

Where To Turn in Harrogate District



At our AGM in October Karen Weaver, our Chief Executive, explained how HARCVS is **Where to Turn** for:

Information: The new Where To Turn Directory signposts to services and activities supporting good health and wellbeing. (*see page 3*)

Advice and Guidance: HARCVS supports voluntary organisations to strengthen and develop. (*page 16*)

Support for individuals in the community:

The Harrogate Easier Living Project (HELP) supports older or vulnerable people to live independently in their own homes. (*page 7*)

Opportunities to volunteer: The new HARCVS online Harrogate District Volunteering Directory helps people to find the ideal volunteer role to match their interests and availability. (*page 9*)

Partnership working: Our guest speaker, Richard Flinton, Chief Executive, North Yorkshire County Council, spoke about The Power of Partnership and recognised the challenges the voluntary sector faces to deliver vital services. HARCVS is committed to improving the wellbeing and quality of life for more people in our area and we agree that partnership working continues to be vital in addressing local community needs. (*page 13*)

Looking ahead there is a need to understand what's happening in our District, looking at poverty, community resilience, health & wellbeing, resources and demand. HARCVS will work with partners to meet local needs; to secure resources and funding in these challenging times. (*Read about our proposals for a Harrogate District Community Fund on page 15*).

Harrogate & Ripon Centres for
Voluntary Service Newsletter
Autumn/Winter 2016



@HARCVS

Download this newsletter at
www.harcvs.org.uk



Promoting & Supporting Volunteering

You'll find our Volunteer Centre News on
pages 9 – 12.

For regular updates on volunteering
matters sign up for our monthly Volunteer
Managers' Network newsletter at
www.harcvs.org.uk/newsletter-subscribe

Welcome to Care in Action

Our HARCVS Newsletter is published 3 times during the year.

You don't need to miss out on any opportunities or community news in between editions as you can sign up to receive our **weekly e-bulletins**. The e-bulletins are packed full of the latest funding news, training, resources, local services and events.

'A wide range of interesting and relevant things in one place - an invaluable resource.'

Sign up at www.harcvs.org.uk/newsletter-subscribe

Share Your News

Editorial contributions for possible inclusion in 'Care in Action' are welcomed from all local voluntary and community organisations.

They should be between 50 and 500 words in length and contributors should bear in mind the non-political nature of HARCVS. The editor reserves the right to edit contributions as necessary without reference to the contributor. The views expressed in this publication, whether attributed or not, do not necessarily reflect the views or policy of HARCVS. To the best of our knowledge, the information contained in this newsletter is correct at the time of going to print. HARCVS cannot accept responsibility for any errors or omissions. The inclusion of an event or article does not constitute a recommendation.

Deadline date for the next Spring 2017 edition is Tuesday 21 February

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If you would like Care in Action to be available in other formats or languages, please let us know.

Making a Difference

Our HARCVS Impact Report 2016 gives some examples of how we have helped over the last year.

We worked hard to support local charities to be viable, valued and visible and to ensure the voluntary sector is 'at the table' as an equal partner in working to make life better for people in Harrogate District.

We supported 270 groups with information, advice and guidance to develop their voluntary organisation, our Volunteer Centre provided advice to 473 people who wanted to get involved in volunteering and our HELP team completed 261 gardening, decorating and DIY jobs for vulnerable local residents.

We wouldn't be able to do what we do without our volunteers – over 130 fantastic people giving over 250 hours of time every week! Thank you to everyone who has supported HARCVS during the year. Read our Report at www.harcvs.org.uk/news

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



Follow us @HARCVS for the latest voluntary and community sector news and we'll follow you back and retweet your events and updates to over 3,000 followers.

If you would like to find out more about using social media to support your voluntary organisation why not come to one of our regular **FREE** social media surgeries in Harrogate and Ripon. Book online at www.socialmediasurgery.com/surgeries/harrogate-2

Supporting Good Health and Wellbeing

Where To Turn - free online fully searchable Harrogate District Community Information Directory www.harcvs.org.uk/WhereToTurn

Where to Turn Directory

Home

'Supporting good health and wellbeing in the Harrogate District'

Where to Turn is a directory of regular community activities and services provided by voluntary organisations across the Harrogate District. This directory contains information about over 500 activities and services and is regularly updated by local charity, Harrogate & Ripon Centres for Voluntary Service.

If you cannot find what you are looking for please phone us on 01423 504074 or email cvs@harcvs.org.uk and we will do our best to direct you to someone who can help.

If your group is not listed in the Where to Turn Directory you can contact us to join an organisation or to add an activity.

Search

Keyword search
e.g. Lunch clubs or Autism

Advanced Search

Theme
- Any -

HARCVS has recently launched Where to Turn, a new community directory containing details of hundreds of voluntary organisations and community activities, such as support groups and lunch clubs in Harrogate District.

The online directory is fully searchable making it easier for people living and working in the District to find out about activities and services which support good health and wellbeing.

