



Rushcliffe **Community**  
**& Voluntary** Service

annual report  
2018 / 19

# Rushcliffe CVS

**RCVS is a registered charity and a company limited by guarantee**

## **our mission.**

To improve quality of life, addressing local needs and issues through developing and enabling a vigorous and diverse voluntary sector

## **equal opportunities.**

Rushcliffe CVS is committed to equality of opportunity in all that it does. Each year the Management Committee reviews our Equal Opportunities Policy and its implementation to check that we are meeting the highest standards. Copies of this and other policies and procedures are available on request.

## **complaints, comments & compliments.**

Rushcliffe CVS aims to provide groups and individuals who use our services with the best service possible within the resources available to us.

If at any time however, you feel that the quality or level of service provided falls short of what you might reasonably expect we would like you to tell us about it.

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# Chair's Forward

## Chair's Forward

### The Future

It is always difficult to look back and know how what has been done can be judged objectively. We cannot alter the past but we can learn from our experiences and look forward with the knowledge of what we have learnt.

2018-19 was a period of reflection and substantial work to build on the past history and achievements of Rushcliffe Community and Voluntary Services (RCVS) and formulate and forge a stronger future. The volunteer Trustees have developed and launched a new phase in RCVS's progress. The major shift is in taking steps to be a sustainable organisation. This recognises the need to generate our funds in more imaginative, innovative and controlled ways. We will always remain a volunteer centred organisation from our Trustees to all those volunteers who assist us administratively and in providing services, especially the volunteer drivers in Gedling and Rushcliffe in the Voluntary Transport Scheme (VTS).

Our thanks to our volunteers for all their efforts and dedication to the services that they provide we truly appreciate and acknowledge your contributions. A special mention to our Friends of VTS for their support and activities including the raising of necessary funds for the scheme.

During the year we developed a paid for service, Handy Housekeepers, to assist vulnerable people in their own homes by providing cleaning services, and an ethical presence in undertaking the assistance.

During the year the office and registered address of RCVS moved to modern, new offices in Cotgrave Hub. This has us co-locating with Nottinghamshire Police, the Inspire Library Service, Rushcliffe Borough Council (RBC) Contact Point and the local NHS GP practice and a pharmacy. This smooth transfer was facilitated with assistance from RBC and the sterling work of Carole Green, in particular.

Our social prescribing model was taken forward in "Let's Live Well in Rushcliffe" with us supplying vital support in volunteering matters.

The challenges we face have not disappeared and we remain determined to be an important part of our communities by promoting volunteering and working with individuals, statutory bodies and other local and wider voluntary organisations. We continue to welcome any enquiries and assistance that you can provide.

The future is filled with knowns and unknown and together we gain greater strength.

Richard McCallum  
Chair, Rushcliffe Community and Voluntary Services



Visit our website [www.rushcliffecvs.org.uk](http://www.rushcliffecvs.org.uk)

5.

# Our Core Work

During the year RCVS has remained committed to delivering a wide range of high quality services to local voluntary and community groups and organisations.

Rushcliffe Volunteer Centre helps people find voluntary work to suit their interests and skills, acting as a broker between those that want to volunteer and organisations that need them. We also support organisations which use volunteers by sharing good practice, resources and promoting their volunteering opportunities.

## In the past year we:

- Helped over **500** people find out about volunteering, all of whom were offered appropriate opportunities to suit their skills and interests
- Undertaken direct work with **21** Volunteer Involving Organisations (VIO's) to promote in help them implement good practice in volunteering, and
- assisted with the development of **100** new volunteer placement opportunities.

## The past year has also seen:

- The completion of a pilot project, funded by The Santander Foundation, to support the long term unemployed to overcome barriers by using volunteering as a stepping stone towards work. 42 people were supported through the project
- The development of the Social Prescribing model for Rushcliffe, Let's Live Well in Rushcliffe (LLWiR).

As a key partner RCVS led on the development of volunteering within the service, and working with a variety of cross sector partners we co-produced and delivered a volunteer training programme. 100% of participants rated the course as excellent or good.

*"the information very clear, concise and easy to understand, explained brilliantly!"*

# Health Engagement

Our Health Development Worker worked alongside our colleagues at NHS Rushcliffe Clinical Commissioning Group (CCG), helping involve patients, carers, community groups and the general public in the work of the NHS in Rushcliffe.

The funding for our health work ceased in October 2018.

## In the past year:

- We facilitated **6** patient forums on behalf of Rushcliffe CCG, including the Cancer, Diabetes, Long Term Condition Forums, and the Learning Disability, and Carers Forums
- with over **120** individuals attending.
- The forums also offered the opportunity for NHS Rushcliffe CCG to engage directly with patients on future policy plans.

