

Social Action in Changing Times



During **Small Charity Week**, over 30 people from diverse voluntary organisations came together at our HARCVS event **Social Action to support Health and Wellbeing**. We explored how we could work better together in Harrogate district and review the way we work with funders and public sector colleagues, 20 of whom joined us during the day.

Local charities supporting people in our communities understand local needs and are professional, flexible, independent and innovative. They involve families and carers and many volunteers who also benefit from connecting with new people and learning new skills. Words used by attendees to sum up the day included **partnership, positive, hopeful, opportunities and volunteers**.

The most important word was **people** as that was why everyone came along; to make life better for people in need of support, their families & carers. We need to build on the energy, enthusiasm and commitment shared and we'll be keeping people involved through our networks and newsletters. The event was supported by What Matters To Us.

In June, the People and Communities Board published **Six principles for engaging people and communities – putting into practice**, which aims to help build knowledge, confidence and motivation to develop person centred, community-focused approaches to health and care. The principles are very similar to the key messages at our event e.g. Voluntary community and social enterprise sectors are involved as key partners and enablers. www.nationalvoices.org.uk/publications

Harrogate & Ripon Centres for
Voluntary Service Newsletter
Summer 2016

www.harcvs.org.uk



@HARCVS

Download this newsletter at
www.harcvs.org.uk/newsletters



Promoting & Supporting Volunteering

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

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

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.'

Subscribe by email to cvs@harcvs.org.uk

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 Autumn/ Winter 2016 edition
Tuesday 18 October 2016**

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

Where To Turn

This summer sees the refresh of Where To Turn, the HARCVS Harrogate District Community Information Directory. The new directory is a comprehensive and fully searchable online database of over 550 community organisations, activities and services for people in Harrogate District, available on the new HARCVS website.

Where To Turn is for professionals, carers and people of all ages in the community looking for support or local activities. It will enable people to make more informed choices and become more active in managing their health and wellbeing.

The directory can be searched by key word, location, theme, days and times and specialist services, for example for specific ages, gender or ethnicity. There are details of the best way to get in touch, social media links, costs, disabled access, quality accreditations and the last time a record was updated. Selected services and activities can be saved and printed to share.

We are contacting organisations so that you can add your community organisation, update details and add any new activities and services online and we are circulating postcards to promote the directory.
www.harcvs.org.uk/wheretoturn



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

Bringing People Together in Times of Change

HARCVS publishes **Care in Action** 3 times a year and so we try to make sure that the content has a shelf life of around 4 months. Writing this at the end of June, there is no doubt that in this time there will be many changes to understand and respond to at a national and international level and it would be foolish to try and predict how things will pan out. We will have a new Prime Minister, new shadow Cabinet Ministers at the very least, and a new manager of the England football team.

Locally we're hoping that things are a little more settled and the partnership framework described on page 13 is one of the ways in which we can work together to mitigate the impact of changes originating at a national or regional level. **Solid and trusted working relationships are worth their weight in gold when the going gets tough and it looks like it might ...**

It's early days for the voluntary and community sector to understand the implications of the Brexit vote but our national associations such as NCVO and NAVCA will help guide our thinking and we'll provide local updates via our networks. NCVO has published (28 June) an initial paper on the impact which looks at risks and provides pointers for issues that charities may need to consider. These are concerned with the political landscape, funding and finance, social tensions, regulatory change and the role of civil society. The paper reflects on the way in which the vote exposed divisions in our communities.

www.ncvo.org.uk/about-us/media-centre/press-releases

As a sector with roots in local communities and communities of interest, we must play our part in bringing people together to discuss their hopes and concerns for the future. HARCVS will work with and support all local partners who want to achieve this.

Restoring Trust - Every Little Counts

There is an urgent need to work to restore trust in society. Every negative encounter, every disappointing news story, does its bit to chip away at the finite reserves of trust that people hold. Every positive encounter, everything that serves to reinforce faith, can rebuild those reserves.

We must all work every day to do what we can to rebuild those reserves. The work we do plays a substantial role in doing this. Bringing people together and making a difference. Empowering people, restoring hope, improving the world around us. Doing this – and doing it in a way that most engenders trust in our own organisations – is more important now than ever.

Sir Stuart Etherington,
CEO of NCVO.