Searching Where To Turn

- Keyword (e.g. dementia, autism, arthritis, stroke)
- Area (e.g. Ripon, Knaresborough)
- Theme (e.g. mental health, housing and homelessness)
- Days and times
- Specialist services for specific ages, gender, ethnicity etc.
- Distance from a specific postcode
- Is a charity local or national

Organisations can update their records online so the directory will be easier to keep updated. We are aiming to update records a minimum of once every six months.

If you would be interested in having postcards to help promote Where To Turn or for a member of the HARCVS team to provide a more detailed overview of the new directory, to demonstrate how it can be used by your team to signpost people to support and activities, email cvs@harcvs.org.uk

How you can help

If your voluntary organisation or regular community activity is not listed, you can add these via an online form.

If your record needs updating you can request an online form to be sent to you, with existing details so you do not need to start with a blank form.

Visit www.harcvs.org.uk/WhereToTurn

Challenges, Collaboration, Common Purpose,



@ChiefExecHARCVS

Baking is not really my thing but I've helped out on enough cake stalls at my children's schools and clubs when they were younger to realise that some cakes sell better than others, that tray bakes give you the best

return for your effort and that you do need a supply of suitable bags for people to take their goodies away with them.



Cakes bring people together to celebrate

Baking and fundraising are long term partners and the huge success of the Great British Bake Off has played no small part in encouraging people to roll their sleeves up and have a go.

As I write this the final series of the Great British Bake Off on the BBC has just come to an end, with a fantastic final episode in which contestants had to produce 49 single items for a picnic in 5 hours.



The 3 contestants juggled the challenges of producing top quality sausage rolls, quiches, cakes, tarts and scones and each had their own strategies to deal with the pressures this brought. Despite Andrew's meticulous minute by minute planning on his spreadsheet, Candice won though with her zen like focus on the task in hand and her creativity and flair for flavours.



Working in the voluntary sector at the moment feels very much like we are all in a Bake Off style tent facing a series of challenges:

The signature challenge - our many and varied local charities all have their tried and tested ways of working and need to produce the goods week in and week, meeting all the necessary requirements of the recipe (including health and safety, safeguarding and legal requirements)

The technical challenge - to be successful we must be able to cope with new situations and needs, often with limited or even minimal instruction. We need to work out very quickly how to respond, and be brave enough to start again if things go wrong.

The showstopper challenge - sometimes our commissioners, partners, clients or funders set us a really substantial challenge, when we need to deploy every tool in our armoury to show that we can match any competitor with our skills and talent, and stand up to the scrutiny of external competition and judging.

Cake and Creativity!

I like to think of HARCVS as the Mel and Sue of the Bake Off tent, popping up to offer encouragement wherever it is required and sometimes giving practical support when things get particularly challenging. As for the judges, you can decide for yourselves who takes on those roles for your particular organisation!

Although it is a competition, for me one of the joys of the Bake Off tent has always been the sense of camaraderie that prevails and in the final episode all the contestants return with their families and friends for the announcement of the winner. Those final scenes convey a genuine warmth and sense of teamwork between everyone involved,

with a shared common love of baking a good cake.

Like the Bake Off tent the voluntary sector is full of creative, hard working and talented people. Yes there will always be competition, whether it is for money, volunteers and even clients and every charity needs to plan ahead so that they can cope when the big challenges come along.

Creative ideas, technical skills and the ability to cope under pressure are essential, but we also need to remember we're all in the tent together and the best show in town is really the result of teamwork, collaboration and a shared common purpose.



Charity Finance is a piece of cake! *

At Ripon Community Link (RCL), we continually aim that all we do is as accessible for everyone to understand and enjoy. At this year's AGM, we showed our annual celebration video and a number of members

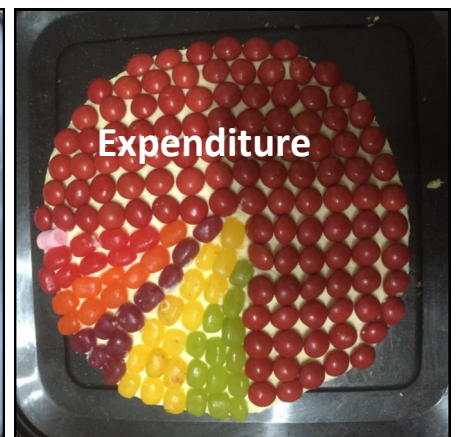
spoke about different activities, events and developments of the year. In addition we had two cakes one showing our income and one showing our expenditure.

The income cake is slightly bigger than the expenditure cake modelling a small surplus this year.

The cakes show clearly that the majority of our income comes from fees charged for day support and that the majority of our expenditure goes on staffing. We all then enjoyed eating the cakes as part of our annual

celebration! HARCVS member organisation, Ripon Community Link provides local community-based individually-tailored support for people with learning difficulties. RCL currently supports 90 members, with almost 40 staff and over 50 volunteers, in a wide range of activities promoting learning, health, care and fun.

RCL: 01765 607461 info@riponcommunitylink.org.uk www.riponcommunitylink.org.uk



* The new HARCVS workshop 'Finance Matters for Small to Medium Sized Charities' for 2017 will have cake provided! Sign up for the HARCVS e-bulletin to be the first to receive all training news.

