Annual Report
2011-2012
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Vision, Mission & Role

Vision
An improved quality of life for the people of South Derbyshire, supported by a vibrant civil society that makes the greatest possible difference and chooses South Derbyshire CVS as its main provider of development services.

Mission
South Derbyshire CVS is committed to the promotion and development of voluntary action and, where appropriate, the provision of services within the area of South Derbyshire.

To do this we:-

Develop individuals and groups by providing direct support, facilitating learning and providing information, advice and guidance.

Connect people and organisations through networking, collaboration and brokerage.

Influence decision makers through consultation, promotion and representation.

Role
South Derbyshire CVS provides:-

The physical facilities, structures, systems, relationships, people, knowledge, skills and services that help individuals and frontline organisations to achieve their aims.
I am pleased to say that despite the pressures brought to bear on us from the continuing financial pressures that we all are experiencing, CVS has not only survived but has seen growth in some areas.

South Derbyshire has always had a strong ethos of partnership working and this year saw a joint initiative to help our sector not only to Survive but to Prosper. Over 60 people attended the South Derbyshire Local Partnership sponsored event in January which gave a range of VCS organisations new ideas about generating income. One of the positives of these difficult times is that it presents an opportunity to our sector to consider different ways of doing things, working with new partners or sharing resources. To this end CVS has been, and will continue to be, proactive.

Over the past year we have said goodbye to the following staff: Ellen Lockwood, Cindy Dolman, Andy Cave, Dave Thomas and Paul Taylor; and welcomed Imogen Gallop, Cathy Miles, Mark Hunt, Kerrie Fletcher and Cathy Lee. We thank all staff past and present for their contribution to CVS. Thank you also to my colleagues on the board for their support and to all the volunteers who give of their time so freely to support our organisation.

Lastly my thanks go to our funders who continue to support us to provide our services to the community of South Derbyshire.

Joan Lane
Chair
2011/12 was forecast to be a difficult year and therefore the Board had taken the difficult decision to restructure the administrative team and to reduce the core hours in order to work to a balanced budget. However the financial position improved throughout the year, as a result of our obtaining new contracts and our very careful management of expenditure. This enabled us to restore the core service hours and still end the year with a small surplus.

Throughout the year we have planned for the likely funding position in future years, which is still expected to be different from any that this CVS has ever experienced. Our aim is to enable CVS to continue to provide the service that the local voluntary and community sector needs, whatever the financial position.

The accounts now presented, which the Auditors have certified to be an accurate record of the finances of South Derbyshire CVS in 2011/12, are again the results of focused and careful management by the officers of CVS, actively overseen by the Board.

A summary of the accounts is included in this Annual Report. A full set of accounts can be obtained on request.

As usual I wish to pay tribute to the Chief Executive and her management team, in particular to Ali Mansfield the Finance Manager. Not only do they manage resources with great care, but they provide the board with accurate and timely information to support our decision making. CVS is lucky to have these people.

John Haynes
Treasurer
The start of its 16th year of operating saw South Derbyshire CVS enter another era in its history. One of reduced core hours, a reduced administrative team due to restructuring, and a distinct feeling of trepidation as to what the year may bring both to CVS and the wider voluntary and community sector.

As the year progressed we realised that we needed to review how we should work through such difficult times. Should we cut our services further and retreat to an even safer position? Or should we try to buck the trend, restore the core hours and put ourselves in a better position to take up any opportunities out there that may present themselves? The trustees and staff chose the latter.

We have still been very careful, choosing to spend on building capacity in the frontline staff, piloting new services and tendering for new work. As a result we have increased the number of organisations who use the CVS building; and been awarded two new contracts. One of these, to act as the strategic partner to Derbyshire County Council and to develop a Trusted Befriending Network for Derbyshire, is raising our profile across the county whilst giving us the opportunity to increase and improve services for vulnerable people in South Derbyshire.

Our email bulletin has gone from strength to strength reaching approximately 350 people and organisations. The Southern Derbyshire Health and Social Care Forum has gained further momentum and is enabling us to keep Health and Social Care organisations up to date with the changes brought about by the new Clinical Commissioning Groups and the looming demise of the Countywide PCT. We are also a partner in the recent Derbyshire Transforming Local Infrastructure bid. This has received funding to look at, and implement, changes to improve our support of frontline VCS groups and to reduce our reliance on grant funding.

All exciting work for the next 18 months. We are, however, mindful of the future challenges that we, our members and our funding partners will face over the coming years. We are hoping to support more collaboration between local organisations, share knowledge and skills and create new opportunities to generate income for the area.

As ever my thanks go to the CVS team of staff and volunteers, including our trustees, who have worked tirelessly to ensure CVS services continue to be delivered to a high standard.

My thanks go also to our funders and partners for their ongoing support in these difficult times.

Jo Smith
CEO
The Community Development Team works to:

1. Develop Individuals and Organisations
   - Identify community needs and work with other groups and organisations to help address that need.
   - Help start up new groups and organisations
   - Provide the right support, information, resources and training to ensure groups and organisations are safe, effective and efficient.