HARCVS supports the **Harrogate District Independent Advisory Group (IAG)** of community representatives from protected characteristic groups, acting as a critical friend to North Yorkshire Police with regards Hate Crime. Following the referendum, it was highlighted that children and adults from Eastern Europe, now settled and working in the district, were feeling uncomfortable and remarks made about their future in the UK. Members resolved to increase awareness and understanding of Hate Crime and the support available.



Police gave reassurance of continued vigilance and Council staff explained guidance in schools.

<https://northyorkshire.police.uk/staying-safe/safer-you/hate-crime/>

Helping it Happen - Community Meals



Corrina's Homeless and Vulnerable Project established in early 2015 to meet the increasing needs of homeless people in central Harrogate.

This volunteer led organisation now provides hot meals, food parcels and other support services from St Georges Centre, Mornington Terrace, its home since May 2016. The project, founded by Corrina Young, has captured the support of local people and businesses via social media. This in turn has led to increased numbers of volunteers, gifts in kind and funding for the project and its work.



The Project has served over 9,000 meals to homeless and vulnerable people since 1 May 2015 from donated food, and all served by volunteers.

Behind the scenes, HARCVS has helped the project's management committee strengthen its governance and make a successful application to become a registered charity. This will help the organisation to access more funding and to grow its support against a backdrop of increasing demand for help from people experiencing hardship.

Corrina said *'We are delighted to have received charitable status and are extremely grateful to HARCVS who helped us with our application. As a charity we will be able to do more to help local residents in need, and are looking to collaborate with other like-minded organisations'*

This is a good example of how HARCVS works alongside groups to help them achieve their goals.

The project is now run by a committee of local charity trustees and they, like all trustees based in Harrogate district, can access free basic help from HARCVS via our monthly **Trustee newsletters** and **Trustee Tuesday workshops**. This autumn we are running Trustee Tuesday events for the first time in Nidderdale and Knaresborough, as well as Harrogate and Ripon. If you are interested in becoming a trustee, or if you are a trustee wanting to brush up your skills then this 'entry level' workshop is for you.

HARCVS also recognises that not all charities are able to provide the full induction they would like for trustees so we have developed a further workshop called **Strengthening Your Governance**, which covers the roles and responsibilities of trustees in more depth and looks at how to strengthen organisations through good governance.

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

Find Corrinas Homeless And Vulnerable Project on Facebook

Looking For Funding?

Our Summer 2016 HARCVS Funding File is a special Adult Health & Social Care edition and contains details of 35 funders. It is available at www.harcvs.org.uk/funding



Money Matters

Financial Inclusion is one of the main priorities for partners of the Harrogate District Public Services Leadership Board

(see page 13).

White Rose Credit

Union is now working in the district and offers a variety of financial services, including savings accounts and personal loans.



The Credit Union offers a range of accounts including:

- **Loans** - personal loans up to £15,000 and business loans.
- A range of **Savings plans**
- **Prepaid Card** - With the prepaid card account you can load your cash onto your card
- **Bill Paying/budget account** - They can prioritise your bills, take away the worry and pay your bills every month.

Natalie Ibbetson, from the Credit Union, runs **regular drop-in sessions** across the district:

Ripon Town Hall: Mondays 9am - 12pm

Pateley Bridge: first Thursday in the month 9am - 10am

Harrogate Borough Council Offices, Crescent Gardens, Harrogate: Wednesdays 1pm - 4pm

Masham: Fortnightly on Wednesdays 10am - 11am (*session on 13 July*)

Knaresborough Library: Fortnightly on Wednesdays 9:30am - 12pm (*session on 20 July*)

Starbeck Library: First Tuesday in the month 10am - 12pm.

For further information about the Credit Union visit www.whiterosecreditunion.co.uk or contact Natalie Nlbbetson@leedscitycreditunion.co.uk

Some people may face additional financial pressures with the introduction of **Universal Credit (UC)** and there is information on financial support available on Harrogate Borough Council's website www.harrogate.gov.uk/financialadvice

The UC scheme is very digitally based, with access to computers in the community becoming more important. Harrogate Citizen's Advice has 3 computers for public use and there are computers at local community centres, including Knaresborough, Fairfax and Jennyfields as well as local libraries. Work is being carried out developing local courses to increase the IT skills of UC claimants

There will be a feature on Universal Credit in our district in the next edition of **Care in Action**.



