

Harrogate & Ripon Centres for Voluntary Service

Impact Report 2015 - 2016



Making a Difference

Supporting Communities, Charities and Volunteers
to make the Harrogate District a great place to
live and work



Promoting voluntary and community action in
Harrogate, Ripon, Knaresborough, Masham
Boroughbridge & Pateley Bridge



NAVCA
Quality
Award



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Some names in our case studies have been changed.

Our Vision to 2019

People in the Harrogate District benefit from leading fulfilling and active lives and make a positive contribution to local community life.

Our Mission

To support our communities, charities and volunteers to make the Harrogate District a great place to live and work.

Our Values

Integrity, Professionalism,
Independence, Equity, Empowerment,
Participation and Social Justice,
Appropriate Funding,
Collaborative Working.

What we did this year

- Provided 29 groups with bespoke funding advice and helped raise over £375,000 for community projects and services
- Supported 270 groups with information, advice and guidance to develop their voluntary organisation
- Increased our organisational membership to involve 185 members
- Provided advice to 473 people who wanted to get involved in volunteering
- Provided information and advice for 183 students who wanted to volunteer
- Kept over 2,500 contacts and local organisations informed with our newsletters and funding files, specialist and weekly e-bulletins and daily social media updates
- Completed 261 gardening, decorating and DIY jobs for vulnerable local residents

Over 130 trained volunteers were involved in directly supporting our work and contributed over 250 hours each week. We wouldn't be able to do what we do without their dedication and commitment.

Thank you to all our volunteers.



Welcome and Review

from the Chair and Chief Executive

2015/16 was the third full year of operation as Harrogate & Ripon Centres for Voluntary Service and we have continued to focus on offering effective support to voluntary and community groups and volunteers across the 500 square miles of the Harrogate District.

We are committed to providing a high standard of service and were therefore delighted to be awarded the **National Association of Voluntary and Community Action Quality Award** for the third time in 2016. This means our services meet the national quality assurance standard for our type of support and development charity. We were also delighted to be selected for the **Duke of York's Community Initiative Award** in 2015.

The delivery of direct services to support people living independently at home continues to be an important responsibility for HARCVS, under the umbrella of HELP. Forward planning for these services was assisted by confirmation of North Yorkshire County Council (NYCC) funding until October 2018, and national government funding via the Big Lottery for a Local Sustainability Fund grant.

For the first time for some years we launched a new service for individuals. Our Harrogate based volunteer car driving service, Driving Force, is funded by NYCC and began carrying out journeys

in September 2015. This followed a detailed feasibility study for NYCC and clarification that there was no alternative potential provider. At the same time the HARCVS Board demonstrated its commitment to floating off services when a suitable partner exists, with the transfer of two NYCC contracts and associated teams, to Boroughbridge Community Care and Carers Resource.



Karen Weaver,
Chief Executive

Thanks are due once again to our statutory sector partners for their core funding support. Harrogate Borough Council confirmed a further three year funding agreement from April 2016 and the North Yorkshire Single Funding Agreement (SFA) provided our funding from NYCC and the NHS. All our targets were achieved for 2015/16, and we were delighted that this funding was rolled forward for a further year to 2016/17. Through the SFA we work with North Yorkshire and York Forum and North Yorkshire Alliance of the six local support and development organisations working across the county.

We are also members of the Leeds City Region Infrastructure Consortium, influencing regionally based activity such as European funding programmes.

In September 2015 HARCVS took up a place on the **Harrogate District Public Services Leadership Board** on behalf of the voluntary sector. There has also been significant involvement in the NHS England New Care Models programme, known locally as "What Matters to Us". This brings together all key health and social care partners to plan and deliver improved care. As part of these developments we secured funding from local public sector partners to implement a major project which included the upgrading of our long established **Where to Turn** community information directory. This project is being rolled out during 2016/17 and the Where to Turn directory will be a key tool to ensure people can access support to help them stay well. We continue to participate in the My Neighbourhood programme and have developed good links with the NYCC Stronger Communities and Living Well programmes.



Jackie Snape,
Chair

A key role for HARCVS is to promote the local voluntary and community sector. Starting in May 2015 we have a monthly column in the Harrogate Advertiser and this was added to with a separate column for the Ripon Gazette from March 2016. Across all areas we continue to develop links with the business sector, to raise awareness of what both we and the wider sector do, and bring in their time, skills and expertise.

None of this would be possible without the leadership and guidance of our dedicated chair and board of trustees, and the commitment of our small team of talented and extremely hard-working staff, supported by our fantastic volunteers. Both staff and volunteers regularly go above and beyond the call of duty, helping out with fundraising and being out and about at local community events. **As always, the aim is simple - to support the local voluntary and community sector, raise the profile of volunteering and do our best to ensure the Harrogate District is a great place to live and work.**

Thanks to everyone who has supported HARCVS in any way this year. Your feedback is always valued and we look forward to continuing to work with you in the future.

Supporting local voluntary and community organisations

HARCVS supports local voluntary organisations and community groups to strengthen their organisations and helps them to deliver quality services to meet new and changing local needs. We help groups to achieve their plans, responding to ongoing pressures on public sector spending.

We supported 270 groups with information, advice and guidance to strengthen their voluntary organisation and achieve their plans.

In 2016, HARCVS achieved the national **Matrix Standard for Information, Advice and Guidance**. The Standard covers our Support and Development, Volunteer Centre, Information and Signposting services.

54 organisations received organisational development advice ranging from start-ups seeking advice on choosing appropriate organisational status to existing organisations seeking to change their legal structure and undergo charity registration. The funding and governance advice being sought is increasingly complex and intensive, particularly for those established organisations undergoing significant change and others seeking to review their governance procedures.

'We are delighted to have received charitable status and are indebted to the help we have received from HARCVS with our application. As a charity we will be able to do more to help local residents in need.'

'We had a super meeting with Mark about our Incorporation pathway and are all feeling very positive after speaking with him!'

Bespoke funding advice has included undertaking community audits to evidence funding applications and developing funding strategies to manage the fundraising for large capital projects.

'Information from HARCVS has enabled us to bid for and access funding that we wouldn't otherwise have known about.'

Case study - St Wilfrid's Community Centre

The volunteer committee at St Wilfrid's Community Centre wanted to respond to demand to convert their building into a modernised community facility for use by residents and community groups in Ripon Spa Ward and nearby areas. HARCVS were able to help.