During 2011-12 we:

- Provided direct development support to over 80 groups;
- Provided funding advice and information to 221 people from a range of voluntary organisations and groups including direct support for 23 funding applications;
- Held an annual Funding Fair in partnership with East Staffs CVS for the first time attended by 150 people;
- Co-hosted the South Derbyshire Partnership ‘Survive and Prosper’ Event, attended by over 50 people;
- Delivered 2 funding seminars attended by representatives of 20 groups;
- Facilitated 5 funding surgeries providing 38 community groups with direct support from funders;
- Managed 2 small grants funds on behalf of NHS Derbyshire County and South Derbyshire Partnership, awarding £7790 to 13 groups;
- Administered St Martin’s in the Field Vicars’ Relief fund helping individuals and families with domestic bills, clothing and essential furniture items. 17 people received small sums totalling £1,352.90.

2. Connect People and Organisations
   - Provide relevant and timely information

During 2011-12 we:

- Distributed a twice weekly e-bulletin directing people to detailed articles on the CD Team Blog. Over 350 people from a wide range of organisations receive it. Average 1000+ views of blog articles each month;
- Produced a quarterly CVS newsletter;
- Produced and circulated a bi-monthly e-bulletin for people with an interest in learning disabilities.
During 2011-12 we:

3. Influence Decision Makers

- Ensure that the local voluntary sector has the knowledge and opportunity to influence service planning and delivery.

During 2011-12 we:

- Derbyshire Trusted Befriending Network
  In January 2012 SDCVS won a two-year contract from Derbyshire County Council to act as strategic partner in the delivery of a Derbyshire Trusted Befriending Network. The aim is to make sure that isolated and vulnerable adults in Derbyshire who could benefit from befriending support have this support available to them, and can be confident that the services they access are safe and well-run. The network is being funded as part of Derbyshire County Council Adult Care’s package of preventative services and support. This helps people to keep as well as they can be and continue to live independently in their own homes for as long as they wish. The work will involve mapping what befriending schemes already exist and where the gaps are, bringing existing befriending services together and helping to develop new ones. We will also be developing a local quality standard for befriending services and recruiting a network of Befriending Champions to help vulnerable people access community groups and services which can help them to stay healthy and well.

- Co-ordinated forums and networks to give people the opportunity to network, find out about service delivery and influence service planning including 4 South Derbyshire Voluntary Sector Forums (VSF)
  As part of the VSF we also coordinate/support specialist sub groups:
  - Children’s Trust Road Show, information network and direct link to Derbyshire County Council Children’s Trust;
  - Volunteer Managers’ Forum, networking and support for people directly involved in recruiting, training and supporting Volunteers.
  - Communities and Equalities Group, giving people the opportunity to raise equalities issues relating to services delivered by South Derbyshire District Council

- Quarterly Southern Derbyshire Health & Social Care Forum on behalf of 4 CVS (Amber Valley, Derbyshire Dales, Erewash and South Derbyshire). This provides a communication channel between voluntary and statutory sectors in the south of the county. It is regularly attended by over 40 organisations from its 120+ members. The Forum newsletter, Connect 4, is distributed quarterly.

- We also helped to set up ShoutOut the new local learning disability forum.

We regularly attend a wide variety of meetings to ensure our sector is kept up to date and its views are represented.
What difference have we made?

By carrying out these activities we help to ensure that groups:

**Identify community needs and develop projects, services and activities to address them**

For example, from our attendance at the Local Learning Disability Partnership Board we were told that people with learning disabilities wanted more opportunities to meet and take part in social activities. As a result we have helped to bring together people interested in addressing this need and helped them to develop the ShoutOut Forum. ShoutOut is now a constituted group which meets regularly, has about 50 members and offers them a wide range of social activities (see p.10).

**Are able to carry out their activities safely and effectively**

For example, at our Voluntary Sector Forum meeting in December 17 groups heard about updates to statutory safeguarding regulations. This information was also disseminated via our email alerts.

**Have the right advice and information to make informed choices about issues affecting both their internal structures and procedures and external activities**

For example, we helped Hilton and Marston History Group to review its constitution and amend it to make it work for them. We facilitated their committee meetings until they were able to hold an AGM and elect a new and more confident trustee committee. They acknowledged that without our support, the group may have not survived. They now have a full programme of activities and have been planning an Open Day to showcase their activities and recruit more members.

**Are able to maximise their income through the most appropriate routes**

For example, following advice from our Funding Advice Worker, South Derbyshire CAB received £22,500 from the Lankelly Trust to develop a money advice service with prisons. Hilton and Marston History Group received £548 from Derbyshire County Council Community Action Grants programme. Very different sums, very different projects but both valuable community projects.

**Have routes into statutory organisations and the right information to contribute to and influence service planning and delivery**

For example, we coordinated 4 meetings of the Southern Derbyshire Health & Social Care Forum at which members have contributed to Derbyshire County Council’s Health and Wellbeing Strategy and to the shaping of HealthWatch Derbyshire.
Case Study: ShoutOut

ShoutOut was set up to encourage people of all abilities to come together on equal terms and take part in activities of their choosing.

During 2011-12 the CVS Community Development Team secured a small Choosing Health grant to provide community based sports and activity taster sessions.

During 2011-12, 4 day-long Forums took place at Rosliston Forestry Centre with at least 30 participants attending each event, 85% of whom had learning or physical disabilities. In total 107 people took part.

Each Forum offered a variety of activities including Boccia, Paddle Ball, Tai Chi, Arts and Crafts, hand massage and training on such issues as bullying, employment skills and staying safe.

As a result, a small group of volunteers and participants came together to form a committee and constitute ShoutOut as an independent organisation - though CVS continues to provide support. Three members of the committee are people who themselves have a disability - others have personal experience as carers.

