

# Rushmoor Voluntary Services

## Annual Review 2017/2018



### Supporting the community to make a difference!

I am delighted to report that 2017/18 was another positive year for the charity. Our staff team and volunteers have responded to new challenges delivering results that continue to support the community and meet the expectations of our funders.

We have spent more time and resources focusing on engaging with our members and ensuring our work meets the strategic objectives of our two principal funders, Rushmoor Borough Council and Hampshire County Council.

In line with our Strategic Plan we have continued 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, managing projects and facilitating training, workshops and networks.

Our Volunteer Survey carried out in April and May 2018 evidenced the strong community spirit that exists in Rushmoor. 67 organisations reported having at least 3547 active volunteers. This equates to an economic contribution of £7.06 million, a fantastic effort! The need for new volunteers is growing. A staggering 80% of you told us that you are looking for or need new volunteers. Volunteer recruitment will be a priority for us in the coming year and we will be addressing this with you in the coming months.

I am grateful to our staff team and Trustees who have provided support to both myself and to the organisation. Their contribution is key to the successes we have enjoyed. Our volunteers continue to give their time and skills in many ways to add value to our work and to sustain our community transport scheme, gardening project and other aspects of our work.

Our funders continue to invest in our work and we are determined to provide best value and provide services and support that are relevant to our members and the community in Rushmoor.

Greg Alexander, Chief Executive

### We are grateful to and acknowledge the support of our key funders:



Hampshire  
County Council

**BROADHURST**  
Your local mental health charity



North East Hampshire and Farnham  
Clinical Commissioning Group

### From our Chairman

2017/18 was a positive year for RVS. Greg Alexander and his staff team have continued to respond positively not only to new challenges but also to create new partnerships and opportunities for the organisation. We have also delivered services and projects to the community in line with our Strategic Plan which was reviewed during the year.

Following the agreements made with Hampshire County Council (HCC) in 2014/15 we have continued to work in our 'cluster' with colleagues in Basingstoke and Hart to deliver HCC contracted services and have received recognition for this work. We have entered a new countywide partnership with Hampshire CVS' and look forward to working with Community First in the future.

Our Trustee Board meets every two months and each member has an involvement in the charity's activities. During the year, Mrs Beryl Anderson joined our Board. Beryl has a wealth of business and strategic planning experience.

During the year the following policies were reviewed by The Board: Lone Working, Confidentiality, Internet & E-mail, Health & Safety, Vulnerable Persons and Environmental.

The continued support of our funders, particularly from Rushmoor Borough Council is imperative to RVS achieving our objectives. We enjoy excellent relationships with our funders and would like to thank them for their support.

There will be challenges in our funding in future years, but despite this the Board has agreed to maintain services at the existing level, utilising reserves where appropriate.

**John Card, Chairman**

### Our Staff Team:

Greg Alexander	Chief Executive
Sue Hathaway	Development Officer
Viv Walker	Administration Manager
Terry Snuggs	Volunteer Centre Coordinator
Pam Hammond	Home Help Manager
Sue Chadwick	Home Help Manager
Hazel Chant	Gardening Project Lead
Suzie Wright	Gardening Project & Admin Support
Caroline Colwill	Passenger Scheduler
Rachel Thomas	Transport Organiser
Tracy Bowden	Community Access Project Manager
Mike Frost	Community Access Project Support

### RVS Trustees:

Mr John Card	Chairman
Mr Colin Slatter	Vice Chair
Mr Dennis Cantwell	Treasurer
Mr Roger Grocock	
Ms Alison Cooper	
Mr Richard Hickman	
Mr Frank Rust	
Mrs Diane Bedford	
Mrs Beryl Anderson	(from November 2017)

### Nominated by Rushmoor Borough Council:

Cllr. Barbara Hurst

### What we do, our work and projects:

**Group Support and Community Development** Our Development Officer provides information and support to our members and works in the community with voluntary organisations, projects and stakeholders. This work includes: setting up new groups, providing funding advice, creating new partnership opportunities and linking projects with new resources.

**Networking** Our Voluntary Sector Forum continues to be well supported. The forum offers opportunities to receive information and facilitates positive networking. The forum is a great opportunity for both voluntary and statutory organisations to meet and share information.

**Training** is provided to people working with voluntary groups and volunteers. Courses delivered include: Accredited First Aid, Adult Safeguarding, Volunteer Management and Mental Health Awareness and MiDAS (Minibus Driver Awareness). In April and May we worked in partnership with Hart Voluntary Action to deliver training on the new data-protection legislation (GDPR).

**Volunteer Centre** We support and advise local people and organisations to place individuals into voluntary work. We also provide information and support to partner organisations to promote volunteering in the borough. Working with Rushmoor Borough Council we hosted our annual recognition event and promoted volunteering in our town centres.