*"A very informative forum—sharing valuable information really learning a lot about services in Rushcliffe"*

## The past year has also seen:

- The establishment of a new Diabetes Support Group in West Bridgford.
- Members of the Learning Disabilities Forum completing undertook '5 ways to well-being sessions
- The continuation of Rushcliffe Games
- The delivery of Dementia Friends Awareness sessions supported by Rushcliffe Borough Council and Rushcliffe CCG

*"Very useful networking, I found the meeting very informative and an inspiration on hearing the passion and commitment Commissioners and carers have for carers support"* Carer

# Rushcliffe & Gedling

## Voluntary Transport Scheme

During 2018/19 our voluntary transport scheme continued to provide a much valued, safe, affordable and reliable transport service to a wide range of people from our communities; older people, people with physical and learning disabilities, unemployed people and people that don't have access to public transport.

### During the last year:

- Our Voluntary Transport Schemes provided a much valued service to over **450** passengers, with **77** volunteer drivers and **10** office volunteers supporting the scheme.
- Our drivers completed **145,798** miles, equivalent to travelling from London to New York over 42 times!
- **99%** of our passengers who responded to the annual survey said that they would recommend the VTS to other people.

### case studies.

Mr C has dementia and uses Voluntary Transport to attend day care services twice a week. He also regularly attends a dementia friendly exercise class at Nottingham University. These activities improve Mr C's health and wellbeing and his daughter reports that his mood is always improved after accessing these services. Mr C has got to know his regular driver well and enjoys chatting during his trips in the car. His wife reports that he feels safe and relaxed using our service. Mrs C also uses the service to visit friends when her husband is attending day care, this provides her with some respite from her caring responsibilities and allows her the freedom to complete activities on her own behalf. Mr and Mrs C's daughter JC also really values the service that we provide stating that *"the drivers and staff are very caring and helpful, the personalised service that you provide makes a huge difference to our family"*



# Friends of Voluntary Transport Scheme

During 2018/19, a new initiative of RCVS was established the **Friends of Voluntary Transport (FoVT)**

This volunteer led initiative has the primary aim of improving the sustainability of the scheme by fundraising, promoting and marketing the service and championing the scheme.

A committee was established and very quickly explored and identified fundraising and promotional activities.

We're really pleased to report that over last year the FoVT raised over **£10,000!**

A fantastic result which is down to the hard work and support of our dedicated volunteers.

The funds will go towards helping the scheme to continue to provide this invaluable service and to develop it so that we can reach even more people and provide them with the support they need.

It is a wonderful scheme. I would be a lot poorer without it. Drivers have become friends and make my day

## Christmas Singalong

FoVT organised a Christmas Singalong fundraising event which brought together RCVS volunteers and users of our services, raising over £700. Supported by the British Legion in Radcliffe on Trent, a local choir (Everyone Can Sing) and the Vintage Players, over 80 people attended and enjoyed an afternoon of festive music and songs, and of course mince pies!

Donations for refreshments, raffle and tombola were received from a variety of donors including volunteers, local businesses and shops.



*"The service could not have come at a better time. My befriender has helped me enormously and has kept me sane."*



# Rushcliffe Befriends

Rushcliffe Befriends promotes participation in community life, empowering both volunteers and service users to engage with their local areas. We support Rushcliffe residents who are isolated, lack confidence and find it difficult to get out and about by matching them with a volunteer befriender. Volunteers have provided 1:1 support to peers through visiting them at home, accompanying them out in a 1:1 capacity or by helping them to reconnect with the community.

Befriending can help improve quality of life through providing company and conversation, as well as helping older people to take part in community activities beyond their four walls.

## We have:

Supported **48** clients with the help of **33** volunteers.

Distributed **579** Information Directories.

Rushcliffe Befriends is funded by the National Lottery Community Fund.

“Supporting an intelligent woman with significant physical disabilities has been a new and interesting experience. I have appreciated the experience of working with Rushcliffe Befriends. I think my client has found the befriending experience has helped aid their recovery and to re-engage with the local community. I have also really appreciated the steps you take to ensure that the input of volunteers is recognised and visibly valued”. Befriender

Talking about her experiences with Rushcliffe Befriends, a client said “For a number of years I have looked for community groups / activities but have not found any. I now know of some. It was a help having someone to motivate me to go along and join in. I will go on my own now because I feel more relaxed and I enjoy it there. Rushcliffe Befriends helped get me out of the house and has started me on the right track. 10/10 for choice in befrienders”. Client

The project will come to an end in the autumn of 2019, and we are working towards establishing an ‘exit strategy’, to ensure the lasting impact of the service and to safeguard clients and volunteers once the funding comes to an end

# Whatton Prison

## Visitor Centre

Rushcliffe Community and Voluntary Service manages and runs the Visitors Centre at HMP Whatton. The centre aims to provide a welcoming place for friends and families of prisoners to spend time and relax before and after their visit.

