

Harrogate & Ripon Centres for Voluntary Service

Impact Report 2016 - 2017



Making a Difference

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



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



**NAVCA
Quality
Award**



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Some names in our case studies have been changed.

Our Vision

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

Our Mission

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

Our Values

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

What we did this year

- Provided 36 groups with bespoke funding advice and helped raise over £330,000 for community projects and services
- Supported 285 groups with information, advice and guidance to develop their voluntary organisation
- Increased our organisational membership to involve 192 members
- Provided advice to 351 people who wanted to get involved in volunteering
- Kept over 2,800 contacts and local organisations informed with our newsletters and funding files, specialist and weekly e-bulletins and daily social media updates
- Provided a voluntary car driving service for over 7,000 journeys
- Completed 383 gardening, decorating and DIY jobs for vulnerable local residents

Over 130 trained volunteers were involved in directly supporting our work and contributed over 430 hours each week. We wouldn't be able to do what we do without their dedication and commitment.

Thank you to all our volunteers.



Welcome and Review

from the Chair, Jackie Snape

I'm delighted to introduce the 2016/17 Impact Report for Harrogate & Ripon Centres for Voluntary Service. The purpose of the report is to help our charity's beneficiaries, volunteers, partners, funders, donors and supporters understand the work we undertake and learn about the difference we've made over the past year.

My fellow trustees and I were extremely pleased with the charity's achievements during 2016/17. The financial performance was the strongest for many years, as a result of fundraising and partnership work, and we received excellent feedback from the annual customer satisfaction surveys. We achieved the **Matrix Quality Award** standard for information, advice and guidance and performed well against all our key performance indicators. Fresh new branding was developed alongside the completion of a major project to upgrade the long established **Where to Turn** community information directory and create a new local online volunteering directory.

We place on record our thanks to Harrogate Borough Council, North Yorkshire County Council and the NHS Harrogate and Rural District Clinical Commissioning Group for their financial support in 2016/17, which enabled us to deliver our services for groups, volunteers and individuals. This core funding also supported our role representing the voluntary and community sector on the **Harrogate District Public Services Leadership Board** and involvement in the national **NHS Vanguard New Care Models programme**, known locally as "What Matters to Us". We were active in the **Harrogate District My Neighbourhood programme** and continued to develop links with the NYCC Stronger Communities and Living Well teams. We were pleased to accept the invitation to be a founding partner of "**Ripon Together**", a new community interest company aiming to foster co-operation in the City, with thanks due to the City Council for their grant to support our work in Ripon.

Our greatest asset continues to be our dedicated and resourceful team of staff and volunteers. Under the leadership of the Chief Executive they do an amazing job.

On behalf of my fellow trustees I thank them all for their commitment. They have undertaken a varied programme of training during the year, ranging from dementia awareness to management development.



I know that the team enjoy being out and about promoting our services for groups and individuals, and sharing information on the wide range of community activities in our area. We took part in the Big Picnic, Bilton and Woodfield Library Open Day, the Nidderdale Show and Sights and Sounds of Ripon. Once again we were delighted to be a lead partner for the sector's local flagship event of the year, the annual Harrogate District Volunteering Oscars.

I hope you will enjoy reading more information on the impact of our work in the following pages. The achievements are all the more remarkable given that during the third quarter of the year a considerable amount of staff time was allocated to preparing a county wide partnership bid for the NYCC/NHS Voluntary Sector Support Services contract. This was put out to competitive tender for the first time, to commence 1st April 2017. Sadly our bid was unsuccessful and from January 2017 onwards the board and management team were heavily involved in preparing for the transfer of the affected services and 3 members of staff to the new provider. We were heartened by the messages of support and good wishes that we received from members and local partners during this very challenging period.

The board of trustees is now focussed on ensuring that the long history of providing locally based support for communities, charities and volunteers in the Harrogate District continues. We are still here and determined to continue meeting the needs of our members and beneficiaries. Please get in touch with your feedback and ideas on how we can work together.

Getting Set for the Future

from the Chief Executive, Karen Weaver

Work has continued apace to review our vision, mission and aims and adjust to our new financial situation going forwards. We've completed the update of our strategic plan and placed our highly respected information services at the heart of our role. Connecting and collaborating will underpin all our work and support the delivery of three further themes: local voluntary action, local fundraising and practical support for older and vulnerable people.