**North East Hampshire and Farnham Clinical Commissioning Group (CCG).** We are delighted to have had the opportunity to host the 'Community Ambassadors' project. This project was transferred to the CCG in July 2018.

**Broadhurst Community Access Project** supports local people and provides essential support on life skills and other issues. This service is available to people who do not receive any other statutory support services. This project is fully funded by Broadhurst Welcome Home Community Ltd.

**'Blooming Marvellous'** The project provides an opportunity for people with or recovering from mental illness to participate in volunteering on our allotment in Aldershot and other community gardening activities. An important part of the project is to provide a gardening service to older and disabled residents. We are grateful to our major funder Broadhurst Welcome Home Community Ltd for their financial support. We also received a grant from Rushmoor Borough Council (Airport Community Environment Fund).

**RVS Home Help** provides a 'paid for' light housework and shopping service to frail and elderly people. Clients are referred, with users being charged for the service. We are proud to be helping people to remain in their own homes for as long as possible.

**Passenger and Community Transport.** Dial-a-Ride and Fleet Link transport is for people with mobility problems in Rushmoor and Hart and some surrounding parishes. Both services are operated under contract with Hampshire County Council and are for people unable to use or without access to public transport. Our **Community Transport** Scheme allows our members to hire minibuses at low cost with no deposit required. This work is supported by volunteer drivers who are all fully MiDAS (Minibus Driver Awareness) trained. With a separate grant from Rushmoor Borough Council, we operate a minibus

# Rushmoor Voluntary Services

## Annual Review 2017/2018



### Outcomes and Impact

Our aim is to make a difference to the lives of people who need help and support and to provide services to local organisations to help them to help others.

Our work is monitored by our Trustees with a set of Key Performance Indicators.

The work of Rushmoor Voluntary Services aims to support our member groups and other voluntary organisations and to champion volunteering in the community. Our support includes providing information and resources to enable people to live a better life and to increase the capacity of voluntary groups and other community groups.

Our managed projects are helping to fill gaps in local services and include: transport for people unable to use public transport, Home Help for frail and elderly people, training for volunteers and voluntary groups and two mental health support projects.

Our Community Development Officer and Volunteer Centre are providing the tools to help build a stronger and more resilient voluntary sector that is able to meet increasing demands for voluntary action. Areas of key performance in these areas are listed below:

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

- ♦ **£7.06 Million!** - The economic contribution made by local volunteers in Rushmoor. Based upon results from our 2018 survey of 67 organisations who reported having 3547 volunteers!
- ♦ **261** volunteers placed by our Volunteer Centre to local organisations and groups

#### Increasing skills and building capacity within local groups and projects

- ♦ **316** Individuals trained in: MiDAS Minibus Awareness, Accredited First Aid, Mental Health Awareness and HCC 'Trigger Tool'
- ♦ Essential updates on sector issues presented at our Voluntary Sector Forum and bulletins

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

- ♦ **249** Clients receive regular light housework and shopping provided by RVS Home Help
- ♦ Over **60** gardens and community spaces worked on by 'Blooming Marvellous'
- ♦ **Six** days per week transport service on Rushmoor Dial-a-Ride and Fleet Link, providing mobility to people unable to use public transport

#### Increasing wellbeing and lifestyle of people in need of additional support

- ♦ **162** clients referred to our Community Access Project received direct support to achieve their goals
- ♦ Up to **38** volunteers supported on our Gardening Project – positively engaged in community activities and training

#### Increasing opportunities for networking, sharing information and local consultation

- ♦ **118** organisations attended our forums and networks
- ♦ Hosting the Community Ambassador's project for NE Hants and Farnham CCG
- ♦ Local sector represented on Rushmoor Strategic Partnership and other key partnerships

#### Increasing opportunities for participation in social, leisure and community activities

- ♦ **83** hirings per month of our accessible minibuses to voluntary groups and clubs who are supporting people of all ages and abilities
- ♦ Up to **27** people per week received home collection to attend lunch clubs in Aldershot and Farnborough supported by grant funding from Rushmoor Borough Council and Age Concern Hampshire

# Rushmoor Voluntary Services

## Annual Review 2017/2018



### Our work in more detail:

During the year we promoted and reported on our work widely to many organisations including: Breathe Easy, HCC Adults & Care Family Support Service and Substance Misuse initiative, Inter-faith event in Rushmoor, events hosted by Farnham Clinical Commissioning Group (CCG) and other voluntary organisations.