Money Matters



Universal Credit Full Service was introduced into Harrogate from June 2016. Most working age people who need help towards their rent, must now claim Universal Credit instead of Housing Benefit. Housing Benefit is only available for pensioners and people who live in supported accommodation. Universal Credit incorporates both financial help with rent and living costs. The full service is digitally based. Customers claim Universal Credit online and must set up an online account. The DWP send all communications to this account with text and email prompts.

The number of people claiming Universal Credit locally has grown to 843. There are signs that UC is successful with more people finding work and remaining in work for longer. However, some customers are encountering difficulties with the digital access and with financial management.

Help to overcome these issues is available locally:

Digital Support – Free pc access can be found at the Job Centre; local libraries; CAB and Council offices. Customers who need help to make a claim or maintain their online account, can obtain support from the Council's Welfare Services Team at – *Council Offices, Crescent Gardens, Harrogate (Mon – Fri 8:30am – 4:30pm) no appointment necessary ; Ripon Town Hall (Tuesdays 8:30am – 4:30 pm) by appointment only.*

Maintaining the Claim – Some customers are failing to check online accounts, emails or texts on a regular basis and claims are being closed down. It is vital that these are checked so customers pick up instructions from their job coach and ensure their UC continues.

Changes to mobile numbers and email addresses should always be reported.

Advance Payments – Customers can claim an advance payment of up to 50% UC if they are struggling financially whilst they wait for their claim to be fully assessed. This will be deducted on a gradual basis from the final on-going award. *This can be arranged via the Job Centre.*

Financial Help - Extra financial support is available for those who are being paid restricted housing costs in UC. Help with personal budgeting and debt advice are also available. *Contact Harrogate Council Welfare Services – 01423 500 600*

Council Tax Reduction – Financial help towards Council Tax is still available from Harrogate Council. Customers who are claiming UC need to ensure that they also make a separate claim for a CTR. This must be made quickly to avoid loss of entitlement. *Contact Harrogate Council Welfare Services - 01423 500 600*

Service Centre - Claimants, landlords and support agencies have encountered problems when contacting the UC Service Centre. Work is ongoing to improve the access and quality of responses with a new dedicated phone service being put in place soon.

Further advice about UC can be found at

<https://www.gov.uk/universalcredit>

Information on financial support is available on Harrogate Borough Council's website

www.harrogate.gov.uk/financialadvice

White Rose Credit Union offers financial services, including savings accounts and personal loans, with regular drop-in sessions across Harrogate District. www.whiterosecreditunion.co.uk
Natalie Nibbetson@leedscitycreditunion.co.uk

Volunteer's 'HELP' earns her 'Volunteer of the Year'



Jane with Councillor Val Arnold, Chair of North Yorkshire County Council

Harrogate Easier Living Project (HELP) volunteer, Jane Lishman, has been named 'Volunteer of the Year' at the recent North Yorkshire County Council (NYCC) Community Awards.

Jane was one of three shortlisted volunteers from across North Yorkshire nominated for the title due to their outstanding commitment to volunteering. Jane was presented her award by Chair of North Yorkshire County Council, Councillor Val Arnold. Jane also received £1,000 for HELP, which will be used to support the charity's work assisting local older and vulnerable people to remain living independently.

Jane was nominated by HELP, for her dedication to supporting older and vulnerable people to get out and about in the community. Jane offers many hours every week as a befriender for HELP's Opening Doors service where she accompanies clients to get where they need and wish to get to. Her familiar, friendly face offers much-needed social contact for clients, many of whom rarely leave the home and has a positive effect on their well-being.

Jane is also a voluntary driver for HELP's voluntary car driving service 'Driving Force' and offers vital transport to enable local people to get to appointments and to make essential trips.

In addition to her voluntary work with HELP, Jane also offers her time to several other local voluntary local organisations where she replicates this level of commitment.

Anna Woollven, Project Development Worker at HELP, who nominated Jane said: *'We cannot think of anyone more deserving of this title than Jane. Jane's can-do attitude embodies all that volunteering can achieve: bringing about positive change through dedication, empathy and, above all, care.'*



Jane with Florence, whom she visits



For more information about HELP services supporting older or vulnerable people to live independently across the Harrogate District, or to find out about volunteering opportunities

Tel: 01423 813090

E: help@harcvs.org.uk

www.helpharrogate.org.uk

Getting involved in Disabled Access Day



Plans are underway for local public, private and voluntary sector partners to get involved in the 2017 Disabled Access Day. The first national Disabled Access Day was held in 2015 and was initiated by a group of disabled people and their friends who wanted to increase the numbers of conversations between venues and disabled people, as well as to raise the profile of disabled access.



They were delighted by the backing from the many venues,

organisations and businesses that got involved and in particular their appetite to improve their own accessibility and to get more feedback from disabled people.

The main event date in 2017 is Saturday 11th March but the dates have been extended to include March 10 -12th to give more time for events to take place and ensure people can get involved and have some fun, wherever they live.

Disabled Access Day 2017 hopes to achieve the following aims:

Try something new - encourage disabled people and their families, friends and carers to try something new.