Dealing with modern payment methods and junk mail can be daunting for people with dementia, learning disabilities, mental ill health or people with sight impairment. This can cause high levels of worry and stress.

North Yorkshire Advocacy's Safe Hands project provides practical support to open mail and bank accounts, set up direct debits and switch to cheaper fuel suppliers.

An Advocate will continue to support a client on a regular basis to make sure that strategies are in place and are maintained, so that the client feels empowered and is able to manage these tasks with confidence.

<http://www.nyadvocacy.org/Mail-and-Finance>

Public Trust in your Charity



Many charities need to ask the public for money. They rely on public generosity - an enduring feature of our society, but one that can never be taken for granted - to carry out their important work helping those in need.

In return the public place their trust in charities to raise money in a considerate and responsible way and to use it effectively.

Charity trustees have overall responsibility and accountability for their charity and this includes fundraising. They have a key role to play in setting their charity's approach to raising funds, making sure that it is followed in practice and reflects their charity's values. Getting this right can be very rewarding, a valuable and visible result of a trustees' commitment to their charity, those that it supports and those that support it.

The Charity Commission has issued new guidance in June 2016 designed to help trustees comply with their legal duties when overseeing their charity's fundraising. It sets out 6 principles including planning effectively and protecting your charity's reputation, money and other assets.

The Guidance is called **Charity Fundraising a Guide to trustee duties (CC20)**. There's also a helpful checklist for charity trustees.

<https://www.gov.uk/government/publications/charities-and-fundraising-cc20>



HARCVS continues to be actively involved in the New Care Models programme running in the Harrogate District and known as **What Matters To Us**.

During the last few weeks partners have had to adjust plans for the second year of the programme as a result of receiving much less transitional funding than was requested from NHS England. However the roll out of the local integrated teams will continue, building on the learning from the Knaresborough, Boroughbridge and Green Hammerton hub which has been running since February.

The new Harrogate District Community Information Directory will be a resource for all the teams and is a key building block in ensuring that voluntary sector services are recognised and valued as a source of support to keep people healthy and active.

Work is also underway to strengthen the focus on early intervention and prevention in the programme and again we're pushing hard to ensure that the voluntary and community sector is considered as new approaches are developed. This work is also being linked to the development of the Local Sustainability and Transformation Plan which each CCG (NHS Clinical Commissioning Group) has to produce. We'll provide an update later in the year as it is a particularly complex process with the Harrogate District plans feeding into a wider regional plan, covering much of West Yorkshire and also Craven District.

We'll include updates in our HARCVS e-bulletins as the plans for the next stage of What Matters to Us are finalised.

Is your organisation valued, viable and visible?

There are so many ways in which local charities make a significant difference across the Harrogate District in 2016.

As part of our HARCVS Strategic Plan to 2020, we are having a big push on encouraging our members to consider whether their charity is valued, viable and visible from time to time.

So what do we mean by the 'three V's'?

If a charity is not **valued** by its service users it has no purpose for existence, and funders have to see the value of the work if they are to support it;

If a charity is not **viable** it cannot meet the need that it is designed to address; and

If a charity is not **visible** it will not attract beneficiaries and funders.

HARCVS has developed a number of approaches to help charities to strengthen under each of these themes:



Valued – workshops such as **Making use of Quality Standards to help Strengthen Your Charity** place an emphasis on the importance of planning, monitoring and evaluation to help ensure you are able to maximise the resources of your volunteers and staff regardless of your charity's size.

Viable – the HARCVS **governance review service**, tailored business planning support, training courses and workshops such as **How to Diversify Your Charity's Income in 2017** and **Strengthening Your Governance**.

Visible – the launch of the new **HARCVS Where to Turn Community Information Directory**, free Social Media Surgeries for groups, support to develop marketing plans, and workshops such as **How to write an effective annual report to maximise support**.

For more information on **HARCVS Support for voluntary and community organisations** visit www.harcvs.org.uk/support

For **HARCVS Training Programme** visit www.harcvs.org.uk/training

LawWorks

Not-For-Profits Programme

Free legal advice and support to small not-for profit organisations.

How it works

LawWorks matches the organisation with a volunteer lawyer from its network of member law firms and in-house legal teams. Volunteers can advise on property, commercial/contract, tax, IP, insurance, insolvency, data protection, defamation, and company law.