'HARCVS offers a vital and valuable service to local voluntary organisations. They have not only helped us with advice and as a critical friend with a community audit and funding applications, but they are available to help in more practical ways.'

'For example, while our retired volunteers have the vision, time and empathy to nurture cohesion and development in our local community, we lack the IT skills to easily access online funding applications and reporting, which could have been a barrier to getting £55,000 (from two funders) in one year that we have achieved to date. HARCVS has supplied both the wider expertise and the flexibility of the practical support that we have needed to be successful.'

The HARCVS team was also able to give the committee advice on policies and procedures and guidance on project planning.

People of all ages now have an accessible, comfortable venue where they can get involved with activities enhancing physical, social and mental wellbeing.



Supporting local voluntary and community organisations



Case study - Washburn Heritage Centre

The Washburn Society was formed as a constituted committee to support the fundraising, building and development of the Washburn Heritage Centre. Since its inception the Centre has also had a 'Centre Management Committee' whose volunteers ran the Centre, which has developed into a valued community hub. Over the years an increasing overlap has developed with key members on both committees, creating confusion and conflict of interest which was impacting on decision-making.

'With advice from HARCVS giving an understanding of the procedure and implications relating to liabilities and winding up, the dissolution of the Society committee was undertaken in a straightforward manner.'

HARCVS helped groups secure over £375,000 for projects and services to improve life for people in Harrogate District.

Case study - Mind in Harrogate District

'This year we have been supported by HARCVS in our first formal contract bid to North Yorkshire County Council. With no experience of the procedure and intricacies of the submission we looked to the expertise of the HARCVS team.'

'We were supported throughout by Mark and Nina who were able to offer advice and constructive criticism which enabled us to showcase our service and to ultimately be successful in our bid. We will be continuing to access HARCVS support regarding the delivery of the contract.'

Case study - Raise Your Hats

Raise Your Hats aims to encourage good citizenship by promoting education about the role and activities of World War 2 women both during, and after, the conflict. The project aims to keep WW2 on the primary curriculum by helping children research and record their own family histories and develop the understanding of women's roles on the secondary school syllabus. The emphasis is on creative projects which show the link between the home front and the freedom and democracy we enjoy today.

The organisation's founder, Peri Langdale, sought advice from HARCVS about setting up an organisation, constituting and getting funding. During the year committee members were identified, the group was constituted and has already made a successful bid to the Heritage Lottery Fund (HLF).

'The legal implications and responsibilities of incorporating as an organisation were intimidating and off putting until we were given immediate, consistent and empowering support from HARCVS. We received guidance on wording our founding principles and clarity regarding our objectives from Nina Muir, who also facilitated training workshops to help us understand the HLF grant process. We are very thankful to Nina and her team and we look forward to being part of the HARCVS network.'



We provided 29 groups with bespoke funding advice for community projects and services.

Supporting local voluntary and community organisations

Our training programmes continue to be well supported. Issues relating to charitable governance and reporting are becoming increasingly rigorous for trustees and chief officers and as a result we introduced new training on **Strengthening Your Governance** and launched a peer-support and learning network, known as **Trustee Tuesdays** with a total of **36** participants.

199 people participated in 26 workshops and masterclasses which took place at community venues across the District.



'I sent off another grant application today on the back of info imparted yesterday at the Awards for All training.'

'Excellent training which met all my needs & gave me lots to think about & implement!'

100% of attendees said they had increased knowledge to feel more confident in their role.

At the bi-monthly **Social Media Surgeries**, groups are given free 1 to 1 support by expert volunteers on how to use Twitter, Facebook and other free online tools to engage with their community, promote what they do, recruit volunteers and to fundraise.

'I've had some very useful tips about improving our Facebook page.'

'I found the help with using Twitter and Facebook extremely helpful' attendee who has returned twice to the surgery to build on learning.

Our **Information Service** provides regular updates of voluntary sector news, views, training, funding, consultations, charity jobs, events, community activities and updates on services in Harrogate District. It also keeps readers connected with what they need to know to signpost people needing support.

'HARCVS general support and information is a vital part of the service network in our district.'

'Your newsletters are a great source of knowledge about what is happening and where to find other support and funding.'

'I am gob smacked! I had no idea all of this information and support existed! Thank you very much for sending this. I am signing up for the funding courses right now.'

'Thank you very much for your help and your speedy response. Great service!'

The HARCVS weekly e-bulletin keeps a network of over 750 contacts informed and also promotes local charity news, services, activities, events and jobs.

'The finance and funding items on your wonderful emails will be very helpful to our new trustees.'

'I cannot thank you enough for circulating the information about our workshop. Last Monday we had 1 person registered, today we have 15.'



During the year we attended events across Harrogate district to increase awareness of the information, support and training available for people setting up community groups or developing activities to support people in our communities. With reductions in public spending, increased competition for grants and the economic and social environment getting tougher, there is a growing need for the support we provide.

Connecting and involving people to make local services better for everyone

HARCVS brings together people who provide voluntary and statutory services and people who use local services.

We support the identification of needs in the local community and facilitate innovation and improvements in service provision to meet those needs.

We organised and supported 29 forum and network meetings attended by 332 people.

Our role in hosting various networks aims to give service users, carers and voluntary sector organisations voice and influence with decision makers. Regular specialist e-mail updates are compiled and circulated to keep members up to date on relevant current events and issues.



Harrogate District Independent Advisory Group (IAG)

HARCVS supports the IAG of community representatives from protected characteristic groups, acting as a critical friend to North Yorkshire Police with regards Hate Crime.

Members of the Group participated in a review of local Third Party Hate Crime Reporting Centres where victims of hate crime can access support, register the crime anonymously and choose, if they wish, to report it formally to the police.

The outcome of this work is that many of the current 20 plus centres will become signposting centres.

There will be a smaller number of Third Party Centres hosted by organisations which provide advisory services and support to people from the nine protected characteristic groups.

Following the referendum, it was highlighted at the Group that children and adults from Eastern Europe, now settled and working in the district, were feeling uncomfortable and remarks made about their future in the UK. Police gave reassurance of continued vigilance and, following the meeting, North Yorkshire County Council re-issued guidance to schools for dealing with incidents.

Harrogate District Children and Young People's Emotional Health and Wellbeing Partnership

Voluntary and statutory sector colleagues share information at quarterly Partnership meetings which helps improve appropriate referrals to services and joined up working with local young people and families.

The HARCVS Children, Young People and Families Update keeps **130** people supporting local families informed.