Information services

We will focus on making the best use of technology to share information, monitor impact and promote our products and services. The Where to Turn and Volunteering Directories will be at the core of this work, and we will ensure that both are up to date, accurate and widely promoted so that they are the first port of call for people looking to get involved in the local voluntary and community sector. We will ensure strong links with local health and care professionals to help them signpost people to sources of support in the community.

Local voluntary action

We will support local voluntary action via a programme of training events and networks and will continue to host a number of forums, enabling Voluntary and Community Sector representatives to meet, share issues and influence decision makers.

We will work closely with partners from all sectors. This includes advocating on behalf of the local VCS on the Harrogate District Public Services Leadership Board and participating in the Harrogate Borough Council My Neighbourhood programme. We will continue to work with the North Yorkshire County Council Stronger Communities and Living Well programmes.

We will support the NHS New Care Models programme in the District. We will also develop partnerships with other providers able to offer support and skills to the local voluntary sector.

We will champion volunteering by sharing information on opportunities and promoting good practice in volunteer management. We will run a variety of workshops to support local volunteer managers. We will work to ensure that there is adequate provision for volunteers who need additional support to take up and benefit from volunteering roles.

Local fundraising

We are working closely with Harrogate Borough Council and the Two Ridings Community Foundation to launch

THE LOCAL FUND for the Harrogate District.

The aim is to establish a substantial endowment fund that can be easily accessed by local charities to help them meet the needs of their beneficiaries. Attracting philanthropic donors and securing funds from dormant or inactive trusts are early priorities but it is also intended that the Fund provides a vehicle for the local business community to become more involved in community fundraising.



Practical support for older, disabled and vulnerable people

With funding from NYCC and HBC secured for a further period, work will continue to develop the fundraising and marketing of our Practical Support Services, to ensure that the resources are available to keep up with constant increases in demand from our ageing population. Recruiting, training, supporting and retaining volunteers is vital to this work, and will be a feature of all marketing initiatives.

We will be advocates for the positive impact of local voluntary action on people's lives and offer enthusiasm, encouragement and practical support.



Supporting local voluntary and community organisations

In 2016/17 we supported 285 groups with information, advice and guidance to strengthen their voluntary organisation and achieve their plans.

63 groups received organisational development advice ranging from start-ups seeking advice on choosing appropriate organisational status to existing organisations seeking to change their legal structure. The funding and governance advice continued to be increasingly complex and intensive, particularly for those established organisations undergoing significant change and others seeking to review their governance procedures and develop charged for services.

The demand for governance advice continued to increase locally, following the high profile of trustees and charity governance nationally. With more tendering of low level prevention contracts, there was also an increased demand for tendering support and contract management.

HARCVS helped local groups secure over £330,000 for projects and services to improve life for people in Harrogate District.

'Thank you for all the help and advice. At the start you stressed the importance of demonstrating real need and this led to serious work on our side providing evidence. That was crucial to our bid.'

'As the bid took shape you provided very wise advice and ensured we didn't fall into traps that we might regret later – again extremely helpful.'



When charities requested funding advice, often there was at least one organisational development issue which limited the organisation's ability to succeed.

'We really value your guidance with governance, procedures and policies, advice and training. We have accessed all of these and could not have grown with the speed that we have to serve our community without this support. We value having someone who knows our charity and can quickly and knowledgeably address our queries.'



During the year HARCVS successfully supported a managed closure of an organisation. This involved support for trustees to identify how resulting gaps in services could be managed and how volunteers could be supported to move to any new provider if they wished. This work involved bringing providers of local services together at meetings to find the best ways to support vulnerable people in our local community.

'We have worked very closely with HARCVS to achieve this. Their support was phenomenal!'

'Expert, not merely knowledgeable, help.'

'I think HARCVS provides an invaluable resource as it enables and supports volunteers and organisations to provide services within the community effectively and professionally.'

In 2016/17 HARCVS supported the development of community library groups across Harrogate District with information, advice and guidance, working with committee members to understand the role and responsibilities of trustees.

We provided 36 groups with bespoke funding advice for community projects and services.