Confidence - give disabled people the confidence to explore new places in a welcoming setting.

Highlight accessible venues across the UK and further afield.

Staff training - give venues an opportunity to refresh their staff training and focus on disabled access.

Educate the wider public on the access issues faced by disabled people.

Raise awareness of the importance of disabled access.

Showcase - give venues an opportunity to showcase the services and facilities they provide to disabled people and reflect on how they can improve.

Visit Harrogate, Harrogate Borough Council, Harrogate and Ripon Centres for Voluntary Service and Disability Action Yorkshire are keen to ensure that the Harrogate District gets fully behind Disabled Access Day in 2017.

Anyone can sign up to the campaign and there's more info available via www.disabledaccessday.com If you've got ideas for events and activities in your community, your hotel, café, bar, restaurant, shop or venue we'd love to hear your ideas; please get in touch via email cvs@harcvs.org.uk

Looking For Funding?

Our Autumn/Winter 2016 HARCVS Funding File is a special Small Grants edition and contains details of over 120 funders. It is available at www.harcvs.org.uk



Promoting and Supporting Volunteering

Introducing the new Harrogate District Volunteering Directory www.harcvs.org.uk/Volunteer

The screenshot shows the Harrogate District Volunteering Directory website. At the top is a navigation bar with links: About Us, Latest News, Support For Groups, Voice & Influence, I Want to Volunteer, and Where to Turn Directory. Below this is the title 'Harrogate District Volunteering Directory'. The main content area has a breadcrumb trail: Home > I Want to Volunteer > Harrogate District Volunteering Directory. It includes a search bar with filters for Activity, Cause, Postcode, and Distance from postcode. There are checkboxes for 'From home' and 'Various locations'. A section for 'My availability' shows a grid for Morning, Afternoon, and Evening across the days of the week (M, T, W, T, F, S, S). Below this is an 'Advanced Search' button and 'Search' and 'Clear Search' buttons. On the right side, there is a sidebar with a 'Search Volunteering Directory' section containing links like 'Add a Volunteer Role to the Directory', 'Volunteering FAQs', 'Book an Appointment', 'Refer a Client', 'Skilled Volunteer Roles', 'Business Volunteering', 'Group Volunteering Roles', 'Volunteer Overseas', and 'Volunteer's Stories'. Below this is a 'My Account' section with links for 'Search for opportunities', 'My shortlisted opportunities', 'Update my details', 'Change my password', and 'Logout'.

Over the past year we have been busily working on a new online directory of volunteering opportunities for the Harrogate District. We're pleased to announce that the directory has now gone live!

How does it work?

The new online directory covers the entire Harrogate District and is completely free to use. Anyone can search for a volunteer role using the following criteria:

- Location
- Availability
- Cause the volunteer would like to support
- Activity the volunteer would like to do

- Roles which are wheelchair accessible
- Roles open to under 18s
- Roles which don't require a DBS check, car or driving licence

Will there be a charge for the service?

The directory is freely available online and anyone can browse through the 450+ opportunities currently listed.

We are committed to advertising volunteer roles for our members free of charge so the directory is also free to use for organisations looking to attract new volunteers.

Promoting and Supporting Volunteering

We aim to keep the directory as up to date as possible so that people making enquiries have a positive experience. We are therefore asking all volunteer managers registered with our service to register for an online account so you can:

- Update your own volunteering opportunities
- Add new opportunities
- Receive enquiries (including contact details and a short message) from potential volunteers directly via email.

All the opportunities listed with our Volunteer Centre have already been transferred over onto the new directory. To take over managing your opportunities and enquiries please visit: www.harcvs.org.uk/civicrm/profile/create?gid=21&reset=1%20 to complete a short online form.

If you have any queries please contact Rachel on 01423 504074 or email rachelk@harcvs.org.uk

Directory Enquiries

Read on to find out the answers to some of the frequently asked questions about the new Volunteering Directory...



1. Can more than one person in my organisation sign up for an account?

Yes absolutely. We support various groups which have 3 or 4 volunteer managers who each advertise different volunteer roles through our service. So you can have multiple accounts for your organisation.

2. My organisation's details are out of date how do I update them?

The 'Organisation Information' section which you can see at the bottom of your opportunity listings is fed in from our new Where to turn Directory. If you think the information is out of date please

visit www.harcvs.org.uk/request-update to request a link to be sent out by email which will allow you to update your organisation's details.

3. What does 'Is this opportunity wheelchair accessible' mean?

Wheelchair accessibility is one of the new search criteria in the directory and is designed to make it easier for someone in a wheelchair to identify opportunities they could get involved with.

We have noticed some confusion with this question as many people want to tick 'yes' to comply with their equal opportunities policy.

To help you answer this question have a think about whether your office is wheelchair accessible, e.g. is there an accessible toilet? You could also double check whether the role you have described would make sense for someone at home searching the directory, e.g. if your role description is about unloading or moving furniture and is ticked as wheelchair accessible this could be quite confusing for a potential volunteer.