We continue to participate in local and county-wide networks and partnerships including:

- ♦ Rushmoor Strategic Partnership (RSP)
- ♦ Rushmoor Health and Wellbeing Partnership
- ♦ Community Cohesion projects in areas of deprivation
- ♦ Mayfield Community Partnership (Support and events)
- ♦ Rushmoor Disability Youth Forum
- ♦ Rushmoor Local Children's Partnership (LCP)
- ♦ Corporate Recession Group
- ♦ Prospect Estate Big Local (PEBL) project
- ♦ Hampshire CVS Network and Cluster
- ♦ NE Hants and Farnham Clinical Commissioning Group (CCG)
- ♦ Hampshire Volunteer Centre Network

**Voluntary Sector Forum** – Our forum continues to be popular and well attended. At the forum local organisations receive information and presentations from both voluntary and statutory agencies. Another important aspect is that groups are able to network and exchange information on their work. During the year 118 different organisations attended our Forums, covering:

- ♦ Good Neighbour Support Service
- ♦ Skilled Up
- ♦ Hampshire & IOW Community Foundation
- ♦ Building Better Opportunities
- ♦ Volunteering at Frimley Park Hospital
- ♦ GDPR update from RVS
- ♦ Hawley Community Garden
- ♦ Faith In Football
- ♦ Smart Meters in Rushmoor
- ♦ Staying Safe on-line
- ♦ Making Every Contact Count (MECC)
- ♦ Homeless 'Trailblazer' Project
- ♦ Disabled Go
- ♦ Wellesley Community Building



# Rushmoor Voluntary Services

## Annual Review 2017/2018



### Our work in more detail (continued):

**RVS Membership** – Our membership update continued throughout the year and our membership stands at 382 organisations. The reduction on last year takes account of organisations that have closed down or are no longer active. We continue to offer local leadership to our members on key issues and events affecting the voluntary sector. During the year we have worked to update our database and give options to our members to select their preferences to comply with the new GDPR data protection regulations. Find out more here: [Membership Information](#)

**In the Community** - Another successful Child Safety Event organised by Mayfield Community Partnership and supported by RVS was held on 12th June 2018. 253 children from Grange Junior, St. Bernadette's, Cherrywood and Grange Infant Schools all had fun whilst learning some valuable safety lessons.

Our thanks go to over 16 organisations plus volunteers who delivered important safety information with activities and scenarios to ensure the children understood the important messages to help them stay safe whether at home, school or play.



**'Community clean ups in North Town and Cherrywood** - We were involved in two community clean ups during the year in North Town, Aldershot and Cherrywood, Farnborough. Supported by partner agencies these events are great examples of local people taking responsibility for their community and getting involved in their community at local level. This work is ongoing with more planned in the future.

**Volunteers adding value to the Rushmoor Community!** Our Volunteer Survey carried out in April and May 2018 evidenced the strong community spirit that exists in Rushmoor. 67 organisations reported having at least 3547 active volunteers. This equates to an economic contribution of £7.06 million, a fantastic effort! The need for new volunteers is growing - 80% of you told us that you are looking for or need new volunteers – Volunteer recruitment will be a priority for us and we will be addressing this with you in the coming months.

**'Get Involved' Volunteer Fair** - During the last year we have worked with Rushmoor Borough Council to promote volunteering and the work of voluntary organisations. Events were held in Aldershot and Farnborough Town centre's in June 2017 and 2018.



**Updating our minibus fleet** - During the year four minibuses were replaced. Two were purchased using RVS funds and two with financial support from Hampshire County Council to replace vehicles on the Dial-a-Ride and Fleet Link services. The updated vehicles will help to keep passengers and users on the move and hopefully reduce maintenance costs.

# Rushmoor Voluntary Services

## Annual Review 2017/18



### Our work in more detail (continued):

**North East Hampshire cluster of CVS', other Forums and Networks** – Our work with Basingstoke Voluntary Action and Hart Voluntary Action as a 'cluster' continued to develop during the year:

- ♦ Three Volunteer Managers Forums were held attended by 59 organisations
- ♦ Two GDPR training workshops

We have also continued to work closely with Hampshire County Council to target work at priorities agreed in their development plan.

**Group Support and Community Development** - During the year presentations and support were provided to: Breathe Easy, ADHD/ASD Brain Charity, Aldershot Town & District Community Trust, AIS Breaking Barriers and The Shots Foundation. Working with partners, numerous community 'clean ups', litter-picks and other community events were supported.

**Training** - 316 individuals from 105 organisations attended our training courses. Courses delivered include: Accredited First Aid, Volunteer Management, Mental Health Awareness, HCC Wellbeing Trigger Tool and Health & Safety. The total includes 93 people who achieved the HCC MiDAS minibus standard.