“It has been a real privilege for me to be involved with the start up of ShoutOut. The group, started by a small but determined group of young people and their support staff, is receiving some wonderful support from the staff at South Derbyshire CVS. They have already arranged some terrific social events and activities which have been well attended and much enjoyed by all.

“Shout Out addresses a real need for social activities for young disabled people and as the group grows there will be even more varied activities on offer as well as days out and holidays, I am really proud to be a part of it.”

Ann Watson, committee member and mother of a teenager with learning difficulties

“CVS were instrumental in helping to set up ShoutOut - they provided support in an administrative capacity, advice on legal matters, accessed grants from lots of sources- they provided much practical support, helping to organise multiactivity events using specialised services. They researched the local area for people with this expertise.

“In short, without CVS ShoutOut wouldn’t have happened.”

Paul Dixon, committee member and carer
The Volunteer Centre delivers 6 core functions which provide support both for individual volunteers and volunteer-involving organisations. These are:

1. Brokerage

Aims:
- To match people wanting to volunteer with organisations needing their help;
- To offer advice sessions to people wanting to volunteer;
- To maintain details of at least 150 local volunteering opportunities;
- To offer an online matching service via the do-it.org.uk national volunteering website.

During 2011-12 we did this by:
- Receiving and referring 920 applications to volunteer, including face to face and online applications (an increase of 39% on the previous year);
- Recruiting two new volunteers to carry out advice sessions. This means we can now offer 8 sessions every week.

2. Marketing Volunteering

Aims:
- To recognise the contribution of volunteers;
- To raise the profile of volunteering in the local community;
- To promote volunteer opportunities both locally and by advertising them online.

During 2011-12 we did this by:
- A Christmas thank-you event for volunteers at Sharpe’s Pottery was attended by 76 volunteers. In June 107 thank-you certificates were sent out to volunteers during Volunteers Week. Through these types of activities, volunteers learn about different volunteering roles in the community, meet new people and are publicly recognised and valued for their contribution;
- Maintaining an average of 200 volunteer opportunities on our database;
- Providing space for drop-in volunteering advice sessions, where we can display opportunities;
- Attending the Employment Fair and Career events (700 attendees in total) where students and unemployed people were made aware of volunteering.
3. **Good Practice Development**

**Aims:**
- To bring together people who recruit and support volunteers to meet and share expertise;
- To make sure volunteers, including CVS Volunteers, are properly trained and supported;
- To offer accredited training for volunteers working with young people.

**During 2011-12 we did this by:**
- The Volunteer Managers Forum was incorporated into the CVS Voluntary Sector Forum to reduce the number of meetings people need to attend;
- Annual Volunteer Conference and Mobility training (20 attended the conference, 22 attended mobility training);
- Delivering three accredited Volunteer Passport training courses covering the key skills needed to work with children and young people.

We hosted our third annual Volunteers’ Conference in 2011. The day included sharing volunteer success stories from all of the different projects in CVS. There was also a session on learning how to help a disabled person to get in and out of a car, a session on lone working and personal safety, and a briefing on the Digital Switchover.

4. **Developing Volunteering Opportunities**

**During 2011-12 we did this by:**
- Developing new volunteering opportunities within CVS including Information Assistant, Recycling Assistant, Publicity & Promotion, Learning & Tutor Support.

**Aims:**
- To develop new volunteering opportunities locally;
- To increase the number of volunteering opportunities available within the CVS.

A Volunteers Week event was held in partnership with Home-Start South Derbyshire to recognise the work of their volunteers whilst promoting volunteering at Home-Start through the media. Two new initiatives were launched: Home-start’s family walking group and the Volunteer Passport – a Derbyshire County Council initiative aimed at preparing volunteers to work with children and young people. County Councillor Barry Lewis, cabinet member with responsibility for children and young people’s services, attended the event.
5. Policy Response and Campaigning on Volunteering

Aims:
• To make organisations aware of issues which affect volunteers so that they can respond or lobby as appropriate

During 2011-12 we did this by:
• CVS e-bulletin sent to local voluntary groups to raise awareness of policy issues;
• Forums and networking events provide the opportunity for discussion with colleagues and policy makers.

6. Strategic Development of Volunteering

Aims:
• To work with other partners to inform strategic thinking and planning around volunteering.

During 2011-12 we did this by:
• Partnership working with YMCA, South Derbyshire District Council, Social Services, Job Centre and Burton College;
• Leading the South Derbyshire Strategic Volunteering Partnership.

Make a Difference Day is a national initiative run by Community Service Volunteers (CSV). The aim is to raise awareness of the benefits of volunteering both to the volunteer and to the community.

This year, a group from SDCVS teamed up with Zoe Sewter, South Derbyshire District Council Open Space Development Manager, and local volunteer Barry Woods of Friends of Newhall Park. Armed with gloves, forks and spades, the group set about the different tasks on the park, litter picking and resurrecting the rose borders.

Thankfully the sun shone and a great time was had by all! A real difference was made to a valuable community resource.

During 2011-12 volunteers also helped with a number of valuable in-house projects including:

• Make a Difference Day helped to make a real difference to a valuable, but previously neglected resource, Newhall Park (see above);
• YMCA Emergency food parcels: 329 parcels were given out (an increase of 29% on the previous year);
• 26 Christmas dinners were cooked and delivered to vulnerable people.
The Advocacy Service helps adults who are experiencing mental health difficulties to make decisions about their lives by supporting them in a range of situations. For example by claiming appropriate benefits, discussing their medication with the doctor, or sorting out their housing problems.

