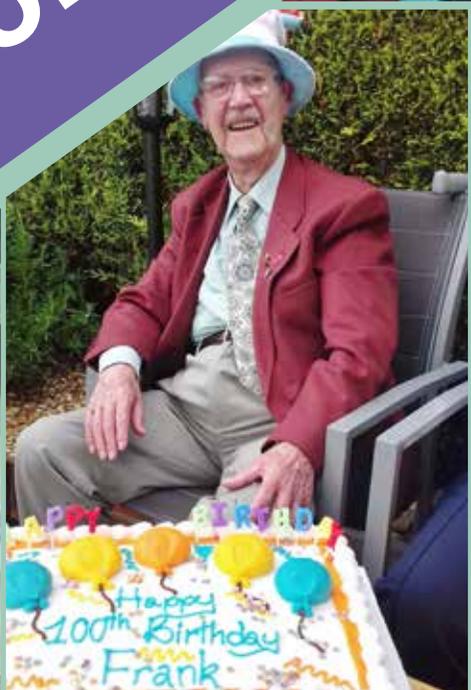




Review of our Year 2018-19



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Local communities are vibrant and robust. People connect with each other, offer mutual support through difficult times, and work together to bring about the changes that they want to see

RESPOND

People receive support in times of crisis and vulnerability and are able to 'weather the storm' and move on

CONNECT

People have the level and nature of social connection that they need to stay well and feel happy

DEVELOP

People's lives have meaning and purpose; they are able to learn, develop and contribute to their community

CHANGE

A diverse and thriving Third Sector responds to local needs and drives positive change

There needs to be a safety net for people at the times they are most vulnerable, to stop them falling through the cracks and, once their most basic needs have been met, to help them move their lives on

Social isolation, loneliness and alienation impact on both mental wellbeing and physical health. During our life journey there are times when any of us can become vulnerable and need emotional or practical support to help us reconnect.

Everyone has something to offer. We want to help individuals and groups develop skills and confidence, work out what matters to them and have the opportunity to make a meaningful contribution

The best communities are where diverse people get on well together and work together to find their own solutions. We want groups to flourish, learn from each other, get the resources they need, speak up and bring about positive change

Interventions and local community support provided by South Derbyshire CVS
 Wider 'third sector' - charities, community groups, social enterprises, self-help and social groups
 Formal volunteers and active citizens

Increased physical health
 Mental wellbeing improved
 Feeling safe
 Independence sustained

Reduced social isolation
 Feeling part of the community

Increased skills and knowledge
 Sense of meaningful contribution

Increase in third sector activity
 Increased confidence, knowledge
 Improved service quality & governance
 Change effected

55 older or vulnerable people received

208 gardening visits



511 individuals and families received

977

emergency parcels from our Food Bank



52 people received

118 practical support at home visits



449

Safer Homes visits improved the home safety of **420** older and vulnerable people



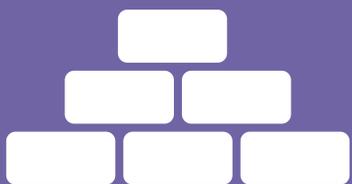
153 socially isolated people received over

5,000 hours of 1:1 and group befriending support including **43** Afternoon Tea Groups

and **30** Travelling Lunch Club meals

Volunteer drivers made **7,247** journeys to take people to medical and social activities – totalling nearly

72,000 miles



76 voluntary and community groups were supported by our Development team



155 ebulletins circulated to our networks



206 new volunteers were recruited, over **100** volunteer opportunities advertised and **317** referrals made to groups seeking volunteers

Outcomes – across a range of services

- 88% direct service users said they felt more confident to live independently
- 74% thought their mental wellbeing had improved
- 69% felt less lonely
- 57% thought their general health had improved
- 55% felt more involved in their local community
- 99% were happy with the service we provide
- 4.9/5 average satisfaction score
- 86% said that volunteering had made a positive difference to their lives
- 93% of groups rated our support to the sector as excellent or good

Helping a social enterprise to grow: Grow Outside CIC

"I was first introduced to Cathy Miles and the Community Development Team at SDCVS, when I was setting up a therapeutic horticulture project in South Derbyshire. Cathy helped me to navigate my way through a challenging time, providing support and encouragement – something she has continued to do tirelessly ever since, including as part of a steering group with other third sector and statutory partners.