Through the Partnership, HARCVS works so that the local experience of voluntary organisations, and the young people they support, helps to shape services.

Commissioners have regularly attended meetings to update on new developments such as the Future in Mind Programme. Opportunities to bid for contracts and training and learning opportunities are shared.

'I don't like missing the meeting - it's so informative.'



Connecting and involving people

HARCVS brought together people from **5** local charities to learn more about how they could become actively involved in the Improving Access to Psychological Therapies Programme. This was welcomed by participants as the opportunity had previously only been available to public sector workers.

Connecting Ripon Network

Connecting Ripon is a partnership group with over **60** members facilitated by HARCVS for voluntary, community and faith sector organisations to work together to strengthen community connections in Ripon and the surrounding villages.

The partnership brings people from diverse groups together to share challenges such as how to attract funding and increase the pool of volunteers who can support local voluntary organisations, at a time when the demand for services is increasing.



In a survey of the Connecting Ripon Network, **100%** of respondents found the network helpful for sharing information about members' activities, for networking opportunities and for local activities and events in Ripon and **80%** found the network useful for collaborative working.

One of the network's themes is to make the most of media opportunities to raise support. HARCVS has subsequently organised regular social media surgeries in Ripon to provide free 1 to 1 help and a marketing professional provided an illustrated talk on making the most of social media to present your organisation. The network also secured a monthly column in the Ripon Gazette to celebrate achievements of local charities and to help attract more members and volunteers.



Harrogate District VCS Chief Officers and Chairs Group

A network of over **70** decision makers are able to share news, views, the challenges of managing change and opportunities for funding and working together. Key partners from North Yorkshire County Council, Harrogate and Rural District CCG and Harrogate Borough Council joined meetings during the year to share updates and opportunities for the voluntary sector to be involved, and to hear and understand the issues facing local charities.

Members agreed that they needed to consider collaboration as a way to secure the best possible support for people in the community who needed services. Colleagues working together could better influence and work with partners, commissioners and funders to support the mission and aims of local charities.

30 members of the Group, from diverse voluntary organisations, came together at the HARCVS '**Social Action to support Health and Wellbeing**' event to explore how to work better together in Harrogate district. The organisations also reviewed the way they worked with **20** funders and public sector colleagues, who joined the event later in the day.

'It is incredibly encouraging; there is a group of very committed people in the voluntary sector who want to move forward in a positive way.'

Commissioner

'There are positive partnerships within the voluntary sector, we spent the morning working together and supporting each other.'

Commissioners have said they value us [VCS] and want to hear from us and are taking away the key messages from the day.' *Charity CEO*

Connecting and involving people



These projects help tackle loneliness and isolation and provide support for carers and volunteers, supporting patients with long term conditions. The evidence and learning has been evaluated and is influencing Early Intervention and Prevention work in the New Care Models Programme. This work has also helped develop a shared understanding, collaborative approach and joined up work on outcomes for the five projects.

HARCVS Introduction Sessions help connect new colleagues from statutory and voluntary organisations. Health, social care and housing professionals become more aware of local voluntary sector services and how to refer their clients.

'Very helpful to signpost and refer clients. Session helped me to be more confident about suggesting what is available in the community.' Health Worker

'Very useful and beneficial in my role as a START (Care & Support) Worker.'

'I enjoyed the HARCVS Intro Session, I found it very informative. I will certainly be sending new staff along. I feel it is very important that we all know about the services and help available to us as an organisation.' Charity Manager

100% of attendees found the session valuable and would recommend a colleague to attend.

Collaboration and Representation

We advocate on behalf of the voluntary sector with commissioners of services to ensure that the valuable contribution the sector makes is recognised and that the sector plays an integral part in local planning and policy making. We aim to encourage collaboration and partnership working wherever possible to make best use of resources.

HARCVS has developed a recognised and valued partnership role in the **NHS Vanguard New Care Models Programme**, enabling the voice of the voluntary sector to be heard and the value of local charity services and community activities to be recognised and included in developments for integrated care. Commissioners have invested Better Care Fund funding in five local voluntary sector projects for a second year.

HARCVS has a place on the **Harrogate District Public Services Leadership Board (PSLB)** and works hard to ensure the voluntary and community sector is 'at the table' as an equal partner in working to achieve wellbeing in our district. A key milestone has been the updating of our long established Harrogate District Where to Turn directory of community organisations, activities and services, supporting good health and wellbeing. We carried out a community consultation which informed the development of the directory. Over **100** survey responses were collected and feedback received at focus groups. Our work will feed into county wide plans to improve access to information on community services.

We have also been active in the Harrogate Borough Council My Neighbourhood Programme, North Yorkshire County Council Stronger Communities and Living Well Programmes and the Warm and Well in North Yorkshire partnership, led by Rural Action Yorkshire. We also collaborate at a county wide, regional and national level wherever we can see a benefit to our District. HARCVS is a member of the North Yorkshire Alliance of 6 local support and development organisations providing coverage across the county.



Promoting and supporting volunteering

The Volunteer Centre at HARCVS provides advice and support to help people to find out about and take up rewarding volunteering opportunities in their local area.

During the year we helped 473 people who wanted to get involved in volunteering.



A survey of people who contacted us between April 2015 – March 2016 found that **60% of enquirers had gone on to volunteer**. **52%** of volunteers reported increased confidence and self-esteem, **42%** felt their social and communication skills had increased, **52%** saw their work-related skills or employability increase, **33%** saw their health, wellbeing and fitness increase, **45%** saw their friendships and social contacts increase, **70%** felt more involved in the community.

'Carol immediately found 4 opportunities for me which exactly suited my skills and time available. I'm now very actively involved in ORB, not only using my film making skills but generally helping out moving equipment, etc.'

'Kind, helpful, nothing is too difficult for them and they always are supportive and willing to do everything they can to meet my volunteering needs.'

'It is an absolutely fantastic place, I was amazed at all the volunteering opportunities!'

The Volunteer Centre received North Yorkshire Innovations Funding in 2015-16 to run two 6 week **'Get Set for Volunteering'** courses which aimed to help people to find out more about volunteering before deciding whether to apply for a role.

The Centre worked in partnership with local Volunteer Managers who were invited to speak to the group. Peer support was fostered by encouraging attendees to work together to identify skills and experiences which could be applied to volunteering. Volunteer Mentors were recruited who worked with attendees to help them to search for and identify volunteering roles.

The courses were attended by **15** people, 10 of whom felt socially isolated or needed a bit of extra support to get started in volunteering.