4. What is happening with Do-it?

At the moment all the opportunities listed on our new directory are also listed on Do-it. This is partly to stem the number of enquiries coming via the new website whilst everyone is getting used to how it works. During the quiet period between now and Christmas we are focusing on getting all our members signed up to the new directory.

We will be doing a full launch of the new local directory to the general public starting in January 2017.

5. I'd like to signpost clients to the directory do you have any leaflets?

We have a stock of postcards to promote both the Volunteering Directory and the new Where to Turn Directory. Please let us know if you would like to request a pack of 50 postcards by emailing Rachel Kingdom rachelk@harcvs.org.uk

Promoting and Supporting Volunteering

Putting on the Glitz at this years Volunteering Oscars

We were delighted to once again team up with Councillor John Fox and Ackrill Media Group to run this year's Harrogate District Volunteering Oscars. We received 96 nominations from across the district for the 16 categories. On Friday 28th October the shortlisted nominees were invited to a champagne reception and awards ceremony at the Old Swan Hotel in Harrogate.



L-R: Amy Honeysett (Young Volunteer of the Year), Muriel Smith (HC Unsung Hero of Knaresborough), & Sandra Monkman-Charlton (HC Volunteer of the Year)

The Winners are:

Young Volunteer of the Year: Amy Honeysett

Highly Commended: Rebecca Payling, Lisa Bentham, Ripon Museums Young Volunteers, Izabelle Birchall, Katie Lee Abbot

Care Volunteer of the Year: Tracie Howe & Rita Whitwham

Highly Commended: Aileen Fletcher

Community Volunteer of the Year: Lizzie Hughes

Highly Commended: Jenny Graham & Pat Anderson

Environment Volunteer of the Year: Nidderdale AONB Walling Group

Highly Commended: Philomena Noonan

Sports Volunteer of the Year: Nicole Turner

Highly Commended: Tom Hildreth & Julie Puttock

Wildlife Volunteer of the Year: Nidderdale AONB Conservation Group

Unsung Hero Harrogate: Oliver Stables

Highly Commended: Lisa Madden

Unsung Hero Knaresborough: Karen Tennant, Norman Smales

Highly Commended: Matti Ward, Muriel Smith



L-R: Karen Tennant & Norman Smales (Unsung Heroes of Knaresborough)

Unsung Hero Ripon & Boroughbridge: Tony Hirst, Pam Corp
Highly Commended: Anna Wallin, Ripon Old Cars

Unsung Hero Nidderdale: Yvonne Dale Winder

Highly Commended: Mel & Sue Welch, Jerry Anderson

New Volunteer of the Year: Graham Wood & Stephen Ware

Trustee of the Year: Martyn Weller

Organisation of the Year: Harrogate & District Samaritans

Highly Commended: Harrogate Easier Living Project, Soroptomists International of Harrogate & District

Corporate Engagement Award: EnviroVent

Highly Commended: Sainsburys

Volunteer of the Year: Paul Ivison

Highly Commended: Robert Cansick, Sandra Monkman Charlton, Jackie Green

Lifetime Volunteer : Brian Rushton



Nidderdale AONB Walling Group (Environment Volunteers of the Year)

Promoting and Supporting Volunteering

New Training Courses Arrive for Winter 2016 & Spring 2017

Building Successful Volunteering Relationships with Local Businesses

Friday 2nd December 1.30-4.30pm at Allhallowgate Methodist Church, Victoria Grove, Ripon, HG4 1LG

Business volunteering, often known as 'employer-supported volunteering' (ESV), can be a mutually beneficial experience for both charity and business. In this new training session we will consider:

- Why businesses support volunteering and what are the opportunities to engage with businesses in the Harrogate District
- What makes a good ESV programme
- What does your charity have to offer and how to decide which businesses would best match your charity
- What might you need to do to prepare for ESV
- How to build and manage mutually beneficial relationships.
- How to attract new relationships with businesses.

Supporting & Supervising Volunteers

Thursday 8th December 1.30-4.30 at Community House, 46-50 East Parade, Harrogate, HG1 5RR

An essential training session for all those staff and volunteers with responsibility for coordinating volunteers. This session looks at policies and procedures, best practice and different supervision techniques.

This is a brand new course designed for people who are completely new to organising volunteers as well as for experienced volunteer managers.

Keep an eye out for new dates in our Spring Training Programme and book on line by visiting:

www.harcvs.org.uk/SupportforGroups

Insurance for Volunteer Drivers

We were recently told about an insurance company that has increased their premium to a volunteer who is not as part of a driving scheme but will occasionally carry passengers while volunteering. If this is an issue which is affecting your volunteers it is worth visiting the [Association of British Insurers website www.abi.org.uk/](http://www.abi.org.uk/)

The website explains that some insurers can charge an extra premium or impose a higher excess for volunteer drivers. However it also contains useful information and a [list of motor insurers](#) and their terms.

Volunteering levels remain stable in 2015/16

The annual Community Life Survey is commissioned by the Cabinet Office and provides statistics on the number of people volunteering.

The most recent survey published on 20th July found that volunteering levels have remained stable since 2014/15 with around 41% of the population taking part in a formal volunteering activity over the last 12 months.