The service has provided support to a total of 97 clients, an increase of nearly 80% on last year. Some were new clients (70 referrals); others were people who had used the service before but returned for support with new issues, often due to the recent changes in their benefits or reduction of support services. The service provided a total of 455 face to face appointments (both at home and office based) and 724 by telephone.

The project continued to work to reach people in the rural areas of South Derbyshire, providing this service for the following areas: Netherseal, Walton-on-Trent, Coton in the Elms, Stenson Fields, Church Broughton, Newton Solney, Hilton and Ticknall.

Successes include:

- £160,000 Mortgage Insurance critical Illness pay out. (see Case Study);
- 28 DWP awards including ESA, DLA, Attendance Allowance, Housing Benefits, Tax Credits, Council Tax and JSA;
- Over £1,500 obtained in community care grants;
- £4,600 obtained in DWP backdated benefits;
- £750 obtained in tax rebates;
- £3,600 from a frozen life insurance;
- £80 state pension award for client who previously didn’t qualify;
- £480 a month benefit awarded when client had previously had no money coming in;
- £5,454 obtained for clients by reducing utility bills, telephone bills and from various independent funders;
- 1 apology from a utility company for treating a client inappropriately;
- Obtained housing for 2 clients;
- 1 client referred to alcohol services - resulted in client reducing their intake by 50%.
My story began when I had a motor cycle accident, which has left me with some damage to my brain. This was a very stressful and traumatic time for my family with all of the worries associated with my accident. Not only did we have concerns over my health, but also all of the financial responsibilities, because I didn’t know if I would ever be able to return to work.

Imagine my horror when my insurance company refused to pay out on my Critical Illness Insurance saying that because I didn’t have a neurologist willing to say that the damage to my brain was permanent, it didn’t fit their criteria for the claim and refused to pay out. How was I going to be able to pay my mortgage and provide for my family? It was at this stage that I was advised by a friend to contact South Derbyshire CVS, Mental Health Advocacy Service.

Saira visited me at home, as it was difficult for me to go out. She advised me to speak to my neurologist again, and ask him for a letter stating that the damage to my brain was permanent, if that was what a second MRI scan indicated.

My scan did indicate that the damage was permanent and my neurologist wrote me the letter I needed for the insurance company. This resulted in the insurance company paying out the sum of £160,000 to pay off the outstanding balance of my mortgage.

I don’t know what I would have done if I had not been able to access this service and the help of Saira, because I couldn’t understand what I needed to do to get the insurance company to accept that I had sustained damage to my brain. The support which I received from South Derbyshire CVS enabled me to resolve this situation.

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Case Study: Advocacy Service

This initiative provides Christmas gifts for families who are experiencing difficulties and struggling at this time of year.

A table top sale was held to raise funds for the appeal. Volunteers ran the event and raised over £100. An appeal later in the year asked local people to donate toys and gifts.

Young people from GAP (Granville School Alternative Provision) volunteered to sort and wrap Christmas Gifts

In 2011:

- Over 260 children and young people received gifts;
- Approximately 20 adults received gifts;
- Between 800 and 1,000 gifts were provided.
South Derbyshire CVS delivers a range of projects designed to improve the quality of life for older and vulnerable people, keeping them safe in their own homes, helping people to reduce their fear of crime, increase their awareness of safety and to maintain their independence.

**Derbyshire Handy Van Service**

Provides clients with 2 free visits a year offering:

- Home Fire safety checks;
- Smoke alarms checked and fitted;
- Home security advice;
- Small practical tasks.

Since February 2012 Handy Van has also been testing and maintaining Telecare equipment (alarms and sensors installed in vulnerable people’s homes which alert someone if something goes wrong).

**Safer Homes**

Improves security in the homes of victims of crime, older and vulnerable people living in South Derbyshire. The scheme installs security equipment such as window and door locks and also offers crime prevention advice.

**Sanctuary Scheme**

Improves the safety of people at risk from domestic abuse. The scheme makes alterations or installs equipment to minimise risks, increase security and enables the victim to remain in their own home.

South Derbyshire CVS were delighted to be chosen as the **2011 Derbyshire Handy Van Network Service Provider of the Year**. Chief Fire Officer, Sean Frayne and Adult Care Assistant Director Andrew Milroy presented South Derbyshire CVS with the award at a ceremony at Derbyshire Fire and Rescue Service headquarters. The awards were given to recognise the valuable contribution that the Handy Van Providers and Operatives make to support people to live independently in their own homes.
At the Handy Van & Safer Homes schemes we make a difference to people who are going through a difficult time in their lives. We try to make their day to day living easier and help them feel safe again in their own homes.

Our Sanctuary Scheme is so called because it deals in domestic violence cases. By fitting door chains, bolts and sometimes changing the door locks we can make a person feel safer and more at ease.

One particular client that I went to was a young woman who was in a new relationship, but having problems from her old boyfriend from many years before. She was frightened because of her ex-boyfriend’s past.

The client had everything in place at the property: Good security, alarm fitted, and a dog; but she got frightened at night because her husband worked nights and that’s when she felt vulnerable.

In my job it helps to sit and talk and reassure the person, so after a chat I fitted shock alarms to the doors & window and fixed the side gate with a new padlock. I was able to tell her about the new non-emergency police number 101 and I explained how she could use the number. She could not wait to put the number into her mobile phone.

Before I left she kept on thanking me for the work I had done and all the information I had given her. So we can, and do, make a difference to people’s lives.