100% of Get Set course attendees told us they had benefitted from the course.

'I found out there were others in the group that were in a similar position... I felt I could contribute because of my own experience.'

'I feel I can approach any one of the mentors.'

'I am starting to find a social life again and I feel I am doing something worthwhile.'



As a result of this work HARCVS have secured funding to lead on a research project which will look at how supported volunteering could be implemented throughout North Yorkshire.

Promoting and supporting volunteering

Supporting Young People into Volunteering

During the year the Centre delivered a workshop for **160** students at King James School. The session encouraged students to consider what they would like to get out of volunteering and volunteer responsibilities as well as learning about the types of roles available locally for young people.



In November 2015 the Centre visited Queen Ethelburga's School to hold advice sessions for students who were interested in volunteering as an extra-curricula activity. **23** students received advice and information about local opportunities for under 18s.

183 students were supported to find out about local volunteer roles.

The 8th annual **Harrogate District Volunteering Oscars** was held on 30th October 2015; kindly hosted by the Old Swan Hotel and jointly organised by HARCVS, Councillor John Fox and Ackrill Media Group. The Oscars received over **100** nominations across 16 different categories.

'Thank you for an excellent evening. Everything was well organised. It was good meeting up with fellow volunteers that I had worked with in the past. Hearing the anecdotes of the other entrants was very humbling. I am honoured to have had an Oscar.' - Oscar Winner



Supporting Groups which Involve Volunteers

HARCVS provides training, advice and networking opportunities to organisations in the Harrogate District which involve volunteers in their work.

221 organisations were supported to recruit volunteers for 460 different roles.

During the year **221 organisations** were registered with HARCVS and **460 opportunities** were advertised through the Volunteer Centre.



Promoting Volunteering Locally

HARCVS listed volunteer roles on the Volunteer Centre website and continued to find new and innovative ways to actively promote local volunteering.

A new booklet of volunteer roles and community events around Ripon was launched to tie in with the 150th anniversary of the publication of Alice in Wonderland. The **Ripon in Wonderland** booklet was available from community venues around Ripon and well over 200 copies were given out during the year.

In June 2015 HARCVS launched the **#WhatWillYouDo** campaign which included securing a free advert on a local bus, a guest blog on Interim Partners' website about skilled volunteering and a social media campaign.



The Pop Up Volunteer Centre travelled round the district to speak to people about volunteering including visits to the Nidderdale Show, Sights & Sounds of Ripon, ASDA, and Harrogate College. This resulted in a total of 473 enquiries made at the Volunteer Centre during the year.

Promoting and supporting volunteering

Training and skills development

HARCVS delivered 2 courses for **15 volunteer managers** to explore the benefits and barriers of recruiting and supporting volunteers from a minority ethnic background or volunteers with a history of offending.

Volunteers and staff with direct experience were invited to attend each of the sessions to share their expertise of involving volunteers from different backgrounds.

100% of attendees reported that their knowledge of the subject had increased and **80%** felt more confident that they could adapt their policies and procedures to become more inclusive following the course. Attendees said:

'The guest speaker was very informative she offered real insight into BME volunteering.'

'Challenging devils advocate. The lady from Zimbabwe was incredible!!'

'I am much more aware of the issues connected to volunteers with a history of offending or homelessness.'

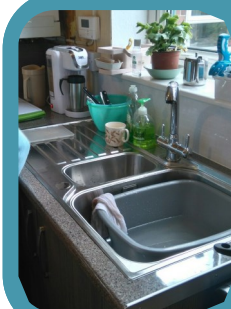


Working in Partnership with Local Business

In April 2015 the Centre partnered up with an international recruitment firm, Interim Partners, to run 2 workshops on 'Writing Effective Volunteer Recruitment Ads'. **13** volunteer managers attended and benefitted from Interim's expertise in 'selling' roles. **100%** felt their knowledge had increased and **88%** felt the session had improved their skills at writing volunteer adverts. *'What a good session yesterday!'*

'I've already implemented some of the suggestions into our volunteer recruitment processes so we're hoping to reap the benefits.'

Supporting Employee Volunteering Schemes



Nest Kitchens approached the Volunteer Centre to identify one-off volunteering for their staff. The Nest team were so impressed with the 9 requests for help from local charities that they voted to support not 1 but 2 local projects. They finished off a kitchen area at Jennyruth Workshops and installed new sinks and cupboards for one of HELP's clients.

'The 3 young men were pleasant and very polite. A credit to their company.' - Jennyruth Workshops

28 volunteer managers accessed free training.

The monthly newsletter for **Harrogate District Volunteer Managers Network** continued to keep local volunteer managers up to date with training opportunities, national policy changes, resources and information about HARCVS services.

4 Quarterly meetings of the **Harrogate District Volunteer Managers Network** took place during the year with **40** attendees. Topics covered included 'Getting your Voice Heard in the Media' led by a marketing expert, 'Engaging Students & Young People as Volunteers', 'Employee Volunteering' and 'Managing Volunteers'.

We kept 404 volunteer managers informed via our monthly Network Updates.

The voice of volunteering

The Volunteer Centre continues to take an active role in networks across Yorkshire & Humber meeting regularly with Volunteer Centres across the area. During the year the Centre led on setting up a research project to look at supported volunteering across North Yorkshire. This aligns with the North Yorkshire Volunteering Strategy and research will take place in 2016-17. We continue to campaign together for good quality local support for volunteering and to provide evidence on the positive impact this has on people and communities in North Yorkshire.

Support to help people live independently in their own homes



Harrogate Easier Living Project (HELP)

HELP works with volunteers to support older or vulnerable people, and those living with a disability, to remain living independently within their own homes. The project assists people across the Harrogate District with a range of services enabling them to achieve what they want or need to do.

Priority is given to people living alone without a network of support locally, to those with full-time caring responsibilities and to people who are unable to pay privately for such services.

HELP volunteers gave an average of 214 hours each week to support clients in Harrogate, Ripon and surrounding areas. That's over 11,000 hours of support every year.

The project has a growing number of dedicated volunteers, who continue to offer their services on a regular basis. In 2015-16, the project attracted **105** regular volunteers who helped in a wide range of capacities, from befriending to voluntary car driving.



As well as offering practical support, volunteers play an important role in helping to overcome social isolation.

'I have been matched up with a lady who I see on a regular basis. She considers me to be her lifeline as we chat and have a laugh together.'

'Doreen's inability to get out and about made her feel like she had been imprisoned. She told me Opening Doors had given her life back by helping keep her independence.'