The Volunteer Centre at HARCVS can be contacted on:

01423 504074

volunteer@harcvs.org.uk
www.harcvs.org.uk/Volunteer



[@HgateRiponVC](https://twitter.com/HgateRiponVC)

Working Together for Better Services

‘Working together to ensure a thriving third sector which is able to meet the needs of the local community’



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

The September meeting of the **Harrogate District VCS Chief Officers and Chairs Group** was kindly hosted by Saint Michael's Hospice and we enjoyed a short tour of the hospice before the meeting.

14 decision makers from local voluntary and community organisations were updated on the NHS New Care Model Programme, discussed where the voluntary sector fitted in and looked at the new themes. HARCVS shared information about meeting with commissioners to look at opportunities for involvement. Members of the Group were also informed about the work of the Public Services Leadership Board and Health and Wellbeing Board and how local charities' work supported current priorities. There was a positive response to proposals for a Harrogate District Community Fund (see page 15), so HARCVS will continue to speak to partners and take the proposal forward.

This HARCVS network of over 60 decision makers shares news, views, the challenges of managing change and opportunities for funding and working together. Even if you're not able to attend the quarterly meetings, the notes and papers shared will help you and your organisation.

<http://www.harcvs.org.uk/chieffofficerschairsgroup>

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

A follow up event was held in September which brought together members of VCS organisations and commissioners from North Yorkshire County Council and the NHS to look in more detail at how to work together on the prevention themes (mental health; falls prevention and stroke) which are a priority in the New Care Models programme.

HARCVS has worked to ensure the VCS is engaged with three task groups which have been set up to explore and develop an action plan for delivering improved outcomes for local people around these themes.



Working Together for Better Services

Supporting people in crisis

'I am carer for my dad who has dementia, a son who has autism and am pleased to have become community and voluntary sector representative member for North Yorkshire Crisis Care Concordat. I am part of the National Autistic Society Harrogate branch and help raise awareness around autism within the community. We arrange an annual conference, provide a youth club and adult social group to reduce social isolation and give advice to parents and professionals. I'm very happy to be contacted by anyone with an interest in good mental health who may have information or concerns that they would like me to share. I am calling on third sector partners to help understand how they support people in crisis, mainly around prevention, reducing social isolation, providing safe haven, recovery and staying well. How can the third sector be involved with the Crisis Concordat?'



Hazel Griffiths hazel.griffiths@hotmail.com

What is the Mental Health Crisis Care Concordat?

A national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis. www.crisiscareconcordat.org.uk/

HARCVS Networks bring people together to exchange information and ideas to improve services, encourage collaborative working and share good practice.

www.harcvs.org.uk/Voice-Influence

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

Voluntary and statutory sector colleagues share information 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 learning opportunities are shared.

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



Earlier in the year, 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 as the opportunity had previously only been available to public sector workers.

Sign up to receive our HARCVS monthly **Children, Young People and Families information updates**

www.harcvs.org.uk/newsletter-subscribe

www.harcvs.org.uk/Children-and-Young-People

Community Fund to support local charities

Initial work is underway to explore the feasibility of setting up a Harrogate District Community Fund.

Following initial discussions with Harrogate Borough Council, HARCVS Chief Exec Karen Weaver made a presentation to the Harrogate District Public Services Leadership Board (PSLB) in September and they gave their backing to the idea. The VCS Chief Officers and Chairs Group has also been very supportive.

The next step is to develop a proposal in more detail and HBC and HARCVS are working on this with the Two Ridings Community Foundation. There are various good examples from around the country which are already up and running, and the aim is to establish a sustainable local fund for local charities, to ensure that they don't miss out in the very competitive world of grants. In these challenging times it is also seen as vital to build up access to alternative sources of funding as pressure on the public purse continues.

The Community Fund could be developed to include dormant or inactive trusts set up to benefit the Harrogate District, but it is hoped that it would also be attractive to local businesses and philanthropists



and could link with local developer contributions. For example the newly established Leeds Fund has

benefited from a very positive link with the John Lewis Partnership who have recently opened their new flagship store in the city. A further report looking at options will be considered at the January meeting of the PSLB.

If you are interested in more information or in getting involved as a sponsor or donor contact Karen on 01423 504074 karen@harcvs.org.uk

HARCVS was delighted to take part once again in the **Harrogate Borough Council Small Grants** Panel in August and it was partly this role that prompted Karen to pitch the idea of a District Community Fund.



Each year HBC has £30,000 to allocate in small grants and the funds support and strengthen voluntary and community sector organisations in the Harrogate District. Grants of up to £3,000 are available to provide and increase participation and engagement and to support innovative ideas. This year 63 grant applications were received totalling £141,806.92. After much deliberation the panel awarded 17 grants totalling £31,084. For more info read the [2015 2016 HBC Small Grants report](http://www.harrogate.gov.uk/downloads/20122/grants) at www.harrogate.gov.uk/downloads/20122/grants

As Karen said *'Whilst it is a real honour to be part of the panel that makes decisions on who should receive a small grant to support their work, this year I was so conscious of the fact that 46 organisations were disappointed, and there were so many good schemes and worthy causes amongst those turned down. Part of our role at HARCVS is to identify unmet need and here is evidence that local voluntary and community groups really need access to local funds to enable them to survive and thrive. Other areas have perhaps arrived at this point sooner than our area, so we have a great opportunity now to build on the best practice from elsewhere and set up something which compliments the small grants fund and taps into wider local support.'*

For Changing Times. .