For 16 months I ran a project at Gresley Old Hall, linked to the work SDCVS was doing to develop the Centre as a community hub. CVS supported Grow Outside C.I.C. with signposting to funding opportunities and promotion of the project. Working with CVS Food Projects we also piloted a community café, which was very well received, and a social eating project which moved with us to our new venue in Church Gresley.

Through links with SDCVS and their support, I put myself forward for election as voluntary sector representative on South Derbyshire Partnership within the Health & Wellbeing Theme. This has been an interesting experience so far and I continue to liaise with SDCVS staff and the other representatives in striving to properly represent the third sector in the area.

In this capacity I attend a number of meetings and community forums, at which I have been given the opportunity to present the work of Grow Outside, and have been further supported by members of SDCVS who promote the project and suggest ways for the organisation to develop, locally. We have also advertised for volunteers through the Volunteer Centre.

I know that I can always contact colleagues at SDCVS if I need help and that they'll provide the information needed, or help find the right person if not."

Dr Claire Teeling, Grow Outside C.I.C.

"Much more than just food": Letter from a Food Bank user

"Petra offered me support that equalled much more than just food, she offered positivity, realistic solutions & hope.

Through the solutions and contacts, not to mention the encouraging spirit of Petra and others she put me in contact with, ('the dream team') my life took a dramatic turn.

Since our 1st meeting, I've moved to affordable housing, and am receiving advice and support regarding my bills & debts. I am also supported with my mental health and have a new lease of hope in my life. I am currently working and learning to managing life!

I cannot imagine what would have become of my children & I if I hadn't stepped into the CVS that day. When I was at my most vulnerable, the CVS was there to catch my family & I.

To Petra & the team I am most sincerely & truly thankful!

The CVS: Priceless!!!

From a very grateful person."

ALICE

"When I came to you to do Confidence Building you suggested I went to an art group. I went for 2 weeks, but then I got really scared and didn't go back. After meeting with you again I gave it another try and now I go all the time – it's the best thing I do!"

Volunteer Passport

"I thought the course was very good and easy to understand, well delivered. I have learnt newer First Aid techniques and am more confident with person centred approach. As a result of attending I will...listen more and not interrupt!"

"The tutor was very clear and knowledgeable. [I learnt about] first aid, person centred working, above all keeping others safe. Two actions I will implement within my role – respecting others more and listening more"

Safer Homes/Safer Home Plus

"Mark couldn't have been more helpful he explained everything in great detail, I have felt more confident at night with the door alarms. Thank you for this wonderful service."

"Roy Weston came to work in our large garden, due to my husband recently having been in hospital for 6 weeks. After a fall - he has difficulty walking and has short term memory loss. I have recently broken my femur in 3 places but am mobile. Mr Weston was extremely helpful, very hard working and achieved such a lot for us - I was delighted with what he did for us. I am so grateful."

Safer Homes
South Derbyshire
A HOME SECURITY INITIATIVE



South Derbyshire
CVS
Supporting YOU - Supporting YOUR community

teamwork

Keeping our Community Safe
Safer South Derbyshire Partnership

STOP
ON THE ADVICE OF THE
POLICE I HAVE REMOVED
ALL VALUABLES FROM
THIS VEHICLE

People receive support in times of crisis and vulnerability and are able to 'weather the storm' and move on

Food Projects

Food Bank emergency parcels provide food and other essentials such as toiletries, sanitary products and pet food to get individuals and families through a crisis, as well as linking them with other sources of advice and support with a range of issues including debit, benefits, housing and health.

Community Fridge collects fresh food that would otherwise go to waste and makes it available free of charge to local people and community groups – helping them to make their budgets stretch further.

977 emergency parcels

provided food and essentials to **511 individuals and their families**, total support (number of parcels x number in the household) = **1747**

270 parcels provided to families with children, including **90** to lone parents **600** to single childless people

2 average number of food parcels claimed per household

Foiling a Second Break-in

An older resident living alone in one room of his own house was burgled while he was asleep. His house was in poor condition and the burglar got in easily, by forcing the back door.