**Support for Community Safety initiatives: Smart Water**

At the end of 2011 the Handy Van & Safer Homes Schemes did a ‘walk around’ with local police staff having received some training. On the two days of this initiative the DNA Smart Water was free to the public (normally it would cost around £50). In total around 200 homes were visited - a very good result.

“I have found the CVS to be very helpful and reassuring. The home visit was particularly useful and the help to make my damaged door secure, as well as the advice on other security measures I can take.”

Safer Homes client

**Jobs completed during 2011/12**

Handy Van - 742  
Safer Homes - 720  
Sanctuary visits - 74  
Burglar Alarms – 36 referrals

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**Domestic Abuse Project**

This project is now in its 10th year of providing help and support to children and young people affected by domestic abuse. This involves short term, focussed one-to-one work for individual young people.

It also involves working with secondary schools to raise awareness of domestic abuse with students in Personal, Social, Health and Economic Education (PSHE) lessons for Years 8 & 9, and healthy relationship work with Year 10 students.

Feedback forms have shown that practically all of the young people gained new knowledge and awareness about Domestic Abuse. They now all know where - and how - to get help and support, not only for themselves but also for friends and family.

**During 2011-12 the project:**

- Worked directly with 57 Children & Young People;
- Completed 65 Awareness sessions in Local Schools;
- Delivered Domestic Abuse Awareness and Healthy Relationship Sessions to around 1,500 Young People;
- Delivered the Moving Forward Project which supports families moving on after escaping abusive relationships.
A 13 year old girl was referred to the project by a worker from the local multi agency team (MAT). She had been subjected to physical and emotional abuse by her father, and had also witnessed abuse toward her mum and her younger brother. The family court had decided the previous year that there should be no further contact with the father.

The girl was struggling with relationships both at home with her stepfather and with her peers at school. Her mother was very protective towards her and other siblings and still worried that the children’s father was a real risk to all of their safety.

The project worker visited the family home with the MAT worker to discuss concerns with her mother and stepfather.

Following this, a referral was made to a local domestic abuse support project for the mother to access support and counselling. The Sanctuary Scheme also arranged for security at the family home to be strengthened.

The project also carried out one to one work with the girl (as well as her brother) to talk about the abuse she had witnessed, current issues, concerns and fears as well as the way she deals with situations and other people including her family members.

This helped her to gain an understanding of what domestic abuse is, and to understand that children are not responsible for the abuse or protection of family members – the abuser is responsible. She also learnt more positive ways to work out conflict with others and has demonstrated this in her behaviour in school and at home.

The MAT worker subsequently commented: “I have recently spoken to school [about the girl’s] progress...School are extremely pleased with her progress to date.

“There has been a significant reduction in the number of incidents and when minor issues have occurred she has demonstrated she has dealt with them in a rational and sensible manner.”

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**Case Study: Domestic Abuse Project**

The Health Champion service was part of the Derbyshire County PCT Health Trainer Programme, and was designed to help and support adults to make changes towards a healthier lifestyle. The programme focuses on the following lifestyle factors:

- Eating more healthily;
- Maintaining a healthy weight;
- Improving fitness;
- Stopping Smoking;
- Reducing how much alcohol people drink;
- Emotional wellbeing – feeling good about yourself, reducing isolation, encouraging participation and meeting new people.

The scheme worked by recruiting and training local people to volunteer as Health Champions. During its final year of funding the team of 6 Health Champions worked directly with 177 clients. The majority were signposted to local health services such as smoking cessation, WaistWise and the Healthy Harvest fruit and vegetable project run by South Derbyshire CVS.

“I eat more fruit and veg – and things I wouldn’t have bought before – because they are in the Healthy Harvest bags.”
The team regularly worked with 4 Children’s Centres to provide healthy lifestyle information and to distribute Healthy Harvest bags to families across South Derbyshire.

The Healthy Harvest fruit and vegetable project:

- Supplied 2,462 affordable bags of produce (79% increase on last year);
- Fulfilled 1,229 individual orders from families across the district (73% increase on last year);
- Increased the number of collection points across the district from 3 to 5 locations;
- Grew the volunteer bag packing team from 5 to 7 people and recruited 2 new volunteers to distribute the bags;
- Enabled 32 local families to save for their Christmas fruit and veg hamper;
- Had a volunteer team 12-strong to handle the biggest delivery of the year and pack the Christmas hampers.

A key focus for the year was working with people with learning disabilities. The team worked closely with the PCT Health Facilitation team and three GP surgeries in Swadlincote to promote the service. They offered support to clients with learning disabilities at their annual health checks and with ongoing actions.

Referrals were received via the Health Facilitation team and a total of 12 clients at 4 locations took part in health action planning.

Two people with learning disabilities were supported to achieve their City & Guilds Introduction to Training Skills qualifications.

A number of health promotion events were held during the year in conjunction with the healthy harvest project. These included Pink Friday for breast cancer awareness and Red for Heart Friday for heart disease. In February A Healthy Heart Quiz provoked interest in heart related topics. Health Champions attended a number of events to promote the service and the benefits of healthier lifestyle choices, including family events with both Children’s Centres and Home-Start to community events such as the Swadlincote Pancake Race and Healthier South Derbyshire Day. In the summer the team set up camp at Sharpe’s Pottery in Swadlincote as part of the culture trail organised by the library.

**Impact**

144 families have been able to buy affordable fruit and vegetables as a result of the Healthy Harvest project helping them get to their “5 a day”.