### During the last year:

- Whatton Prison Visitor Centre was awarded the accolade of 'Best Prison to Visit 2018'. This was awarded for providing a particularly pleasant environment for visitors
- Staff and volunteers at the centre facilitated over **14,000** visits.
- Our volunteers continue to provide a most valuable and worthwhile service to visitors and contributed over **400** hours of their time to the service.
- The friendliness and helpfulness of staff and volunteers was rated **99%** by our visitors responding to the annual survey.

*"The staff are very friendly and helpful. They have helped me a lot ... I don't know what I would do if they weren't here"*

*"Every time I come to the Visitor Centre I'm welcomed with dignity and professionalism. The staff are exceptionally helpful."*

*"Thanks to the hard work and dedication of staff like you who are committed to the work they do to ensure that the prison continues to be a safe, well-run and pleasant place to work and for people and their families to visit"*

HMP Whatton Governor

# Treasurer's Report

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Total income	91,480	97,252	188,732
Total expenditure	86,438	98,639	185,077
Net income (expenditure)	5,042	(1,387)	3,655
Transfers between funds	10,282	(10,282)	
Surplus / Deficit	15,324	(11,669)	3,655
Balance carried forward	172,010	22,331	194,341

The restricted funds show a loss of £11,669 over the past year. This relates to one project, where the income and expenditure fell into different accounting periods. Unrestricted funds show a surplus of £15,324 – this is better than expected and derives from a combination of a one-off grant for a short-term project, successful new fund-raising efforts and savings on operational costs. NCC have restored a level of grant aid to each of the district CVS's to contribute towards the cost of providing support to the voluntary sector and this has helped stabilise finances as well as strengthening these services.

The organisation undertook a thorough review of its operations and finances during the year with an objective of improving its future sustainability and effectiveness. As a consequence, there has been a complete restructure of the organisation and new

focus on developing services to support independent living, primarily for the elderly. This does not include personal care provision and will be on a chargeable basis. The objective is to build upon existing expertise in this sector and provide a wider range of services. It will enable RCVS to develop new income streams and reduce the dependence on grant aid. The transition is underway and reserves have been ring fenced to support this exciting new work.

# Who's who

## STAFF

**Chief Executive**

Carolyn Perry

**Office Manager**

Carole Green

**Health Development Worker**

Sue Knowles (until November 2018)

**Rushcliffe Befriends Coordinator**

Holly Furlong-Waite (until February 2019)

Natalie Edwards (from May 2019)

**Rushcliffe Befriends Information Worker**

Jane Carter

**Voluntary Transport Coordinators**

Gill Marriott

Judith Burrows (from March 2019)

**Volunteer Development Coordinator**

Helen Stanbridge (until February 2019)

**Whatton Visitor Centre Coordinator**

Pauline Fletcher

**Whatton Visitor Centre Deputy Coordinator**

Margaret Goulder

## TRUSTEES

**Chair of Trustees**

Richard McCallum

**Vice Chairs**

John Gray

Phil Gronow

**Treasurer**

Mike Shorten

**Trustees**

Garry Bryant

Paul Childs

Jane Hawthorn

Rebecca Woodcock

# Thank you

This report summarises key achievements during the year. These achievements are the net result of the dedication, skill and sheer hard work of so many...

We are grateful to:

- Our funders: Rushcliffe Borough Council, Nottinghamshire County Council, Rushcliffe Clinical Commissioning Group, the Santander Foundation and the Big Lottery Fund.
- Our staff who continue to excel, giving 110% despite limited resources and often heavy demands.
- Our volunteers who give their time freely and enthusiastically. These are the people who drive for the Voluntary Transport Schemes, offer friendship and support to individuals through our Rushcliffe Befriends Project, provide a caring service to visitors at Whatton Prison, support our health development work and provide a range of valuable services in our office.
- Our Honorary Officers and Trustees who give direction to the organisation throughout the year. They contribute their time, enthusiasm, experience and skill to guide and oversee our work.
- The organisations from across all sectors with whom we work, helping each other to achieve more.

## **Rushcliffe CVS**

**The Cotgrave Hub  
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**Website: [www.rushcliffecvs.org.uk](http://www.rushcliffecvs.org.uk)**

## **Opening hours.**

**Monday to Friday**

**9.00am to 12.30pm & 1.30pm to 4.00pm**

Rushcliffe Community and Voluntary Service is a Registered Charity No. 1079880 and a Company Limited by Guarantee No. 3867757, registered in England and Wales. A member of NAVCA and NCVO and the Community Transport Association.

RCVS is committed to equal opportunities.