There are also free, short and practical videos covering legal issues on the LawWorks website.

More information including eligibility criteria and application form:

<https://www.lawworks.org.uk/legal-advice-not-profits>



Three Cheers!

In these times of uncertainty and some concerns for the future, it's good to find time to celebrate. We've joined our members and volunteers in three celebrations this Spring.

In April, we were delighted to join our members Crossroads Care, Supporting Older People, Saint Michael's Hospice, AMP Awards and Orb Community Arts at the **Duke of York's Community Initiative Award** event.

It was fantastic to see six charities working in the Harrogate district receive recognition this year, for making a real difference in our community. Read more about the Award at <http://www.doyci.org.uk/>



In 2006, we became one of the first CVS in the country to be awarded the new **Performance Standards Quality Award** by our national body, NAVCA. We were very pleased to learn that our Award was

renewed again this year, demonstrating our continued commitment to supporting the voluntary and community sector to make a real difference for local people.



A few days earlier, we held our **annual celebration to say thank you to our volunteers** who make the work of HARCVS and our projects possible. We were delighted to be joined by the then Mayor and Mayoress of Harrogate, Cllr Nigel Simms and Mrs Lyn Simms, who handed out certificates to some of the inspiring volunteers in our team. It was also an opportunity to say thank you and goodbye to the dedicated band of volunteers with the Carers' Time Off service who transferred over to Carers' Resource at the end of March, to carry on providing their invaluable support to carers.

Safe Places in Harrogate District



A safe place is where anyone who might need a little bit more help and support when they are out and about in the community can call in to get assistance.

'Sometimes I have panic attacks and knowing that there are safe places to go to helps me to feel confident to get out and about.'

<http://www.northyorks.gov.uk/article/31837/>

Promoting and Supporting Volunteering

Volunteers' Week 2016 is bigger than ever!



This year NVCO extended Volunteers' Week by an additional five days.

Last year more than 750 events took place during Volunteers' Week to thank volunteers and to celebrate the power of volunteering to bring communities together.

This year the end of Volunteers' Week coincided with the Patron's Lunch on the occasion of the Queen's 90th birthday. Justin Davis Smith, Director of Volunteering at the National Council for Voluntary Organisations (NCVO), which coordinates Volunteers' Week, explained...

'We hope that this bigger week of events and celebrations encouraged even more groups to take



part. The Queen sets an incredible example of service. More than 600 organisations have benefited from The Queen's patronage and we hope that this will inspire communities across the country.'

Here in the Harrogate district we were pleased to hear of lots of different celebrations going on to mark Volunteers' Week and the contribution of local people to the community.

Ripon Community House organised a special private viewing for volunteers of Ripon Community Arts Spring Exhibition. Volunteers who attended the showing were treated to drinks and nibbles. Ripon Cathedral held a special service, celebrating volunteering at which our own Julie Proudler from the Ripon & Rural Wellbeing Service gave a reading. On the final Sunday, Ripon Spa Gardens hosted Picnic in the Park, a community celebration event for volunteers.

In amongst a busy week our Chief Executive, Karen, dropped into Ripon Walled Garden's barbecue, held as a thank you to all the many volunteers involved with Ripon Community Link and the Walled Garden project.



Here at HARCVS we kicked off Volunteers' Week by taking our pop up Centre out to Harrogate Library. We were joined by volunteers from Saint Michael's Hospice for the afternoon.

The pop up centre spent Volunteers Week at the Library and members of the public could help themselves to booklets and leaflets about a range of local volunteer roles.



Promoting and Supporting Volunteering

During this year's extended Volunteers' Week we had 3 articles published in the Harrogate Advertiser and Ripon Gazette about volunteering and we hosted our first ever volunteer twitter hour.

As a result we had enquiries about 49 different volunteer roles and we know that after only a week at least 4 people had already started volunteering!

Nominations open for this year's Volunteering Oscars



Volunteers' Week also marked the official launch of this year's Harrogate District Volunteering Oscar nominations.

Do you know someone who does a lot for the local community? It could be a friend, family member, a volunteer you work with or even a local business. Why not show your appreciation by nominating them for a Volunteering Oscar.

Shortlisted nominees will be invited to the Awards Ceremony at the Old Swan Hotel on Friday 28th October 2016. The event begins with a champagne reception followed by a ceremony which celebrates volunteers from around the district and the Oscar winners.