Over 150 local people have been signposted to services that can help support them to live a healthier life.
Learning & Development

Quality learning and development opportunities for local people and groups

Learning & Development opportunities are offered externally to South Derbyshire voluntary organisations staff and volunteers and to statutory partners’ staff for Awareness Raising; and internally for our own Board Members, staff and volunteers.

In addition as part of a joint project with Derbyshire Learning & Development Consortium (DLDC) we contribute to the Derbyshire Tutor Development programme and Open College Network (OCN)/City & Guilds (C&G) Moderation process.

Aims

To continue to offer and deliver a range of quality learning to meet identified needs.

Activities 2011/12

424 total learning opportunities:

• 111 accredited opportunities including OCN Domestic Abuse, C&G Train the Trainer and Volunteer Passport (for volunteers working with children and young people);
• 136 non-accredited opportunities including Volunteer Induction, Safeguarding and Moving Forward Life Skills;
• 177 learning events.

For Derbyshire Friend:

• 31 accredited OCN LGBT (Lesbian, Gay, Bisexual and Trans) awareness and C&G Train the Trainer;
• 30 non accredited.

Plus for DLDC

• 24 accredited C&G Train the Trainer.

Impact

• Raised awareness and expertise within the South Derbyshire community;
• Increased engagement in Life Long learning.

DLDC Tutor of the Year Award

This was awarded to Chris Harris, South Derbyshire CVS Operations Director.

Lisa Vernon, Chief Executive of Derbyshire Learning & Development Consortium, explained: “Our tutor of the year award aims to recognise those tutors who deliver excellent learning opportunities or go the extra mile to support their learners.

“This year it gives me enormous pleasure to recognise a tutor who has a fantastic reputation in the voluntary sector, and in wider learning and skills. Not only have we had nominations from across Derbyshire they also came in for five separate courses.”

“I have attended many training sessions and courses over the years and experienced many styles of training. In my opinion, Chris Harris shines out as a fantastic trainer.

“It can be very daunting to walk into a room full of strangers and have to start interacting with them. The ambience Chris creates in her training room, through the tools and methods she uses very soon put the participants at ease.

“She fully engages with each member of the group and treats each individual with respect and encouragement. Her training style is informative yet personable and informal. She has a perfect blend of approachability with clear and concise information along with a good dose of humour thrown in!

“She is a very confident, non assuming, competent trainer which reassures you that the training you are going to receive will be ‘on the button’ – which is exactly what you get!”
In January 2012 we introduced a new service called FriendShop. This service helps people who are unable to get out of their homes for whatever reason, by providing a volunteer to do their shopping for them. The service has been piloted with the help of some of our Social Car Scheme volunteers as all the drivers have already been CRB checked. It is still early days, but 3 clients have used the service to date.

Social Car Scheme

Volunteer transport scheme who need help and support to travel

The Social Car Scheme has had a very busy year. The number of journeys completed increased by 199 compared with the previous year. 2,477 social car journeys were provided in total during 2011/12. Total distance covered by all social car journeys over the year was 40,314 miles. The average journey was 16 miles - although the longest trip was 424 miles.

Social Car continues to help projects within South Derbyshire CVS:
- Travelling Lunch Club;
- Advocacy Service;
- Fruit & Veg scheme;
- ShoutOut;
- Domestic Abuse Project.

As well as external organisations including:
- Citizens Advice Bureau;
- Self Advocacy in Action;
- Shopmobility;
- Derbyshire Carers Association;
- South Derbyshire Mental Health Team for the elderly.

In January this year we offered manual handling training to all social car drivers. The response was very good and 22 drivers attended. The feedback that we got from the drivers was very positive. They all felt they got something out of the training, and some said they had gained a lot of information about handling wheelchairs.

Social Car journeys 2011-12

![Bar chart showing Social Car journeys from April to March 2011-12]
I had a telephone call from Sarah, a family resource worker at a local secondary school. She was working with a family in which the father had terminal cancer; one of the children also had multiple disabilities. It was proving very difficult for them at this time. She had been able to secure funding for a family to go on a week’s seaside holiday and asked if we could help with transport, as the father was no longer able to drive due to his illness.

I spoke to one of our drivers and they agreed to help. When Sarah rang the family to say we were able to help them they were all exited as they were able to go on their holiday. They could not thank the driver and the service that we provided enough.

The father had been given only 6 months to live, so the family were able to take their last holiday together and it would give them some pleasant memories.

Case Study: Social Car Scheme

I had a telephone call from Sarah, a family resource worker at a local secondary school. She was working with a family in which the father had terminal cancer; one of the children also had multiple disabilities. It was proving very difficult for them at this time. She had been able to secure funding for a family to go on a week’s seaside holiday and asked if we could help with transport, as the father was no longer able to drive due to his illness.

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The father had been given only 6 months to live, so the family were able to take their last holiday together and it would give them some pleasant memories.
The Travelling Lunch Club has had another successful year and despite an increase in members, has managed to finally reduce the waiting list to zero!

However, this has meant an increase in numbers attending each trip, with over 30 members on each group leading to ever greater challenges for the excellent team of volunteers.

The Lunch Club reduces social isolation amongst older people across the whole district and contributes to supporting people to live independently. For example, volunteers and staff are often able to spot deterioration in a member’s health or well-being and either alert a family member or, if appropriate, make a referral to Derbyshire County Council Adult Social Care.

In addition to this we have noticed an increase in the number of referrals being made into the service from Social Care, probably as a result of changes to the eligibility criteria and funding for services. This is something we will be monitoring carefully in the future.