Looking ahead to 2017 HARCVS adviser, Mark Hopley, gives an update on the support team's latest thinking on the subject of change and how we are developing new forms of support for local voluntary and community sector organisations. At HARCVS we continue to remind our selves of Margaret Mead's famous quote that underpins all of our work in the voluntary and community sector:

"Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has." ~ Margaret Mead

More change is in the air for 2017 and HARCVS, like it has since 1988, is continuing to help the sector to respond creatively to both challenges and opportunities in North Yorkshire.

Meet your HARCVS!

Whether you work or volunteer in a new role in the statutory or voluntary sector, or just want to find out how we can help, you're very welcome to join us at a **HARCVS Introduction Session**.



'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.'

www.harcvs.org.uk/events



Our current strategy places an emphasis on increasing support for charity trustees via the Trustee Tuesday Workshops across the district, the HARCVS Trustee News Bulletin, Governance Review Service and Strengthening Governance training courses. Now we are developing a new batch of opportunities for trustees and their staff to acquire further skills, knowledge and confidence to thrive in 2017 and beyond. New courses include Skills for Volunteer Organisers, the Essential Trustee Toolkit Workshop and Finance Matters for small - medium sized charities.

Skills for Volunteer Organisers is a new series of workshops for anyone who has a responsibility for recruiting, retaining and supporting volunteers within their group or organisation. With the public sector placing a renewed focus on the role of volunteers, HARCVS recognises the importance of the sector strengthening its practice to support existing activity and to also be able to be assertive about the investment that's required to establish and sustain good volunteering in North Yorkshire.

The Essential Trustee Toolkit Workshop builds on listening to trustees at our Trustee Tuesday events, plus the increased demand for support from trustees to resolve difficulties before they can secure some funding opportunities. This workshop also accommodates the changes the Charity Commission has brought in during 2016.

.. HARCVS is Where To Turn for quality information, advice and guidance

The Essential Trustee
6 main duties



HARCVS is the local resource for charity trustees, volunteers and staff across the 500 square miles of the Harrogate District. Through our new **Volunteering Directory** (see page 9) it will be easier for local organisations to

advertise for new charity trustees especially those that continue to be in greatest demand - treasurers!

Finance Matters for Small to Medium Sized Charities is a new workshop for 2017. Based on our experience of supporting member organisations, HARCVS recognises that there's a need to create opportunities to broaden out trustees' understandings of finances beyond the role of the traditional treasurer. This is necessary so that charities may maximise unrestricted income opportunities, be more supportive of their treasurers and able to respond to significant changes in their charity's fortunes.

HARCVS has strengthened its advice services. External assessments this year have resulted in HARCVS achieving two national quality standards - the NAVCA Quality Award for providers of quality assured services to the voluntary and community sector; and the MATRIX Quality Standard for the provision of high quality



information, advice and guidance services.

This year, HARCVS has continued to support more organisations to set up including Ripon Library Action Group and Dancing for Well-Being Community Interest Company, to name but two. Whilst we expect this trend to continue in 2017, we are finding that more existing small - medium sized charities are struggling to adapt for a broad range of reasons. HARCVS has significant experience of working alongside trustees and senior staff to work through a range of difficulties and our team has supported mergers, transfers of services and in some cases charity closure. Our message is that if charities are struggling and need an independent, critical but supportive friend, they need look no further than HARCVS and our team of experienced advisers.

In late November 2016 we are undertaking a survey of local organisations, who made use of our information, advice and guidance services, to see how we can continue to improve. We look forward to hearing from you.

Keep in touch with HARCVS

To keep up to date on new training and funding opportunities subscribe to the HARCVS weekly bulletin

If you are a Harrogate District based charity trustee keep informed by joining our monthly Trustee News Mailing List
www.harcvs.org.uk/newsletter-subscribe

If your charity is struggling with a difficult issue and you would like to discuss it in confidence then email
mark@harcvs.org.uk or
karen@harcvs.org.uk

HARCVS Member in the Spotlight



Ripon YMCA

Who are we?

This year Ripon YMCA will have been serving young people and the local community for 102 years. We have a rich and varied history of drawing alongside vulnerable young people and helping them to transform their lives.

What do we do?

Today Ripon YMCA provides residential accommodation for 18 young adults aged 16-35. We provide practical support which helps tenants develop their potential in mind, body and spirit, enabling them to move from dependence to independence.

Ripon YMCA also has a toddler group called **Helter Skelter** which meets in our community hall 4 mornings a week, as well as a young person's drama group which meets every Wednesday evening.

Red Triangle Drama Group helps young people to develop their character and confidence through performing arts, providing a positive outlet for engaging in community events.

New members are warmly welcomed to both groups.