To nominate visit:

www.harcvs.org.uk/Volunteer

There are 16 different categories in which you can nominate including:

Young Volunteer of the Year

Care Volunteer of the Year

Community Volunteer of the Year

Environment Volunteer of the Year

Sports Volunteer

Wildlife Volunteer

Ackrill Media Group Unsung Heroes of Harrogate, Knaresborough, Ripon & Boroughbridge & Nidderdale New Volunteer of the Year

Trustee of the Year

Organisation of the Year

Corporate Engagement Award

Volunteer of the Year

Lifetime Volunteer

Taking in the Sights & Sounds of Ripon

On Saturday 12th March we took part in Sights and Sounds of Ripon, an annual celebration event set up to attract people into the city. Stationed in the Ripon Library we chatted with locals about volunteering and had a short visit from the Mayor of Ripon and the Hornblower.

While we were there we took the opportunity to find out where to

promote volunteer roles by asking people how they find out what is going on in and around Ripon. The most popular answers included the Ripon Library notice boards, mums & toddler groups (see our website for details: www.harcvs.org.uk), public notice boards around Ripon, the community notice board in Oliver's Pantry, the Facebook Group '[Blow Your Horn](#)' and the Cathedral foyer.



Promoting and Supporting Volunteering

CHANGES ARE AFOOT



Over the summer, Harrogate & Ripon Centres for Voluntary Service (HARCVS) will be launching a brand new website bringing together the Volunteer Centre service and HARCVS.

From July **Harrogate & Ripon Centres for Voluntary Service** will be providing advice and support for people who have responsibility for recruiting and managing volunteers. HARCVS will continue to provide all the existing services previously provided by the Volunteer Centre including:

- Monthly Volunteer Managers Newsletters.
- Quarterly Volunteer Managers Network meetings.
- Support to promote your volunteer roles.
- Our specialist advice service which provides support with setting up a volunteer programme; developing a volunteer recruitment process; dealing with difficult volunteers; developing role descriptions and much more.
- Volunteer Management Training.
- The annual Volunteering Oscars.
- Contributing to local, regional and national decision making which affects volunteering.

HARCVS will also be launching a **new service**. The all new **Harrogate District Volunteering Directory** will allow you to list, update and manage all your volunteer roles and applications online through our website. The directory launch is slightly behind schedule as the process of testing and getting the design work completed has taken longer than expected.

We are launching the directory slightly later than our new website in August 2016.

The Volunteer Centre at HARCVS will focus on engaging with the public to encourage local people to get involved in volunteering by:

- Giving talks to local groups about opportunities to volunteer in the local area.
- Engaging with local businesses who are looking to volunteer.
- Providing one to one advice to people interested in finding out about volunteering.
- Taking our pop up Volunteer Centre out and about to different locations in the district
- Promoting your roles via our booklets, leaflets, website and social media.

Will there be a charge for the service?

We are committed to advertising your volunteer roles free of charge so our new online Directory will be completely free to use.

We will continue to fundraise to enable us to provide free training courses for our members where possible.

All our members can access 90 minutes of free advice per HARCVS membership year (April-March). Our specialist advice service is also free for groups with an annual income under £10,000 after which a scale of charges applies.

Please visit www.harcvcs.org.uk for full details of our charging policy.

Promoting and Supporting Volunteering

New Training Courses Arrive for Autumn

Feedback from our training courses highlighted that local groups wanted training on how to successfully engage businesses in volunteering.

We are pleased to announce that we have secured funding to run 2 free training sessions on corporate volunteering.



Business volunteering, often known as 'employer-supported volunteering' (ESV), can be a mutually beneficial experience for both charity and business. Charities can benefit from attracting new volunteers with specialist skills and industry experience. Employers who support volunteering can benefit from team building, positive PR and skills development.

In these sessions 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.

Building Successful Volunteering Relationships with Local Businesses

Wednesday 19th October 1.30-4.30pm at
Community House, 46-50 East Parade, Harrogate,
HG1 5RR

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

Book online at www.harcvs.org.uk/training

Do you need event volunteers?

We advertise one off volunteering opportunities on our Teaspoons of Time webpage.

www.harcvs.org.uk/Volunteer This is consistently one of the most visited pages on our site and a great way to reach people who might struggle to commit to a regular volunteer role.