'Volunteering with Opening Doors makes me feel useful in my retirement.'

'My volunteer is an amazing listener. She uses her own life experiences to find the right comforting words for you.'



Case study

Volunteer car driver, Peter Clarkson, received a Certificate of Volunteering from HARCVS in recognition of his dedicated service to HELP's Ripon and Rural Voluntary Car Driving Service.

As well as supporting local passengers to get out and about, Peter recently clocked up over 1,000 miles taking a Kirkby Malzeard resident and his wife to their medical appointments and to make care home visits.

HELP volunteers report a sense of satisfaction at helping others and giving something back. 100% feel valued and supported in their roles.

Support to help people live independently in their own homes

By accompanying people out and about or making visits in their homes, volunteers offer company to many local people who might otherwise rarely come into contact with others.

HELP also received support, in the form of volunteering and/or fundraising, from a number of local and national organisations including Sainsbury's, Lynx, Forecourt, Belzona, HAADI, Harrogate Round Table, Harrogate Brigantes Rotary, Covance, Phoenix Trading, The Food Standards Agency and the Yorkshire Building Society.

Help at Home

The Help at Home service offers practical assistance to people who are living alone without a network of family and friends to assist with jobs, such as gardening, decorating, odd jobs and DIY. As well as making properties tidier and more presentable for their residents, this service helps the people we help feel more confident about living independently.



In a recent survey of people who use the service, **53%** of respondents said they were worried about having a fall either within their home or garden. The practical support offered by Help at Home, in the form of clearing

overgrown or slippery paths, removing clutter and making safe fixtures and fittings, offers peace of mind to residents and contributed to increased feelings of well-being among service users.

The Help at Home team completed 261 gardening, decorating and DIY jobs for local residents. 102 people used the service for the first time in addition to people who call on the team for support on a regular basis.

With increasing media focus on bogus tradespeople, Help at Home's DBS checked support workers are seen as trustworthy.

A third of people who used the service said they did not know who else they could trust. Just under a quarter of service users also reported being unable to pay for professional trades people.

'Your work force is always very polite and obliging. I feel I can trust them completely. These days you unfortunately don't know who is genuine.'



Case study

Kenneth is in poor health and had been struggling to manage his very overgrown garden. His health also made it impossible for him to paint the interior of his home, which was in need of a refresh.

The job was too large for Help at Home's two support workers to tackle alone. As Sainsbury's designated 'Charity of the Year', Help at Home received offers of support from Sainsbury's Harrogate 'Great Place to Work Team' who set to work decorating the entire interior. Additional volunteers from the Food Standard Agency's Procurement Team, meant a delighted Kenneth was able to return to a completely transformed home, both internally and externally.



Support to help people live independently in their own homes

The two support workers are assisted by four regular volunteers. Help at Home also benefitted from time offered by ad hoc volunteers. Enthusiastic teams from local and national organisations lent a hand with gardening and other practical jobs. This additional help enabled the service to completely transform local gardens and interiors, making them more manageable for their residents.

'Wonderful job. Your Help at Home workers are worth their weight in gold.'

'We received five star treatment.'

'You are always a tremendous help to me.'

'Pleasant, reliable and nothing is too much trouble. I feel much happier with the garden.'

Case study

Margaret lives outside the area and contacted Help at Home to assist her elderly mother, Edna, whose fridge freezer had broken and needed defrosting at short notice. Edna, who has dementia, was very distressed and did not know who to turn to for help. The Help at Home team visited Edna, cleaning and defrosting her freezer.

Her grateful daughter commented:

'The team was absolutely wonderful. They came round the same day and spent over two hours with mum. I just can't thank you enough. Mum had been crying on the phone, and I knew from the tone of her voice when I rung her back later in the afternoon that the problem had been fixed.'



Opening Doors

This service acts as a social lifeline to many people who find their ties with the local community becoming increasingly severed due to combination of ill health, lack of confidence and no access to transport.

Over 50 local people received accompanied support from 18 Opening Doors volunteers to get out and about on 429 outings.

Nine out of ten people who approach Opening Doors would like to get out more.

The service offers accompanied support for local people to make essential trips, to go on outings and to attend community based events.

Service users are supported by volunteers on a one-to-one basis to go to wherever they wish.



In many cases, people are matched with a regular volunteer with similar interests so they can enjoy one another's company whilst getting out and about, whether to the local café, park, theatre or further afield.

Opening Doors also organises a busy programme of social events and outings. Service users have enjoyed outings to Stephen Smiths garden centre, the Royal Hall, restaurants and carol concerts, as well as attending Christmas and summer lunches.

'My volunteer and I get on very well. I really enjoy her company.'

'The day was so perfect, it was wonderful.'

'I'm so glad I joined this group.'

Support to help people live independently in their own homes

To mark the occasion of the Queen's 90th birthday party, the service organised an afternoon tea at the Cairn Hotel, where fellow nonagenarians were invited to cut the birthday cake celebrating their joint 90th birthdays.



Thanks to a pledge from the Harrogate Band to support Opening Doors, service users have also benefitted from tickets to the Band's community concerts throughout the year.



'I like being picked up at home and brought back. Your volunteers are always kind and understanding.'

'I have someone to accompany me to medical appointments as I have lost my confidence.'



Case study

Hilary has mild dementia and had recently moved from her lifelong home in the South of England, following the loss of one of her children. Although she was now nearer to other relatives, she was experiencing feelings of sadness and loneliness. Despite wanting to meet new people, Hilary had been reluctant to take part in group outings and events and did not wish to be matched with a regular volunteer.

Following a bout of ill health, Hilary was encouraged by an Opening Doors volunteer to get out and about. The volunteer took the time to understand what her interests and hobbies are and the two of them now enjoy one another's company and visit places of interest. The volunteer also takes Hilary out most Sundays and on some bank holidays, days which she found particularly long and lonely.

On recent group outings, Hilary has been chatting and laughing with fellow guests. This can largely be attributed to her volunteer's encouraging and empathetic manner which has made her feel more at ease in company.

Voluntary car driving services

With funding support from North Yorkshire County Council, the Harrogate based volunteer car driving service, **Driving Force**, was successfully launched in September 2015. Driving Force replicates the service provided by the **Ripon and Rural Voluntary Car Driving Service** which has been successfully operating for many years. Demand for the new Driving Force service has been high.

Support to help people live independently in their own homes

In its first seven months of operation, Driving Force's team of **24** volunteers helped **94** clients with **748** journeys.