There was a substantial amount of money in the house as the gentleman preferred to pay his bills in cash, and this was stolen along with a mobile phone. His car keys were also taken enabling the burglar to steal his car and log book.

The Police called us and asked for an urgent Safer Homes visit. Our operative quickly attended. He repaired the door and fitted new locks, door chains and door bolts to secure the house as well as installing window alarms to raise the alert if anyone did try to enter.

A few weeks later, his house was targeted again. This time, however, the door bolts held, the window alarms went off, and the burglar ran away, preventing another distressing break-in to this home.

Safer Homes / Safer Homes Plus

Visits older and vulnerable people, who have been victims of crime, or who are at risk of being targeted. We provide reassurance, home safety advice and simple practical changes (such as door chains or window locks), to make the property more secure.

This year we piloted a service to tidy the gardens of older & vulnerable people so as not to be a visible target for doorstep crime, and provided a small number of short-term practical help at home tasks (such as fetching prescriptions or shopping, moving furniture and removing trip hazards) to keep people safe and well.

420 people received **449 Safer Homes visits**
174 Erewash
246 South Derbyshire

95% felt **safer** at home or in the community

98% felt more confident to live **independently**

118 practical help at home visits to **52 people**

208 gardening visits to **55 older & vulnerable people**

91% were aged 65+
39% were over 80
35% had 2 or more disabilities or health conditions

96% said getting their gardening sorted out improved their **wellbeing, independence or feeling safe**

Practical help to meet immediate, basic physical or safety needs

Information, advice and support to identify and tackle underlying causes

Increased physical health
Mental wellbeing improved

Feeling safe
Independence sustained



People have the level and nature of social connection that they need to stay well and feel happy

Tackling Loneliness & Isolation

We know that food is a powerful way of bringing people together. Our travelling lunch club takes frail older people into the community to share a meal together, and we also run two smaller afternoon tea groups in Hilton and Swadlincote. Both offer door to door, accessible transport and volunteer support to enable people who otherwise find it hard to get out to meet with

We supported the development of community social eating projects in Gresley, Midway, Overseal and at Hill Street Baptist Church in Swadlincote, including volunteers to prepare and serve food, food safety training and fresh food from our Community Fridge.

For people who can't manage group activities our Connect Befriending Service provides regular 1:1 from a volunteer befriender.

40 people received **1:1 befriending** and support.

113 were supported by **43 afternoon tea groups** and **30 lunch club outings**.

In total we provided **5,449 hours of social connection**.

- 81%** felt more **confident** to **live independently**
- 73%** felt **less lonely**
- 73%** said **mental wellbeing** had improved

Letter from an Active Travel & Social Car user:

"Dear Tracy & Team

Little did I know, when I fell down a step in April 2018, that 18 months later I'd still be unable to walk. The last few months have been a joy, because I'm now able to 'walk' upright with the aid of elbow crutches and learned how to get into a car! And a CVS driver has called for me at least twice a week to take me to see my husband in his care home. I have also been taken to my hospital appointments and hydrotherapy.

None of this would have been possible without our wonderful service as well as your kind and amazing volunteers, for whom I am extremely grateful. Your volunteers have been kind and encouraging as they too witnessed my improvement from wheelchair to crutches.

But today, with sadness, I have cancelled the November and December drivers as I am now mobile and can at last drive a car!

I cannot thank you enough for arranging drivers for me. I don't know what I'd have done without you all.

Thank you again.

Denise Hancock"

Active Travel

Active Travel provides supported transport to medical appointments for people who can't drive or use public transport. Using a team of volunteer drivers using their own cars, and working with delivery partners Connex and Ashbourne Community Transport, we deliver a service across South Derbyshire and the Southern Derbyshire Dales. Our Social Car volunteer drivers also enable South Derbyshire residents to access social, leisure or community activities

Active Travel provided **6,171 accompanied journeys** covering a total of **56,819 miles**

Social Car supported **91** South Derbyshire residents with a further **1076** accompanied journeys (**15,135 miles**).