Supporting local voluntary and community organisations

Our training programmes continued to be well supported, including the HARCVS peer-support and learning network, known as **Trustee Tuesdays**, with a total of **35** trustees and people interested in volunteering as a trustee being involved during the year.

'Excellent course, very informative and valuable. Will recommend to all trustees.'

'Thoroughly enjoyed the workshop and feel more informed and clued-up on my role as a trustee - thank you.'

All participants scored the session as very good or excellent and acknowledged the value of sharing good practice and new developments. One attendee commissioned a Governance Review from HARCVS. Workshops were held at new and rural venues to make them more accessible across the district. HARCVS recognised the importance of reaching out and investing in building the skills, knowledge and confidence of trustees in order for the voluntary sector to become more adaptable and resilient.

160 people participated in 23 workshops and masterclasses which took place at community venues across the District.

A **Strengthening Your Governance** workshop for more experienced trustees looked at responsibilities in more depth. This training on how to strengthen organisations through good governance, led to enquiries for bespoke support from two participants.

With the continued reductions in public spending, increased competition for grants and the economic and social environment getting tougher, local groups need to look at new sources of funding. HARCVS responded to this need by developing a new workshop to help staff and trustees explore different options for diversifying their charity's income.

'I find the training sessions very good and have attended 4 of these. The trainer is very knowledgeable and helpful and the information has helped to further develop good practice within the project I work for.'



100% of member survey respondents rated HARCVS as effective in supporting and promoting the voluntary and community sector in Harrogate district and flexible in responding to changing needs.

'All brilliant - lots of knowledge from trainer and others in room.'

'Very informative and well presented. I've just submitted a funding application today, thanks to the additional information on the course.'



Bi-monthly **Social Media Surgeries** in Harrogate and Ripon provide groups with free 1 to 1 support by expert volunteers on how to use Twitter, Facebook and other free online tools to engage with their community, promote what they do, recruit volunteers and fundraise.

'The surgery was so useful. Thank you for this service. I'll be back soon!'

Connecting and involving people to make local services better for everyone

HARCVS brings together people who provide voluntary and statutory services and people who use local services. We support the identification of needs in the local community and facilitate innovation and improvements in service provision to meet those needs.

We organised and supported 19 forum and network meetings attended by 237 people.

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

'It is very important to us to have an organisation that understands, and seeks to understand, the local issues affecting the voluntary sector, representing us. HARCVS does this very well.'



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

The Partnership works to improve the lives of children and young people. It plays an important role in identifying gaps in local services and improving awareness of local support and activities, so young people receive the right service at the right time and appropriate referrals are made. The Partnership aims to improve collaborative working with a more joined up approach by colleagues in the voluntary and community sector, statutory sector and schools.

Commissioners attend meetings and HARCVS works so that the local experience of voluntary organisations, and the young people they support, helps to shape services. During the year, connections have been made for partners to work together around suicide awareness and support, volunteer buddies, adapting resources for young people with Special Educational Needs & Disabilities, safeguarding, supporting military families and mental health and wellbeing support in schools.

HARCVS Children, Young People and Families Updates keep 160 people supporting local families informed.

'It's very beneficial to have regular and up to date informationand HARCVS do this without fail.'

HARCVS facilitated a group of local organisations to work together on the lack of inclusive activities for young people with autism and families at risk due to challenging behaviours of teenagers with autism. 6 local themes were identified where a better shared understanding was needed and the important role of peer mentoring agreed. Feedback was taken to the Harrogate District Children's Safeguarding and Strategy Group, where the idea of 'Autism Friendly Communities' was raised as a way of increasing local awareness and the need for inclusiveness. These themes will be progressed to better support young people.

'I value meetings for networking, information sharing, awareness raising, responding to local issues, understanding of national agendas.'



Connecting and involving people

Harrogate District Independent Advisory Group (IAG)

HARCVS supports the independently chaired IAG of community representatives from protected characteristic groups, acting as a critical friend to North Yorkshire Police with regards to issues such as reporting and reducing Hate Crime. Guidance to schools for dealing with incidents was re-issued following concerns raised at the IAG meeting held after the EU referendum.