This rising demand for assistance with transport has been reflected across the District with the Ripon and Rural Voluntary Car Driving Service's journey numbers also increasing hugely.

As well as offering transport to medical appointments, the voluntary car driving services help people with journeys to community based activities including lunch clubs and social events. Passengers are also supported to make essential trips, such as getting to the shops or post office.

3,462 journeys were provided by voluntary drivers helping passengers across the Harrogate District.

'The charge is much more affordable, it takes the stress out of the trips I take and I am so very grateful.'

'I welcome the fact that the driver will usually wait/be available for the return journey from appointments and for the friendliness they give – it creates a "wanted" feeling.'

'On three occasions your kind voluntary drivers have taken me to the hospital for appointments. I can't praise them enough for their help and kindness. A big 'thank you'.'

'You are all so very kind and courteous, always punctual. We'd be stumped without this service.'



'Thank you very much for your support in driving mum to her medical appointments. She has her plaster off now and really appreciated all your help while she was incapacitated.'

'Your driver really helps me out. He is ever so prompt and polite.'

'Thanks very much for your kind and friendly service. From arrangements to the drive to the hospital, top marks. Thanks to a super team.'



Case study

After suffering from a stroke, Michael found himself virtually housebound. Having been very active prior to his stroke, Michael now struggled to get out and about in his wheelchair. As a result, he felt some of independence had been taken away from him.

A volunteer driver is now assisting Michael to regain his independence, taking him to his stroke rehabilitation class each week.

He looks forward to the social contact afforded by getting out more and seeing his driver on a regular basis. Michael commented: *'It doesn't just help you physically, it helps you mentally as well.'*

The services provided an average 288 journeys each week helping local people to get out and about.

Due to an increase in volunteers, who now number **53**, the voluntary car driving services offer regular journeys to several community based locations enabling passengers to attend health and exercise classes, places of worship, social activities and supported employment.

Support to help people live independently in their own homes

Ripon and Rural Wellbeing Service

This service provides support to people aged over 65 in the Ripon area to help them remain living independently.

The Ripon and Rural Wellbeing Service supported over 130 people this year.

Support workers visit clients within their own home to keep a check on their welfare and offer reassurance and practical support, such as signposting to other local services.



This helping hand is designed to assist people at difficult times in their lives, such as during ill health, bereavement or after returning home from hospital. This service is not time limited, allowing the client to access the support they need for as long as they require it.

'When they visit me I feel like I have a friend who would help me.'



Where clients would like to have a frequent visitor, volunteers offer a listening ear and company within the comfort of the clients' homes. This regular social contact can be all that is needed to make people more confident about living independently within their own homes.

The service also operates three **lunch clubs in Grantley, Kirkby Malzeard and Masham** where guests can enjoy a home cooked hot meal in the company of acquaintances old and new. The lunch clubs are run by a team of dedicated volunteers who assist with transport to and from the lunch clubs, as well as serving meals, washing up and providing entertainment for the diners. The clubs also enjoy trips and outings to local places of interest.

'This service is excellent, especially to people like myself. It makes you feel you always have someone to turn to when there are no close family nearby.'



The regular contact between lunch club members and volunteers allows a real rapport to develop. Not only does this allow friendships to form, volunteers take an interest in diners' welfare and can flag up any concerns they may have about members so appropriate assistance can be provided where needed.

People were supported, either through home visits or by attending lunch clubs, 1,232 times in 2015/16.

'I like having the visits, they help and I know I can ask questions if I need to.'

'They are a wonderful lot of people and help me a lot and give wise advice.'

Support to help people live independently in their own homes

'The service is a lifeline to the people who live on their own and whose family do not live close by, and as a consequence are very lonely – thank you!!'

'It is comforting to know that at least once a week there will be a visit from someone who shows interest in one and can advise where other help is available.'

'It makes me feel thought about, understood and I enjoy the company. The company is good for my health and wellbeing.'

'I don't know what I would do without them.'

Volunteers provided carers with an average of 202 hours per month time for themselves.



Case study

Angela's family contacted the Ripon and Rural Wellbeing Service after she had suffered a fall, which led to a loss in confidence and feelings of isolation. Severe arthritis had forced Angela into early retirement. This, combined with family problems, meant she had also been struggling with depression.

The support worker was able to signpost Angela to suitable local activities and social events and build up her confidence in order for her to go out and try out some of these for activities for herself. The support worker also provided a listening ear for Angela, allowing her to express her thoughts and feelings in confidence – issues she felt unable to discuss with her family.

Currently Angela is attending a couple of lunch clubs each week and feels she may be able to manage without the service in the future.

We are delighted that Christine and her truly dedicated and inspiring team of volunteers are continuing to ensure that carers in the Harrogate area get the best possible support.

36 volunteers supported 70 carers, providing 2,430 hours over 1,011 visits.

Boroughbridge Community Care (BCC)

In October 2015, BCC became independent from HARCVS and continues to serve all sectors of the community in Boroughbridge and the surrounding areas.



Volunteers gave 4,474 hours carrying out voluntary tasks in the community.

Carers' Time Off

From 1 April 2016 the long established Carers' Time Off service transferred from HELP at HARCVS to Carers' Resource. This followed Christine Boxall's successful secondment to Carers' Resource from August 2015 and approval by both boards of trustees and North Yorkshire County Council for the contract for this service to transfer over.

How we are funded

Income	2016	2015
Grants for core activities	£168,074	£112,317
Grants for forums, learning and service delivery	£188,878	£223,040
Donations	£44,171	£47,962
Fees and charges for services	£49,247	£45,869
Investment income	£340	£519
Total income	£450,710	£429,707

Expenditure		
Core activities	£171,893	£191,672
Forums and events	£5,406	£10,824
Service delivery projects	£266,689	£276,969
Costs of Generation Funds	£9,629	£9,122
Total expenditure	£453,617	£488,587

This is a very brief summary of the accounts for the year ending 31st March 2016. Much more detail can be found in the full Trustees' Annual Report and Financial Statements, which are available on request.

HARCVS finished the year with a small overall deficit of £2,907. This was made up of a surplus of £6,565 within unrestricted funds and a deficit of £9,472 within restricted funding, as a result of the planned expenditure of funds received in prior years.

Like many charities HARCVS has continued to deal with the impact of reductions in public sector funding and increased competition for other sources of funding. With careful management of costs, and success in securing new funding from other sources we have mitigated the worst of these difficulties. We have also begun to charge for certain services previously provided free of charge.