- 79%** felt more **confident** to **live independently**
- 57%** said their **mental wellbeing** was improved

Opportunities for people to come together, connect with each other and make friends

Support to overcome barriers such as transport, disability, mobility, ill-health or poverty

Reduced social isolation

Feeling part of the community



Learners who completed Volunteer Passport rated the course:

- **Content – average 9.8 / 10**
- **Effectiveness of delivery 9.9 / 10**

Community Development Team

provide information, training and support on a range of issues including funding searches/bids, governance, charity registration, writing policies, financial management. We also offer practical resources such as room hire, payroll and photocopying. An Aim Awards Accreditation Centre, we can accredit both our training courses and those of other voluntary sector organisations.

1:1 support provided to **76 local organisations**
155 ebulletins disseminated information, updates and advice to the wider sector, as well as via our website and social media platforms.
£9.4k small grants awarded to **10** local community projects.
£120k additional funding secured **for local voluntary organisations** with our support.
100% of those attending our **forums** felt **better informed**

ALICE project offers personalised learning and support to help people progress into volunteering or paid work

22 learners were supported through **50** individual and **3** group **learning support sessions**.
11 achieved an **accredited outcome** with **6** working towards this at the year end.
3 progressed to **paid work** and **9** went on to volunteer.

Building Connections and Changing Perceptions: Friends of Chrysanthemum Court

Chrysanthemum Court residents felt that the Court had a bad reputation. They wanted to change perceptions of the area and to provide opportunities for residents to come together and share activities.

A SDCVS Development Officer worked with a group of residents to form a 'friends of' committee, supporting them to write a simple constitution, consult with other residents and apply for grants to cover the cost of putting on events and activities.

A stable group of resident participants has emerged, who act as a committee of trustees. The transformation in confidence has been profound for some - one member, who barely speak initially, now runs craft sessions and movie nights. The group has organised a number of activities including social afternoons, BBQ's, movie and games nights and litter picks.

From FOCC sprouted Newhall Urban Gardeners, a Community Allotment group, and an arts group, Newhall Creative Collective. A new project "Cooking with Friends" is planned to bring local residents together to learn how to cook nutritional basic meals. The Group also works with partner agencies holding joint events

As well as inviting residents to participate, they have also actively encouraged people from the wider community to come and join in activities within Chrysanthemum Court which is a massive step forward in changing how they are perceived.

Volunteer Centre

Through the Volunteer Centre people wanting to volunteer can find suitable local opportunities, by searching online or with support from our staff and volunteers.

We deliver Derbyshire County Council's Volunteer Passport training, an accredited 5-module course for those volunteering with children and vulnerable adults.

Our volunteering events and annual Community Awards recognise and celebrate the contribution made to our local community.

206 new volunteers registered
317 referrals to groups seeking volunteers
96 people received **1:1 support** from Volunteer Centre staff to help them find the right volunteer placement.
23 completed Derbyshire Volunteer Passport
34 Dementia Friends trained
Community Awards **49 nominations** across **7 categories**, with the winners announced at an event sponsored by local businesses
89% said **volunteering** had **increased** their **skills** and **confidence**
87% improved **wellbeing** or **quality of life**

Support, advice, information and resources for charities, community groups and social enterprises

Volunteer opportunities, training, promotion and celebration of volunteering and active citizenship

Increased skills and knowledge

Sense of meaningful contribution



Since 2011 we have managed **Derbyshire Trusted Befriending Network**, supporting and linking befriending and other services across the county which tackle loneliness and isolation.

We offer a free Quality Mark aimed at small organisations and support to achieve it. By working towards this, services can make sure and evidence that they are operating safely and well. 16 services achieved the DTBN Quality Mark this year.

DTBN also supported new grassroots activity to tackle loneliness and isolation via a Microgrant Fund, which awarded £28k to 40 projects over the 2 year programme.

The service recruited and trained 28 Befriending Champions - people with a public facing role and/or an interest in tackling social isolation - encouraging them to recognise the signs, reach out and respond to those affected, and link them with support. We maintained a directory and website of befriending services and dealt with 549 enquiries from people wanting to find out about befriending, putting them in touch with local services.

Turning the TIDE (Tackling Loneliness and Isolation in Derbyshire Event) in July 2018 brought together 64 delegates from 45 organisations to agree issues and priorities going forward.