**Achievements 2011-12**

**Unique Care Befriending**

The Unique Care (UC) Befriending Project is co-ordinated by South Derbyshire CVS to support patients on the UC caseload. This is a programme of care delivered jointly between Health and Social Services. Befriending seeks to reduce patients’ social isolation to enhance their sense of wellbeing and confidence thus contributing to their ability to live independently.

The project aims to match every referral by the Unique Care team with a volunteer befriender who visits weekly. In some cases, befrienders support people on social outings or shopping trips, by mutual agreement.

**During 2011-12:**

- We received **15** referrals from Unique Care;
- **27 Patients** were helped during the year by **24 volunteers**;
- As at 31 March 2012 there are **18 befriending partnerships** with **4** people on the waiting list for a befriender.

**Case Study: Unique Care Befriending**

Alan suffered from a stroke some years ago which affected his speech quite badly and communicating with him is a challenge. There were other issues concerning a suitable match and it took a while before we found a suitable volunteer befriender.

Louise came along and she was prepared for the challenge. It became clear almost immediately at the introduction session that the partnership was going to work and indeed it became very successful.

At the weekly visits they plan Alan’s TV viewing; this helps to provide a focus for him for the following week. Although it took some time to find the right befriender the partnership has been particularly successful.

Volunteer befriending service for isolated older people with additional health needs
### Income and Expenditure 2011-12

#### Income

<table>
<thead>
<tr>
<th>Grants receivable subject to Service Level Agreements</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Derbyshire Grants</td>
<td>185,335</td>
<td>183,712</td>
</tr>
<tr>
<td>South Derbyshire District Council</td>
<td>103,950</td>
<td>103,950</td>
</tr>
<tr>
<td>DCC CYPP Preventative Services</td>
<td>48,510</td>
<td>58,510</td>
</tr>
<tr>
<td>Derbyshire County Council</td>
<td>92,608</td>
<td>60,355</td>
</tr>
<tr>
<td>Derbyshire County Council (DDCVS)</td>
<td>-</td>
<td>32,160</td>
</tr>
<tr>
<td>Awards for All</td>
<td>-</td>
<td>10,000</td>
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<tr>
<td>Transforming Local Infrastructure</td>
<td>16,648</td>
<td>-</td>
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#### Other

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Interest</td>
<td>4,708</td>
<td>3,088</td>
</tr>
<tr>
<td>Other Grants</td>
<td>35,254</td>
<td>35,438</td>
</tr>
<tr>
<td>Other Income</td>
<td>64,538</td>
<td>93,919</td>
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</table>

**Total Income**

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>551,551</strong></td>
<td>581,132</td>
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</tr>
</tbody>
</table>

#### Expenditure

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management &amp; Administration</td>
<td>20,015</td>
<td>36,533</td>
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<tr>
<td>Volunteer Centre</td>
<td>29,802</td>
<td>45,873</td>
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<td>Core Functions</td>
<td>236,493</td>
<td>273,348</td>
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<td>Children's Services</td>
<td>48,510</td>
<td>94,723</td>
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<td>Community Services</td>
<td>68,999</td>
<td>51,350</td>
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<td>Community Safety Projects</td>
<td>60,090</td>
<td>74,241</td>
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<tr>
<td>Training</td>
<td>1,529</td>
<td>5,725</td>
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<tr>
<td>Governance</td>
<td>13,450</td>
<td>13,387</td>
</tr>
</tbody>
</table>

**Total Expenditure**

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>478,888</strong></td>
<td>595,180</td>
<td></td>
</tr>
</tbody>
</table>

South Derbyshire CVS would like to thank all funders and partners including:

- Derbyshire Community Foundation
- Derbyshire County Council
- Derbyshire Disability Action Network (DDAN)
- Derbyshire Learning & Development Consortium
- Learning Fund
- Local churches for food parcel donations
- Neighbourhood Learning in Deprived Communities (NLDC)
- Derbyshire Community Foundation
- South Derbyshire District Council
- Safer South Derbyshire Partnership
- South Derbyshire Partnership
- Transforming Local Infrastructure (Cabinet Office/Big Fund)
- YMCA
Looking Forward

The organisation has adopted a new strategic plan for 2012 to 2016. The 3 aims cover the infrastructure services of Community Development and the Volunteer Centre, direct services such as Handy Van and Social Car schemes, etc. and how the organisation operates in a safe, sustainable way.

1. To support our sector and the organisations within it to make the greatest possible difference within the community

We will do this by:
• Increasing the impact of our sector by creating opportunities for organisations to work together to develop good practice;
• Promoting the value of the sector and identifying new income sources;
• Helping the sector to develop a shared strategy and identify gaps, opportunities and threats to services;
• Creating the opportunities for organisations to learn from each other and share information;
• Encouraging new cross sector working initiatives and support the development of leadership skills within a range of organisations;
• Supporting and encouraging the provision of development opportunities for people within the sector;
• Facilitating the efficient use of resources through collaboration and reducing duplication;
• Supporting the effective communication channels required within the sector.