We have helped to find volunteers for the 1940s day, Nidd Fest, the International Festival, Ripon Cathedral Festival, Christmas lunches and sponsored bike rides. We aim to post new one off roles throughout the year. So if you are running an event and need volunteers please get in touch.



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

Helping voluntary organisations know what's going on and having influence in Harrogate District



One of our overall aims at HARCVS is to support the local voluntary and community sector (VCS) to have a strong voice and effective influence on all decision makers in our area. It is sometimes said that we attend a lot of meetings and read a lot of stuff so that you can focus on the important work of supporting your beneficiaries and running your organisations.

We're keen to ensure that you know what's going on and can have your say whilst not over-burdening you with a mass of information.

In the Harrogate District there are a number of different ways in which the voluntary and community sector can contribute to partnership working. Harrogate Borough Council has taken the lead in establishing and supporting the **Harrogate District Public Services Leadership Board (PSLB)**. This is the overarching strategic partnership for the Harrogate district and is made up of key decision makers from:

- Harrogate Borough Council
- North Yorkshire County Council
- NHS Harrogate and Rural District Clinical Commissioning Group (CCG)
- Harrogate and District NHS Foundation Trust
- Harrogate College

- North Yorkshire Police and North Yorkshire Fire and Rescue Service
- Office of Police and Crime Commissioner North Yorkshire
- Department of Work and Pensions
- Tees, Esk and Wear Valleys NHS Foundation Trust (Mental Health)
- Voluntary and Community Sector representative (HARCVS)

The PSLB has recently reviewed and refreshed its plan on a page, which makes a commitment to collaboration and sets out the main priorities for the partners, around employment and skills, financial inclusion and health and wellbeing. The board meets quarterly and produces a key messages summary which we share with the VCS Chief Officers and Chairs Group.



The May meeting of the PSLB included a report from a multi-agency team who have been working to improve support for people living with dementia. This team included Jill Quinn from Dementia Forward and Alison Wrigglesworth of Alzheimer's Society, working alongside public sector partners as "systems leaders". A successful **"Lets Talk Dementia"** event was held in December which led to a number of new initiatives and changes and a further event on 14 July in Knaresborough.

More information on the PSLB is available via https://www.harrogate.gov.uk/info/20124/partnership_working/319/partnerships

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Working Together for Better Services

Continued from page 13

HARCVS is also involved in a variety of other partnerships and groups in a representative role and more information is available from Karen Weaver or Mark Hopley at HARCVS on any of the following:

- **Harrogate Borough Council VCS Liaison Group** - HBC councillors, officers and VCS reps, especially those in receipt of HBC strategic grants
- **North Yorkshire Liaison Group** – public sector officers and VCS reps
- **North Yorkshire VCS Leaders Group** – VCS reps of groups with a remit for more than one District or county wide
- **North Yorkshire County Council Harrogate Area Committee** – HARCVS has a co-opted (non voting) place which means we can raise issues and ask for agenda items to be considered.
- **Harrogate District Community Safety Group**
- **Harrogate District Systems Resilience Group** – health and social care partners meeting to ensure local services are coping with demands such as winter health pressures.
- **New Care Models Delivery Group** – oversees the New Care Models Programme in our area and reports into the Harrogate Health Transformation Board hosted by the CCG

Now you know why, if you're phoning HARCVS, Karen and Mark are not always in the office!

HARCVS Forums and Networks bring people together to exchange information and ideas to improve services in Harrogate District. They also encourage collaborative working and sharing good practice.

www.harcvs.org.uk/Forums

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



Susan Crawford, Local Authority Designated Officer (LADO) from the North Yorkshire Safeguarding Children Board (NYSCB) attended a recent meeting to explain her role .

There are lots of useful resources on the NYSCB website including *Managing allegations against staff* <http://www.safeguardingchildren.co.uk/professionals/practice-guidance>

Sign up to receive our HARCVS monthly **Children, Young People and Families information updates**
<http://www.harcvs.org.uk/Children-and-Young-People>

The NSPCC website is also a good resource with support for professionals worried about children in the workplace and a Whistleblowing Advice Line.
<https://www.nspcc.org.uk>

Laila Fish, Transformation Project Manager, has updated the Partnership on the **Future in Mind Programme**, an initiative to improve children and young people's mental health and resilience over the next five years. The current focus in North Yorkshire is Eating Disorders and Support to Schools and we are working so that the local experience of voluntary organisations helps to shape services.