How are we funded?

As a housing association about 50% of our running costs come through tenancy rentals, with other funding being gifted from local charities, businesses and individuals.

As with most charities in today's climate raising funds to provide transformational services is a challenge to be met. We are always looking out for creative ways (and people) to raise funds which will enable YMCA to engage with the city in community transformation

How can you help?

One young man who joined us this week shared his story:

'I was sleeping two nights a week at my uncle's on the sofa. The other 5 nights I was literally walking the streets, scared to sleep for fear I would be attacked – I had nowhere to go. I just want to be settled so I can provide a good home and life for my son who is 5 months old.'

Jay is now housed with Ripon YMCA and we are helping him to transform his life for the better.

Jay doesn't just need our help – he needs your help.

Continued on page 19

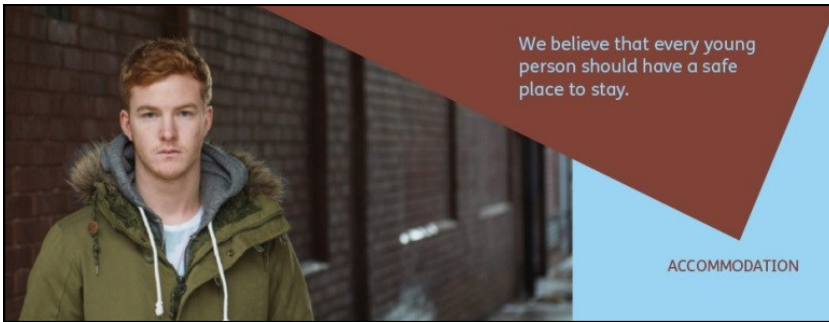
HARCVS Members in the Spotlight

This is your opportunity to share your news with the Harrogate District voluntary and community sector, our partners in health, social care, local councils and more!

The Spring 2017 edition of *Care in Action* will be available at the beginning of March. We are keen to highlight the fantastic work of our HARCVS member organisations, the difference you make in the community, the challenges you face and your opportunities for partnership working and volunteering, to our network of over 1,000 readers.

If you would like to be a **'Member in the Spotlight'** please email your contribution to the editor angela@harcvs.org.uk by **Tuesday 21 February**. Contributions should be between 50 and 500 words and please send us any photos we can use (*separate jpeg file please*).

HARCVS Member in the Spotlight



Jay needs volunteer work experience to help him move towards employment. He needs to be part of a caring community that has the resources to cheer him on as he works hard to get settled.

We would really like to hear from you if you believe you can add value to our work by sharing your time, talents and treasures.

Perhaps you have a few hours of time on your hands? Why not volunteer with us?

We can offer opportunities for you to be involved in fundraising, administration, Group support, or join the board of trustees.

Perhaps you are involved with a business and you would like to make Ripon YMCA your 'Charity of the Year' as part of your corporate social responsibility policy?

What's the future of Ripon YMCA?

We are at a very exciting place right now: Ripon YMCA is changing to meet the needs to society today and provide first class support for tenants and service users.

We are excited about connecting even more with our local community and partner groups such as **Connecting Ripon** (www.harcv.org.uk/ConnectingRipon) and other HARCVS networks, in order to help facilitate community transformation.

The future of Ripon YMCA is bright, modern, and shines with passion and excellence as we look to be at the heart of serving the local community for the next 102 years and beyond.

HARCVS has been able to support Ripon YMCA in strengthening the organisation by providing a Governance Review in late 2015. Ripon YMCA trustees have also attended HARCVS Trustee Tuesday workshops to help better understand their role and responsibilities.

As well as being active members of the Connecting Ripon Network, Ripon YMCA are also members of the Harrogate District VCS Chief Officers and Chairs Group (*see page 13*) and subscribed to HARCVS bulletins to keep up to date on funding, training and partnership opportunities.



YMCA

How can we make contact?

For more information about Ripon YMCA contact:

Operations Manager, Stuart McCormack
01765 607609

email Stuart at riponymca@btconnect.com

or connect on Twitter at [@ripon_YMCA](https://twitter.com/ripon_YMCA)

4 Water Skellgate, Ripon HG4 1BQ

Looking to Volunteer?

The Volunteer Centre at HARCVS can help

We match people interested in volunteering to a volunteer opportunity which suits them, looking at their needs, wishes, skills and experience.

We support people with additional needs, or who lack confidence, who may need a little extra help to get started in a volunteering role.

We support local businesses to make contact with local charities to offer their time in mutually rewarding volunteer roles.



'The Centre was very efficient, friendly, did exactly what I was looking for and provided lots of options'

'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.'

Can we help? 01423 504074, volunteer@harcvs.org.uk www.harcvs.org.uk/Volunteer

How to Contact HARCVS

Harrogate & Ripon
Centres for Voluntary Service (HARCVS)

Tel: 01423 504074

E-mail: cvs@harcvs.org.uk

www.harcvs.org.uk

Community House
46 - 50 East Parade
Harrogate
HG1 5RR

Community House
Sharow View
Allhallowgate
Ripon, HG4 1LE

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.



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