to begin building it in Summer/Autumn 2011. Paul C said *"It's good that everyone's ideas count and that we can work together as part of a team."* You can follow our progress on our blog: www.tinyurl.com/bloomingrushmoor

By way of developing skills, whilst having a good time, we ran a variety of training and social events including a visit to the local beekeepers' society, trips to Wisley and to Birmingham for the 'Gardeners World Live' event. We also took part in various mental health talks, fairs and service user development groups, both informing and supporting ourselves and each other.

Amongst our successes, have been a 'silver' award, in Rushmoor in Bloom, for our allotment and Paul Williams gained two further awards for his community gardening efforts as well as his beautiful hanging baskets. Paul and fellow volunteer, Eddy, passed their 'First Aid at Work' training and we won the local 'Lions' quiz. And by way of celebration we enjoyed a very successful barbecue at our allotment together with many of our supporters.

Down at the allotment we have had a blooming marvellous year, too! Our DIY skills have seen building of a shed complete with a water butt and guttering. Doing our bit for water conservation! There, too, we have spread out onto a new plot offering greater capacity and variety of activities to accommodate our increasing numbers. Fresh organic produce, with very few air miles, has been the order of the day and volunteers also enjoyed making jam, chutney, soup and much more with the surplus!

Ecominds



Joan Giles, Placement Officer

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

Our transport operations, supported with funding from Hampshire County Council and Rushmoor Borough Council, are aimed to increase mobility for those unable to use public transport and to enable our member groups to increase the activities they offer to their members. Dial-A-Ride in Rushmoor and the Fleet Link and Hart Shopper in Hart District are operated under contract with Hampshire County Council.



In November 2010 we took delivery of a new Peugeot Boxer minibus for the Rushmoor Dial-A-Ride service. This vehicle was funded by and is owned by Hampshire County Council.

Our Community Transport Scheme enables voluntary and community groups to hire accessible minibuses at affordable rates. We averaged 113 hirings each month in 2010/11 enabling groups to increase services and activities for people of all ages and abilities. This scheme is reliant on volunteer drivers with the appropriate MiDAS qualification - we trained 83 drivers to this standard during the year.

Ten social trips for passengers registered with our Dial-A-Ride and Fleet transport services were organised during the year. Over 110 older and disabled people were able to enjoy days out. Our 10 trips included: shopping trips, a theatre visit, afternoons at local fetes and other places of interest. Our passengers really enjoy the trips and we know that they help to relieve the isolation felt by many older people.

Ann Hicks, Transport Organiser

RVS Home Help

We are pleased to report that we have had another successful year with a 10% increase in clients with only a 5% increase in hours. Perhaps this reflects the economic climate whereupon some clients have opted to have an hour's help each fortnight rather than weekly. We currently have 370 Clients receiving 470 hours of help. This includes 150 who receive funding from *Supporting People* and 15 spaces, which are subsidised by RVS.

Over the past year we have gradually made changes to office procedures with the emphasis on cutting costs and making routine practices more efficient. To comply with the terms of the *Supporting People* Contract, we have re-checked more than 25 Home Helps with the Criminal Records Bureau. In addition we have been out to local Health Centres and Doctors' Surgeries with new leaflets and referral forms, raising awareness of our service together with the other services offered by Rushmoor Voluntary Services; all leaflets and referral forms can be accessed from our website: www.homehelp@rvs.org.uk

In January 2010, we said goodbye to Bea Brown, our Senior Home Help working out of St John's Court in Cove. Bea has notched up ten years service with RVS Home Help and will be missed by colleagues and clients alike. She said that 'she will miss her weekly visits to her clients but hopes to spend more time with her grand children'



We are proud that our service makes a difference to so many people and helps them to remain in their own homes, summed up by a comment received from a client: *"Thank you so much for this wonderful service, I feel so blessed with such a good helper, the help with shopping, hoovering etc., she gives me makes so much difference."*

Sue Chadwick & Pam Hammond, Coordinators

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-focused approach that is tailored to each client's goals and wishes. Suitable housing and benefit issues are still some of the difficulties that clients face. This has been made worse due to the current economic climate and resistance to change by some clients to change their behaviour.