Working Together for Better Services

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

The May meeting of the **Harrogate District VCS Chief Officers and Chairs Group** was kindly hosted by Henshaws Arts & Crafts Centre. We enjoyed a tour of the workshops before the meeting.

15 decision makers from local voluntary and community organisations attended to share information about topics including using cases studies, commissioning and contracting, basic responsibilities such as health and safety, Volunteers’ Week and marketing.

There were concerns over lack of continuation funding arrangements to allow VCS services with evidenced outcomes to continue and develop.



Organisations needed to consider collaboration as a way to secure the best possible support for the people who needed our services. Voluntary and community colleagues can work

together to better influence and work with partners, commissioners and funders to support our mission and aims.

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/chiefofficerschairsgroup>



‘I find meetings very interesting and productive and it keeps me up to date on who is who and what is going on. I always learn so much.’

‘I just find the information so useful and the meetings of great benefit to my general awareness.’

Saint Michael’s Hospice are kindly hosting our September meeting.

HARCVS suspended the **Harrogate District Mental Health Forum** in autumn 2015 due to the ending of our grant to meet the costs of running the Forum, previously provided by North Yorkshire County Council (NYCC).

Unfortunately that position has not altered into 2016/17 and with regret we confirm that there will be no further meetings of the Forum hosted by HARCVS.

Thanks once again to everyone who has supported the Harrogate District Mental Health Forum over the years.

Working Together for Better Services

Connecting Ripon Network

Proud of Ripon Community and like to develop more opportunities to contribute?

HARCVS facilitates the **Connecting Ripon Network** and new members are always welcome. Our vision is: **'A more connected area where our communities work together to make the city and rural parishes a great place to live, work and play'**

One of the themes is to raise support for good causes through social media. Regular free Social Media Surgeries now take place at Ripon Museums (where as this photo shows the volunteers had fun with tablets, both new and old!)



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

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 now know how many resources are available and how to find them. Very inspirational. I will know where to turn when referring clients or searching for relevant services.'

www.harcvs.org.uk/introsessions



Good news for the 'My Neighbourhood' Partnership group which has been awarded a commendation in the Municipal Journal awards for 'Excellence in Community Engagement'. The judges saw that in 'My Neighbourhood' there is clear evidence of an initiative which actively encourages participation from the local community and is providing sustainable long term benefits for the wider community.

'My Neighbourhood' projects are currently working in four areas across the Harrogate district:

Woodfield ward Harrogate

Granby ward Harrogate

Ripon Minster Ward

Pateley Bridge



For more information on the projects and if you

would like to get involved please contact Fiona Friday, Partnerships and VCS Officer at Harrogate Borough Council fiona.friday@harrogate.gov.uk



Date for your Diary

HARCVS AGM

Tuesday 18 October 2016, 2pm

Join us in Working Together for Social Action in Times of Change.

More details coming soon.

The Missing Million

In Search of the Loneliest in our Communities



According to a new report from Campaign to End Loneliness, there are an estimated one million, one hundred thousand people over the age of 65 who are chronically lonely in the UK.

The report looks at:

Identifying Loneliness, describes different ways of identifying older people experiencing loneliness, along with some ideas for collaboration and innovation.

Applying the methods, explains how the methods described in the first section have been put into practice.

Talking about loneliness, aims to help front line staff and volunteers prepare for and engage in constructive dialogue with older people experiencing loneliness in ways that can bring about positive change.



<http://www.campaigntoendloneliness.org/the-missing-million/>

Keep up to date with research, news and local services by subscribing to the **HARCVS Older Peoples Services Network**.
Email cvs@harcvs.org.uk to join up.

Better Safe than Sorry!

July is Scams Awareness Month and, as well as raising awareness, the aim is also to give people the skills and confidence to identify scams, share experiences and take action by reporting suspicious activity.



Recently we read that our colleagues at VAL in Leeds had become aware of several instances where fraudsters had attempted to obtain bank details by impersonating senior officers within charities.

An example of the scam (which HARCVS has direct experience of, but thankfully was aware) has been where a Finance Officer received an email from the Chief Officer saying there is an urgent payment needing to be made and asking for the details that need to be given to speed up the payment process. In some cases the fraudsters attempt to build your confidence that the email is genuine by asking for process details first, with the aim of moving onto banking details in subsequent emails.