Topics during the year included support for Syrian refugees, stop and search, Safe Places and raising awareness of the work of the IAG with front-line police.

Connecting Ripon Network

Connecting Ripon is a partnership group with 65 members facilitated by HARCVS for voluntary, community and faith sector organisations to work together to strengthen community connections in Ripon and the surrounding villages. The Network is open to anyone wanting to work together with others to make a positive contribution to community life. There is a fantastic, vibrant volunteering force in and around the city, but there is always a need for more volunteers of all

ages to get involved and Connecting Ripon brings groups together to develop and promote these opportunities.

The Network contributes a monthly column to the Ripon Gazette to showcase the work of local charities, to help

attract more volunteers and promote partnership opportunities. HARCVS invites Network members to regular free social media surgeries, kindly hosted by Ripon Workhouse Museum, to help raise the profile of their organisations and make connections.

'A wonderful way to promote our community work'



Harrogate District VCS Chief Officers and Chairs Group

Over 80 decision makers are able to share the challenges of managing change and opportunities for working together.

Members agree that working together could better influence partners, commissioners and funders to support the mission and aims of local charities, and provide the best possible support for people in the community who need services.

The Group were asked for their ideas to help shape plans for a new Harrogate District Community Fund. Harrogate Borough Council also consulted Group members on proposals for a Harrogate District Lottery to provide more local resources for the local community.

'As a very busy Chief Executive I really value knowing that HARCVS staff have their ear to the ground on national issues and share the relevant information whilst sifting out the irrelevant, and of course the attending of meetings so we don't have to is very much appreciated!'

Many topics, issues and concerns were shared during the year including the need to apply the principles of social value when commissioning services, the West Yorkshire and Harrogate NHS Sustainability and Transformation Plan (STP), NHS New Care Model Programme, social prescribing projects and voluntary sector representation on task groups. HARCVS presents concerns raised to commissioners and reports back.

'The Chief Officers and Chairs group is a great forum for keeping connected and informed and without it we would be worse off.'

Connecting and involving people



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

'Invaluable as a new starter in an organisation.'

'Interesting, well presented, succinct. Such a variety of voluntary organisations even though I thought I knew what was available.'

'Concise and up-to-date local knowledge. Enables me to answer questions about how someone may either help or be helped.'

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

Collaboration and Representation

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

'HARCVS seems to have a good overview of all the organisations and their various challenges, needs and strengths.'

HARCVS continued to play an active, recognised and valued partnership role in the **New Care Models NHS Vanguard programme** on behalf of the local voluntary & community sector.

Following a HARCVS partnership event attended by **50** local voluntary sector decision makers, funders and public sector colleagues in summer 2016, a follow up event was held in September bringing together representatives of **9** voluntary organisations and senior commissioners. The group worked together identifying how support from the wider community is best connected into, and able to complement, statutory sector services, especially around falls prevention, stroke and mental health. We have been feeding in the voluntary sector perspective based on our knowledge and experience of managing the Better Care Funded projects and connecting to community services through promoting our **Where To Turn Community Information Directory for Harrogate District**.

'HARCVS has been extremely supportive over the life of the Better Care Fund money, ensuring that the VCS has had its voice heard by commissioners.'

HARCVS has a place on the **Harrogate District Public Services Leadership Board (PSLB)** and works hard to ensure the voluntary and community sector is 'at the table' as an equal partner in working to achieve wellbeing in our district.

'I value Karen's passion and wisdom. She brings information to the voluntary sector in a manageable, helpful way.'

'Karen is an excellent representative. I am confident that she is making inroads into providing an important sector voice and position alongside the public sector.'



Promoting and supporting volunteering

HARCVS provides information and support to help people to find out about and take up rewarding volunteering opportunities in their local area.

During the year we helped 351 people who wanted to get involved in volunteering.

'Very impressed by the speediness in which my details were forwarded to the charity I chose to volunteer with.'

'The role has given me the belief that I know I can do a really good job with the specialist skills I have learnt over many years. It's really increased my confidence.'



Case Study

'We recruited a new volunteer through your site, requesting volunteers for our Junior Football Club in Harrogate.'

'Matt joined us and has been with us for over 18 months now and we're delighted that he's now passed his Level 2 coaching qualification. Matt has changed his career path to sports leadership and working in schools and is looking to further his CV.'