We had 135 referrals during the year. This is 35% increase on the same period last year. Not all referrals met the eligibility criteria for the project and where possible these were referred on to the most appropriate agency.

Case Study

The local Community Mental Health Team referred a male client to the project. He originally came from the Middle East and had fled to this country to escape war as he had been tortured. He had another assessment by a psychologist and then his case was closed. It took time to gain trust with this client, as he had felt very let down by the other services he had used as he felt no one had actually helped him. He was supported with brief solution therapy to address the emotional side of things. He was also supported into volunteer work so he could use his skills as a talented artist. His wife was given a carers support worker to improve her well being. This man's file was closed as he had achieved his goals and he thanked us very much for finally meeting someone who actually made a difference.

This project is funded by Broadhurst Welcome Home Trust, a local charity. A new three year grant was awarded in July 2009 that will enable us to continue to offer support to clients in the local area and contribute to improving the mental health and well being of individuals.

The project has two members of staff - myself as full time manager and Mike Frost as part time Community Worker.

Tracy Bowden, Project Manager

Grants to organisations from our Trusts and other Funds

RVS manage two Trust Funds and a Carers Respite Fund. Details of our small grants programme can be obtained by writing to the Chief Executive or by visiting our website: <http://www.rvs.org.uk/core/Funding.html> . During 2010/2011 the following grants were made:

Army Catering Corps in Rushmoor Borough Trust Fund	3 grants to organisations totalling £1800.
Mrs Dorothy Phillips Will Fund	5 grants to organisations totalling £1950.
Carers Respite Grants	6 grants to individuals and organisations totalling £2135.

RUSHMOOR VOLUNTARY SERVICES



Our Strategic Aim

The services we provide will help to create independence promote voluntary action and enable Rushmoor to have a strong, sustainable and diverse voluntary sector. We offer quality support and services to voluntary organisations and work to improve the health and wellbeing of individuals.

Our Mission Statement

In partnership with the voluntary, statutory and business sectors, enabling all the people of Rushmoor to play a full and active part in the life of the local community

Our Values

- Opposition to discrimination of all forms, whether or not barred by legislation
- Ensuring that every individual is provided with equality of opportunity
- Openness in all matters for our staff, Trustees, members, partners and stakeholders
- Use of organizational practices that will promote best value, efficiency, effectiveness and environmental awareness
- Monitoring output to demonstrate accountability
- Using fairness in all decision processes
- Keep stakeholders advised of development and organizational matters
- Working in cooperation with voluntary and community organisations
- To give priority to communities, groups and individuals who are unable to fully participate in society

RVS
Financial Statement for Annual Review 2010/11

	2011	2010	2009
Income			
Core Activities	£135,726	£132,611	£129,882
Volunteer Centre	£15,121	£7,510	£49,632
Community Access	£45,804	£44,900	£49,164
Home Help	£205,641	£206,331	£181,815
Bus operations	£177,215	£166,880	£184,786
Gardening project	£35,096	£26,230	£5,566
Other	£1,199	£1,227	£14,435
Total Income	£615,802	£585,689	£615,280
Surplus/(Deficit)			
Core Activities	£24,201	£25,026	£43,256
Volunteer Centre	£999	-£7,060	-£18,342
Community Access	£1,054	£166	£2,747
Home Help	£15,728	£9,558	£1,117
Bus operations	£26,838	£27,254	-£16,183
Gardening project	£5,757	£892	£2,623
Other	-£4,499	-£1,925	£10,159
Exceptional loss	£0	£0	-£20,041
Gain/(loss) on revaluation of investments	£1,154	£7,563	-£10,192
TOTAL SURPLUS/(DEFICIT) FOR THE YEAR	£71,232	£61,474	-£4,856
FUNDS HELD AT 31st MARCH			
Restricted uses according to terms of grants	£46,335	£43,621	£37,983
For purposes designated by the Board	£158,032	£111,735	£110,163
General unrestricted reserves	£133,131	£110,910	£56,646
	£337,498	£266,266	£204,792

The figures above are an extract from the Trustees Report and Annual Accounts.

Reference should be made to the full set of accounts for more detailed information

Rushmoor Voluntary Services is a company limited by guarantee
Registered in England and Wales - Registration No: 3238444
Registered Charity No: 1059794
Website: www.rvs.org.uk