Funding for DTBN ended in March 2019 - however a 3 year National Lottery Community Fund grant will allow us to expand and develop this area of work through the IsLAND (Isolation and Loneliness Action Networks Derbyshire) Project.

A diverse and thriving Third Sector responds to local needs and drives positive change

Community engagement work in specific communities to find out what local people want and help them make it happen.

This year worked was focused on the **development of community buildings and community 'hubs'** in Gresley and Midway, consulting with local residents to find out what they want and then working with residents and groups to bring this about.

Third Sector Representation

Making sure the interests of local third sector organisations, and their members and service users, are represented. Whether acting directly as representative, or by supporting others to act as representatives, or by galvanising response to consultations or lobbying decision makers.

5 Voluntary Sector Reps elected and supported to represent our sector on South Derbyshire Partnership (LSP) and its theme subgroups. The CVS CEO is Vice Chair of this group.

Through the 3D (Third Sector Support for Derbyshire) network we make sure our sector has **representation at county level**.

Ebulletin and other **communication** channels such as social media raise awareness of **consultations and policy changes**.

#CVSSOS

In July 2018 (on the 70th anniversary of the NHS) the NHS Clinical Commissioning Groups announced their intention to withdraw most of its grant funding to local voluntary organisations at the end of November. This included funding for our support to local groups, and for our vSPA, befriending and home from hospital services.

We launched a campaign #CVSSOS to challenge the cuts and evidence the impact they would have on vulnerable people. Over 300 people and organisations responded to our consultation and we presented a detailed report to the CCG. Along with voluntary sector colleagues from around the county, we attended meetings of the CCG Boards where the proposals were discussed – we weren't allowed to speak but our t-shirts spoke for us!

The CCGs agreed to delay the cuts until the end of the financial year while they further reviewed the impact of the proposals. While some of the cuts were subsequently approved, other grants – including CVS and Volunteer Centre - were extended, albeit it at a reduced rate, into 2019/20

Forums and networks, which bring people together from across the third sector, as well as with colleagues from public and private sector agencies, to collaborate, share and learn from each other.

We organised **4 quarterly Community Forums** and with other CVS partners, coordinated **4 Southern Derbyshire Health and Social Care Forums**, managed Derbyshire Trusted Befriending Network and chaired Dementia Friendly South Derbyshire.

Linking Community Response to Need

vSPA (voluntary sector single point of access service) Link Workers **supported 1549 people** to access a wide range of community services and support across Amber Valley, Southern Dales and South Derbyshire.

549 enquiries about befriending responded to.

28 new Befriending Champions trained - people with a public facing role and/or an interest in tackling social isolation - encouraging them to recognise the signs, reach out and respond to those affected, and link them with support.

Information, support and encouragement to influence policy and decision making

Forums, networks and communication channels which inform and connect third sector organisations

Increase in third sector activity
Increased confidence, knowledge

Improved service quality & governance
Change effected

The Future

Like lots of other charities we face challenging times. Demands on service remain high and some of our historic funding under review. Despite this we are optimistic about the future.

We still have strong relationships with our public sector funders, and enjoy particularly strong and committed support from South Derbyshire District Council. We went into 19/20 following an organisational review so are confident we have the staffing structure we need. Some exciting new areas of work are just starting up, including the countywide Home From Hospital Support Service, and a National Lottery Community Fund Grant to develop IsLAND (Isolation and Loneliness Action Network Derbyshire).

Priorities for the year include:

- Increasing the support we provide and joining different services up better. We would particularly like to offer more support for people who use our food bank, to support more people to stay independent and socially connected, and to help people overcome barriers and improve their quality of life in ways that matter to them
- Getting more investment to achieve this, both for our own services and by working together with other voluntary organisations, public sector colleagues and local businesses
- Reviewing how we are governed as a charity, strengthening and developing our board of trustees
- Updating and improving our communications particularly our brand, website and social media. We want to communicate more clearly what we do, and make it quicker and easier for local people to volunteer their time and make a difference in their communities.
- Finding better ways to explain the difference we make, with strong evidence to show what works and honesty about what we've learned and improved.