**Volunteer Centre** - During the year 261 new volunteers were placed by our Volunteer Centre to local organisations. In November 2017 our Recognition event celebrated the work of volunteers supporting a range of organisations in the borough. If you would like to get involved in local volunteering or would like to promote your volunteering opportunities in Rushmoor, find out more here: [Rushmoor Volunteer Centre](#)

**RVS Home Help** - We are proud to be helping people to remain in their own homes for as long as possible. The service is currently provided to 249 clients. Our referral criteria was reviewed during the year with our priority being to support frail and elderly people in Rushmoor.

Find out more here: [Home Help Information](#)

**'Blooming Marvellous'** - During the year our project maintained the gardens of 50 residents. We have worked with partners to improve community open spaces and achieved awards in both Rushmoor and South & South East in Bloom. The project can support up to 28 volunteers. Five of our volunteers returned to employment during the last year. Everyone was very proud of the floral boat arrangement made by the volunteers for display at the allotment and entered into various competitions. Find out more here: [Blooming Marvellous Project](#)



**Broadhurst Community Access Project** - During the year 162 clients were referred to the project. The project is fully funded by Broadhurst Welcome Home Community Ltd. Client work ranged from housing and benefit issues, returning to work and volunteering plus other vital support to individuals. Find out more here: [CAP Information](#)



# Rushmoor Voluntary Services

## Annual Review 2016/2017



### Our work in more detail (continued):

**Passenger Transport** - We operate Rushmoor Dial-a-Ride and Fleet Link transport for people with mobility problems in Rushmoor and Hart. Both services are operated under contract with Hampshire County Council. These services are for people unable to use or without access to public transport. Find out more here: [Dial a Ride and Fleet Link](#)



Our **Community Transport** service offers accessible minibuses for hire to member organisations. This is a well used service and enables groups to attend meetings, events and enjoy trips out. Rushmoor Borough Council and Age Concern Hampshire fund transport to and from lunch clubs in Farnborough and Aldershot. The majority of our community transport trips are driven by volunteers. Find out more here: [Minibus Information](#)

**The Community Ambassador Programme** - Hosted by RVS until July 2018 for North East Hampshire and Farnham Clinical Commissioning Group (CCG). The work aims for patients and the public to be at the heart of everything the CCG does. Community Ambassadors are the champions for public involvement, supporting and advising in a variety of ways to ensure local people are involved with the design and review of local health services. Find out more here: [Community Ambassadors](#)



**Small Grants from our Charity Funds** - Seven grants were made from the Army Catering Corps in Rushmoor and Mrs Phillips Funds. 28 small grants were made from the General Charity Fund for clients of Rushmoor CAB. All of these grants benefited local people and organisations. Find out more here: [Grants and Funding Information](#)

### And finally, Thank You to our Volunteers!

We are grateful to the many volunteers who have supported us during the year. Whether it is supporting our minibus operation, gardening project, office administration, events or other aspects of our work, you have helped RVS to make a difference to others in the community!

Thank You!



*Volunteers at our Volunteer Recognition Event held in November 2017 with The Mayor of Rushmoor, Cllr Steve Masterson*



# Rushmoor Voluntary Services

## Annual Review 2017/18



Financial Statement	2018	2017
	£	£
<b>Incoming resources</b>		
Grants and donations	201,474	256,963
Contract income	109,841	108,090
Minibus income	60,042	61,595
Home Help income	165,401	180,963
Interest & investment income	2,387	3,625
Other	9,997	8,601
	<b>549,142</b>	<b>619,837</b>
<b>Resources expended</b>		
Costs of charitable activities	572,644	578,031
Governance costs	7,198	5,879
	<b>579,842</b>	<b>583,910</b>
Surplus / (deficit) on operations for year	-23,502	35,917
Investment gains/(losses)	334	4,270
Funds brought forward	467,118	426,931
<b>Total Funds</b>	<b>443,950</b>	<b>467,118</b>
<b>Extract from Balance Sheet as at 31<sup>st</sup> March 2018</b>		
<b>Net Assets</b>		
Restricted funds	45,970	69,805
Designated funds	215,230	216,330
General funds	182,750	180,983
	<b>443,950</b>	<b>467,118</b>

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. Our 2018 audited accounts are available upon request.

Voluntary Services, The Community Centre, Meudon Avenue, Farnborough, Hampshire. GU14 7LE

Tel: 01252 540162 E-mail: [info@rvs.org.uk](mailto:info@rvs.org.uk) Website: [www.rvs.org.uk](http://www.rvs.org.uk)

Rushmoor Voluntary Services is a company limited by guarantee. Registered in England and Wales.

Registration No: 3238444 Registered Charity No: 1059794