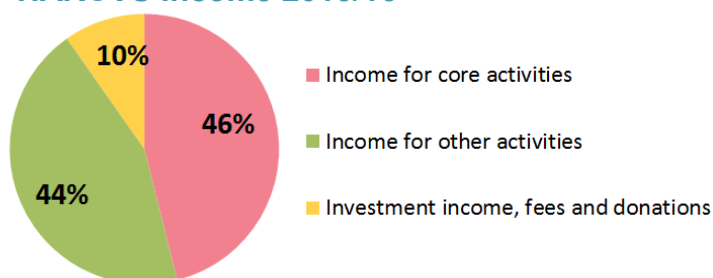
Total income was £450,710 (£429,707 in 2014/15) demonstrating our ongoing successes in raising funds.

Our expenditure decreased in the period to £453,617 (from £488,587 in 2014/15) which reflected the savings we have made across all areas.

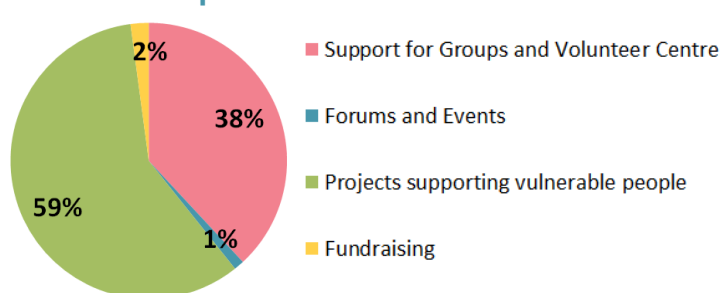
HARCVS made appropriate efficiencies and savings by the end of the year to ensure on-going sustainability in each of its funding streams.

The Trustees were pleased with the overall results.

HARCVS Income 2015/16



HARCVS Expenditure



Thank you to the following for their financial support:

ASDA
 Belzona Polymerics
 Big Lottery Big Assist Programme
 British Thyroid Foundation
 Charles & Elsie Sykes Trust
 Covance Sports & Social Club
 Evan Cornish Foundation
 Harrogate Borough Council
 Harrogate Round Table
 Interim Partners
 NESTA
 NHS Harrogate & Rural District CCG
 North Yorkshire County Council
 North Yorkshire Police & Crime Commissioners Fund
 North Yorkshire & York Forum
 Persimmon Homes
 Phoenix International
 Ripon City Council
 Rotary Club of Harrogate
 Rural Action Yorkshire (Warm & Well North Yorkshire)
 Sainsbury's Harrogate
 Sir George Martin Trust
 St Paul's Church
 Sylvia & Colin Shepherd Trust
 Thirsk Community Care Association
 TSB Harrogate
 Two Ridings Community Foundation
 Yorkshire Building Society
 Your Consortium

Thank you also to all the individuals who have kindly donated to us throughout the year.

'Really glad that we've been able to support HELP. You do great work.' - Harrogate District Allotment Federation

'Thank you for your input into our partnership we have enjoyed working with you.' - Interim Partners

Who we are

October 2016



The HARCVS Staff Team

Karen Weaver	Chief Executive
Mark Hopley	Head of Support & Development (Deputy Chief Executive)
Carol Gaiger	Volunteer Centre Support Worker & Reception
Angela Jones	Information & Communications Officer
Rachel Kingdom	Business Development Officer
Nina Muir	Support & Development Officer
Phil Newby	Finance Officer
Bev Richardson	Business Support Officer
Carol Rowe	Reception

HARCVS services supporting people to live independently at home:

HELP (Harrogate Easier Living Project)

Frances Elliott	Manager
Lizzie Hughes	Project Development Worker
Anna Woollven	Project Development Worker

Harrogate based services

Christine Turner	Service Co-ordinator
Jen Sonley	Administrator & Driving Force Scheduler
Andy Storr	Service Support Worker
Brian Trickett	Service Support Worker

Ripon based services

Julie Proudler	Service Co-ordinator
Helen Flynn	Service Support Workers, Ripon & Rural Wellbeing Service
Debs Johnson	Scheduler, Ripon & Rural Voluntary Car Driving Service
Malcolm Compton	Administration Assistant
Alison Bradley	

Goodbye and thank you to those staff & volunteers who have left us during the past year

Christine Boxall	Service Co-ordinator, Carers' Time Off (<i>transferred to Carers' Resource</i>)
Wendy Barton	Service Support Worker, Ripon
Jane Cozens	Service Co-ordinator, Help at Home
David Tindall	Service Support Worker

Boroughbridge Community Care (BCC)

In October 2015 BCC became independent from HARCVS and continues to serve all sectors of the community in Boroughbridge and the surrounding areas. Goodbye and thank you to Dave Allon, Project Worker.

HARCVS Board of Trustees

Representatives of Member Organisations

Jackie Snape	Disability Action Yorkshire, Chair
John Groves	Ripon Community House, Chair of Finance Sub Committee
Lindsay Mitchell	Arthritis Care (Harrogate & District Branch), Chair of Governance Sub Committee
Maurice Bull	Rotary Club of Harrogate
Kevin Douglas	Harrogate & District Cycle Action
Julian Terry	Age UK Knaresborough & District (to October 2016)
Jill Quinn	Dementia Forward

Representative of Statutory Partner

Pat Jones	Harrogate Borough Council
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Co-opted Trustee

Stuart Gregory

Independent Auditor

J W P Creers
Genesis 5, Church Lane
Heslington
York YO10 5DQ

Supporting and strengthening charity governance

An increasing number of charity trustees approach HARCVS for impartial, independent support. HARCVS works alongside organisations to help them achieve their goals, providing local support when they need it and tailored to suit the size of the charity. HARCVS can act as a sounding board for committees facing challenges and provides an evidence-based Governance Review Service. HARCVS workshops help trustees build skills, knowledge and confidence to make the local voluntary sector more resilient, and adaptable to meet local needs.

'An excellent event! Very well presented and of great use to any Trustee.'

'Very informative and increased my understanding of governance.'

'HARCVS are very good at helping you to understand your various options.'