2. To improve quality of life for people in South Derbyshire

We will do this by:
Providing services that help people keep safe, keep healthy, improve the quality of life AND promote and support health and well being.
• Assist in helping to create a safe environment;
• Encourage volunteering and other activities to make a positive contribution to quality of life, achievement and enjoyment;
• Assist in achieving economic wellbeing;
• Support people to make informed choices;

3. To ensure our organisation is fit for purpose

We will do this by:
• Sound financial management;
• Production of and adherence to appropriate policies;
• Adhering to Health and Safety law and guidelines;
• Achieving/maintaining appropriate quality standards;
• Investing in staff and volunteer development and support;

Plans

This year we will:
• Review the way we coordinate the various forums and improve the content and format in response to feedback from our members;
• Deliver training as identified by members in this years training needs survey;
• Work towards creating more opportunities to collaborate, share resources and learning within our sector;
• Continue to identify potential funding sources and support groups to access them;
• Develop a strategy to make the Healthy Harvest Scheme Sustainable;
• Pilot the new Shopping Service- FriendShop;
• Launch the Countywide Befriending Network;
• Continue to deliver on our contract targets;
• Launch a countywide trading company to help organisations reduce their dependence on grant funding;
• Renew our NAVCA and PQASSO quality standards;
• Extend the use of the Community Directory Derbyshire.
People

Staff

Mark Atkinson-Wright
Isobel Beecroft
Andy Cave
Eric Clayton
Cindy Dolman
Amanda Elliott
Kelley Fletcher
Imogen Gallop
Chris Harris
Richard House
Mark Hunt
Alyson Key
Cathy Lee
Ellen Lockwood
Ali Mansfield
Cathy Miles
Jacqui Myatt
Saira Saddal
Jo Smith
Colin Summers
Paul Taylor
Dave Thomas
Donna Treadwell
Chris Wagstaff
Pam Wood

Volunteers

Marian Adams
Paul Allard
Vic Appleby
Carol Babb
Vivienne Back
Isobel Beecroft
Denise Bending
Michael Bending
Geoffrey Bennett
Kate Bexson
Jean Blackman
Lyn Blackman
John Boldison
Mary Boldy
David Bonner
Norma Bowman
Ian Bradford
Amy Brigden
Linda Briggs
Geoffrey Brunt
Katherine Brunt
Mike Burke
Leslie Carter
Jacqueline Clarke
Rebecca Cox
Ruth Cribb
Peter Crick
Beth Crooks
Julie Crooks
Beverley Davy

Tracy Dawkins
Kelly Decamps
Cindy Dolman
Jamie Dolman
Harry Dove
Jennifer Dove
Chris Du Celliee Muller
Jean Eames
Peter Edwards
John Evans
Paul Evill
Linda Farnell
Yvonne Firth-Evans
Susan Ford
Stephen Ford
Joan Foster
Ian Frier
Meg Frier
Megan Frost
Jennifer Gale
GAP Students
Sue Gardner
Pauline George
Jane German
Teresa Godwin
Sharon Grundy
Fiona Haddow
Alan Hair
Jackie Harper
Bill Harris

Jackie Harrison
Jim Harvey
Sarah Harvey
Michael Hollins
Maureen Hughes
Julie Humble
Diana James
Allan Jeffrey
Pat Johnson
Phil Johnson
Tony Jones
Aiste Kasparaite
Julie Kemp
Pam Kerby
Roy Kerby
Carol Kersey Bemment
Cathy Lee
John Lunn
Cathryn Manifold
John Manifold
Tony Martin
Joyce Mitchell
Su Newberry
Janet Newton
Jane Nicholson
Keith Overton
Carmen Paledzk
& her daughter
Oliver Pallett
Kay Phipps

Gladys Pickering
Patricia Poyner
Tracy Poyner
Louise Richards
Joan Rowland
Juliet Rumbell
David Sanders
Derrick Sharpe
Kath Sharpe
Richard Sharratt
Bill Smith
Jaymie Smith
Norman Smith
Rebecca Soanes
Maureen Springis
Sharon Styne
Judith Thomson
Graham Tomlinson
Ashley Towl
Kevin Towler
Terry Tunnicliffe
Emily Wakelam
Patricia Ward
Denis Wilkinson
Martin Wood
Ann Woodall
Doreen Wright
Jamie Yates
Trustees 2011-12

Joan Lane (Chair) - Shopmobility
Jackie Spencer (Vice Chair) - South Derbyshire Citizens Advice Bureau
John Haynes (Treasurer) - Independent
Peter Dempsey - Derbyshire Advocacy Service
Margaret Dobby - Melbourne Community Care
Stephen Ford - Independent
Isobella Gratton - Derbyshire County Council Adult Care
Allan Jeffrey - SDCVS
Alan Jones - Independent
Paul Laffey - Burton & District YMCA
David Moyle - Independent

South Derbyshire District Council Representatives: Cllr Margaret Hall and Cllr Charles Jones

Derbyshire County Council Representatives: Kevin Matchett (Officer)

In Attendance: Ian Hey

Company Secretary: Jo Smith

Auditors
Dains Chartered Accountants & Registered Auditors
St John’s Court, Wiltell Road, Lichfield, Staffordshire, WS14 9DS

Bankers
Unity Trust Bank plc
9 Brindley Place, Birmingham, B1 2HB

Solicitors
Timms
23 West Street, Swadlincote, Derbyshire DE11 9DG

South Derbyshire CVS Affiliated Members 2011-12

South Derbyshire CVS
46-48 Grove Street
Swadlincote
Derbyshire
DE11 9DD

01283 550163 or 01283 219761
office@sdcvs.org.uk
www.sdcvs.org.uk

South Derbyshire CVS is
a registered charity
number 1101450
and company limited by guarantee
number 4958843

Registered in England & Wales.
Registered office:
46-48 Grove Street, Swadlincote DE11 9DD