It is safer if you receive an email of this type, even if it looks genuine, not to reply to it. Speak to the person who has allegedly sent you the email to check first.

Useful Links

<https://www.citizensadvice.org.uk/scams-awareness-month/>
<http://www.ageuk.org.uk/money-matters/consumer-advice/scams-advice/>

HARCVS Member in the Spotlight

Harrogate Branch of Arthritis Care



What is the Harrogate Branch of Arthritis Care?

The Harrogate Branch of Arthritis Care is run entirely through the efforts of volunteers in the local community. It provides a range of support to local people who have various forms of arthritis and works closely with the Harrogate Hospital Rheumatology team to further develop services for local people. Individuals in the branch aim to support each other through information, friendship, and by providing a forum for discussing matters of mutual concern. The Branch offers a monthly programme of meetings focused on living with arthritis as well as keeping in touch with people if they are unable to attend meetings.

What is arthritis?

Arthritis affects people of all age – from young children to the elderly. It predominantly affects joints causing pain, swelling and general debilitation. There are more than 200 forms of arthritis. Some forms of arthritis are quite common like osteoarthritis, while others can be quite rare.



At the present time there is no cure for any of the forms of arthritis. However there are increasing ways in which different forms of the disease are better managed.

Who does the Branch work with?

We have close links with Harrogate and District NHS Foundation Trust. The hospital puts people in touch with us so they can find support from others with similar health issues, provides speakers for meetings and a consultant rheumatologists, Dr Mike Green, is Branch President. We also seek to link to other healthcare practitioners in the community such as osteopaths and acupuncturists.

Another important part of our work is linking with others in the voluntary and community sector. We benefit tremendously from the information, advice and Volunteer Centre at HARCVS.

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 Autumn/ Winter 2016 edition of *Care in Action* will be available at the beginning of November. 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 18 October**. 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



We also seek to make links with others in the sector who are better able to meet the range of different needs which people living with arthritis have. For example, we have good contacts and interactions with **HELP (Harrogate Easier Living Project)** and **Age UK North Yorkshire** and have had speakers from other local charities at our meetings.

How do you fund your work?

We are part of the larger UK charity Arthritis Care. The branch retains a small proportion of the membership fees to help with costs. Other than this all of our funding needs to be raised ourselves so we charge a small entrance fee for each monthly meeting (£2 members, £3 non-members). Mainly we aim to raise funds from our own activities, in the local community and through applying for grants to support our work.

How can I stop myself getting arthritis or stop it getting worse?

Unfortunately there are no known ways in which you can prevent arthritis occurring. What is known that one of the best ways to manage arthritis or limit its effects is to lead as healthy and active a lifestyle as possible and maintain a healthy weight – this is because the more you weigh the more pressure is put on your joints! The Branch has joined forces with Jackie Terry of **Dancing for Wellbeing**.



In 2015, we supported a group held at Bilton Community Centre with funding received from Bilton Community Fund and with marketing materials kindly provided by Harrogate Borough Council.

In recent months this group has become self-financing and we now support the Dancing for Wellbeing group in Hampsthwaite so that those who live in more rural areas can also benefit from enjoying each others' company and taking part in a form of dancing that is ideal for people with mobility / balance problems, those who use a walking aid or wheelchair, or have a range of conditions such as arthritis.



What are your plans for the future?

We are looking at the possibility of extending the times at which the Branch meets or encouraging more social support at different times of day. All of this depends on the efforts and time that we as volunteers are able to give - sometimes this can be difficult when most of us have arthritis too!

How can we make contact?

Lindsay Mitchell, Coordinator
01423 566540 Lindsay.m@btconnect.com

Nanci Downey, Treasurer & Membership
01423 330428 nancidowney@yahoo.co.uk

www.arthritiscareharrogate.org.uk

Facebook page - Arthritis Care Harrogate

Dancing for Wellbeing

Jackie Terry 01423 531235

www.dancingforwellbeing.org

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

Can we help? 01423 504074,

volunteer@harcvs.org.uk

www.harcvs.org.uk/Volunteer

How to Contact Us

Harrogate & Ripon
Centres for Voluntary Service (HARCVS)

Tel: 01423 504074

E-mail: cvs@harcvs.org.uk

www.harcvs.org.uk

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