Thank you also to those trustees who have served on the Board during the year
Tony Collins (to October 2015)



Thank you to our HARCVS Associate Members

Carefound Home Care
Dancing For Wellbeing
Elder Flower Homecare
Fiona Friday, Harrogate Borough Council
Home Instead Senior Care
Nicki Eyre

HARCVS Members

Thank you to the following organisations for supporting us:

Abbeyfield (Ripon & District) Society Ltd	HACSG (Hyperactive Children's Support Group)	Our Space
Act Your Age	Happy Wanderers	Out and About in Yorkshire (U3A)
Action for Children	HAPS (Harrogate Autism Parent Support)	Pannal Village Hall
Activ8Learning	Harlow Community Centre Association	Paperworks
Age UK Knaresborough & District	Harrogate & District Alliance Against Fracking	Parenting Together
Age UK North Yorkshire	Harrogate & District Cycle Action	PATH Yorkshire
Aldborough and Boroughbridge Show	Harrogate & District Neighbourhood Watch Association	PCC Bilton St John & St Luke
Alzheimers Society (Ripon & Harrogate District)	Harrogate & District Parkinsons	PhysioNet
AMP Awards CIC	Harrogate & District Sea Cadets	Pinewoods Conservation Group
Arch Mediation Services	Harrogate & Knaresborough Toy Library	Rainton With Newby Village Hall
Ark Ripon	Harrogate and District Society for the Blind	Raise Your Hats to the Women of WW2
Arkendale Community Hall	Harrogate Child Contact Centre	Reflect
Arthritis Care Harrogate & District	Harrogate Choral Society	Relate Mid-Yorkshire
ASBAH (North & West Yorkshire)	Harrogate Community House Trust	Remap - Harrogate, Knaresborough & Ripon Panel
Autism Angels	Harrogate District Biodiversity Action Group (HDBAG)	Remedi - Restorative Services
Avalon Group	Harrogate District Over Fifties Forum	Renaissance Knaresborough
BackCare: Harrogate & District	Harrogate Fairtrade	Resurrection Bikes
Badapple Theatre Company	Harrogate Foodbank	RHS Garden Harlow Carr
Barnardo's	Harrogate Gateway Disability Football Club	Ripon Activity Project (RAP)
Beulah 62	Harrogate Heart Support Group	Ripon Amateur Dramatic Society
Bilton & Woodfield Community Library Group	Harrogate Homeless Project	Ripon Art Experience
Black Swan Bowling Club	Harrogate Hospital and Community Charity	Ripon Cathedral
Boroughbridge & District Community Care	Harrogate International Festivals	Ripon Community House
Boroughbridge Feathers Badminton Club	Harrogate Lions Club	Ripon Community Link
Boroughbridge Junior Football Club	Harrogate MIND	Ripon Girl Guiding Division
Bread of Life Ripon	Harrogate Neighbours Housing Association	Ripon Library Action Group
British Heart Foundation	Harrogate New Life Church	Ripon Museum Trust
British Humanist Association	Harrogate Rethink Support Group	Ripon Salvation Army
British Red Cross	Harrogate Women's Project	Ripon YMCA
British Thyroid Foundation	Healthwatch North Yorkshire	Rotary Club of Harrogate
Can Do Leonard Cheshire Disability	Hearing Dogs for Deaf People	Rotary Club of Ripon
Canal And River Trust	Henshaws	RSPCA Harrogate Branch
Carers' Resource	IDAS - Independent Domestic Abuse Services	Rural Action Yorkshire
Catholic Care	In2Out	Saint Michael's Hospice
Catholic Women's League	Jennyruith Workshops	SASH
Cherry Trees Childcare & Learning	Jerry Green Dog Rescue	Scuba Diving For All
Christ Church Community Centre	Killinghall Village Hall Trust	Soroptimist International of Harrogate & District
Claro Enterprises	Leeds Federated Housing Association	SpeakWithIT
Code Club	Leonard Cheshire Disability	St Cecilia Youth Orchestra
Compass REACH	Lifeline (Harrogate) Ltd	St Mark's Church
Copt Hewick Village Hall	Lower Ure Conservation Trust	St Mary Magdalen's & St John's Bondgate Trusts
Corrina's Homeless & Vulnerable Project	Macmillan Cancer Support	St Peter's Church, Harrogate
Craft Aid International	Markington War Memorial Institute	St Wilfrids RC Church
Craven & Harrogate District Citizens Advice	Masham Town Hall Community Charity	Stonham Homestay - Homeless Prevention
Crossroads Care (Harrogate, Craven and York)	Mashamshire Community Office	Stroke Association
Dalesbus Ramblers	Mechanics Institute Village Hall, Kirkby Malzeard	Supporting Older People
Dechen Buddhist Centre	Methodist Homes	Time For God
Dementia Forward	MNDA Yorkshire Dales Branch	Time Together
Disability Action Yorkshire (DAY)	Multiple Sclerosis Society (Harrogate Branch)	Two Ridings Community Foundation
DISC	National Trust - Fountains Abbey	Washburn Heritage Centre
Dishforth Village Hall	Nidderdale Plus	Wellspring Therapy and Training
Downs Syndrome North Yorkshire	North Yorkshire Advocacy	Wesley Methodist Chapel
Essential Needs	North Yorkshire Horizons	White Rose Sailing Association
Fairfax Community Centre	North Yorkshire Rotters	Whixley & District Community Cricket & Sports Club
Farming Community Network	North Yorkshire Sport	Wilf Ward Family Trust
Fearby and Healey Village Hall	North Yorkshire Youth	Women of Faith Today
Friends of Ripon Hospitals	NYCIL	Yore Vision
Friends of Starbeck Library	Oatlands Community Group	Yorkshire Cancer Research
Friends of the Library in Knaresborough (FOLK)	Oatlands Pre School	Yorkshire MESMAC
Friends of Valley Gardens	Ohana	Yorkshire Spinners
Golf in Society	Open Country	Yorkshire Wildlife Trust
Gracious Street Methodist Church (COGS)	Opening Minds Training and Consultancy	Yorkshire Yoga
Guide Dogs for the Blind Association	Orb Community Enterprise	Your Consortium Ltd
	Our Angels Charity & Support Group	



Harrogate and Ripon Centres for Voluntary Service

**Harrogate & Ripon
Centres for Voluntary Service (HARCVS)**

Tel: (01423) 504074

E-mail: cvs@harcvs.org.uk

www.harcvs.org.uk

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46 - 50 East Parade
Harrogate HG1 5RR

Community House
Sharow View
Allhallowgate
Ripon HG4 1LE

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**Affiliated to the National Association for Voluntary
and Community Action (NAVCA)**

North Yorkshire County Council, the NHS and Harrogate Borough Council financially contribute to the provision of support and development services and volunteering support services in Harrogate District.