**COMMUNITY
VOLUNTARY
SUPPORT
SOUTH DERBYSHIRE**

Financial Summary

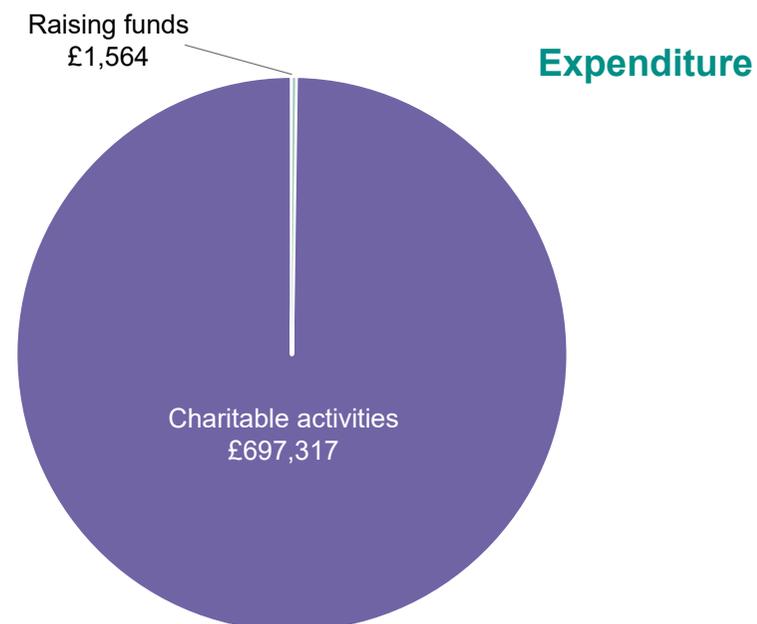
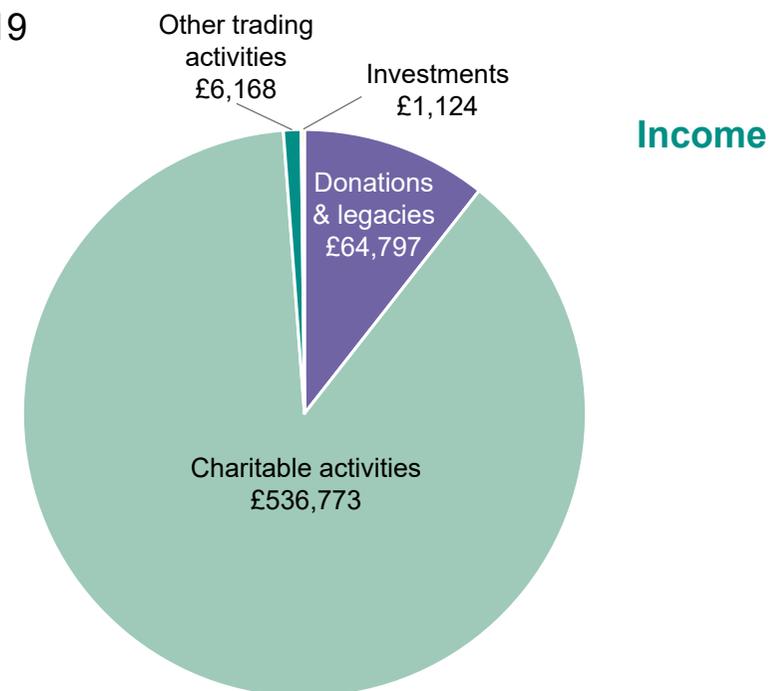
for the year ending 31 March 2019

A full trustees' annual report and audited financial statements can be downloaded from our website or provided on request.

	Unrestricted funds	Restricted funds	Total funds
Income	79,433	529,429	608,862
Expenditure	(95,525)	(603,356)	(698,881)
Net movement in funds	(16,092)	(73,927)	(90,019)
Funds brought forward	427,029	223,729	650,758
Funds carried forward	410,937	149,802	560,739

Balance sheet as at 31 March 2019

Fixed assets		
Intangible assets		19,792
Tangible assets		127,367
Investments		1
Current assets		147,160
Debtors	15,347	
Cash at bank and in hand	443,572	
		458,919
Creditors		
Amounts falling due within 1 year	(45,430)	
Net current assets		413,579
Net assets		560,739





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SouthDerbyshireCVS

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