'We are very grateful for your support as clubs like ours cannot function without fantastic volunteers - the club and both Matt personally have benefited massively from this.'

With the launch of the HARCVS Volunteering Directory we have much more local control over the content of the directory and the supporting procedures, including follow-ups. This means we can make sure people enquiring about local roles are contacted by local charities in good time.

The Volunteering Directory contains over **300** local volunteering opportunities at any time and helps people to find their ideal role, searching by, for example, interests, activity, location, availability, age, and wheelchair access. HARCVS continues to produce some themed booklets of opportunities to promote volunteering out and about at community venues and events.

'Your website is proving to be an invaluable resource. I've just received more volunteer enquiries through.'

We are running more free **Get Set for Volunteering** courses for people who would like to know more about what is involved before volunteering for the first time. Attendees are encouraged to identify skills and experience they can offer and support is available to find a suitable role.

'I now have a lovely person to visit and it's going fine, and, so far, I feel I've chosen a role that's right for me. So that's where I'm at right now....and feel that the 'Get Set' course that I did was very worthwhile!'



We completed a research project funded by NYCC Stronger Communities to explore how supported volunteering could be developed across North Yorkshire.

Promoting and supporting volunteering



The 9th **Harrogate District Volunteering Oscars** was held on 28th October; kindly hosted by the Old Swan Hotel and jointly organised by HARCVS, Councillor John Fox and Ackrill Media Group. The Oscars received over **96** nominations across 16 different categories.

This annual celebration, launched during Volunteers' Week, helps to raise the profile of local volunteering and the wide range of roles for people of all ages in the area.

Supporting Groups which Involve Volunteers

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

221 organisations were supported to recruit volunteers for 513 different roles.

During the year, the **Harrogate District Volunteer Managers Network** met quarterly covering topics such as problem solving and improving promotional materials and volunteer roles descriptions. We continued to liaise with volunteer centre managers across North Yorkshire and the region on volunteering issues.

'The meetings are such a good idea to share ideas. Volunteering support is always good and helpful.'

We kept 430 volunteer managers informed via our monthly Network Updates.

'The Volunteer Centre service is massively important to us and your new directory is a boon (as is the new Where To Turn online).'

43 volunteer managers participated in 6 training workshops.

During the year, workshop topics included **Attracting & Recruiting Volunteers, Supporting & Supervising Volunteers** and **Involving Volunteers who have a History of Offending or Homelessness**.

'The Skills for Volunteer Organisers workshop was really well structured and worth the travel. I met some good people and gained some good ideas.'



In November and December, we ran two courses called **'Building Successful Relationships with Businesses'**. The courses were fully subscribed with **16** people attending from a variety of local, regional and national charities.

'Very good course and covers all relevant info to help with employer supported volunteering.'

'Very good trainer and a host of relevant and useful examples.'

'Brilliant, under pinned what we are already doing but also focused on the gaps. Fantastic, thank you.'

We have already generated more interest on a voluntary level and we have also secured a £1,000 donation from a local foundation.

We really value the support that HARCVS provides us and understand, first hand, the value it adds to organisations like ours.'

100% of attendees felt more confident to engage with a business to set up a mutually beneficial volunteer scheme.

Where To Turn for community information



During the year we developed our long established HARCVS **Where To Turn** directory into a more comprehensive and fully searchable online database of community organisations, activities and services, together with community events and volunteering opportunities in Harrogate District. Funded by Harrogate Borough Council, the NHS and Police and Crime Commissioner, the directory is for both individuals in the community and professionals supporting them to lead safe, healthy, active and fulfilling lives. Signposting to support and activities helps to reduce social isolation and loneliness, promotes active citizenship, and can reduce demand for more expensive health services.

Where To Turn gives free, quick and clear access to over **630** community organisations, activities and services, from health charities to art classes. Search results can be easily printed off to produce an up to date bespoke 'directory' or listing for an individual or a group in a particular locality or with similar interests and needs. The HARCVS website also lists over **60** upcoming charity and community events at any one time, providing more opportunities for community connections.

HARCVS has supplied posters and thousands of postcards promoting **Where To Turn** to libraries and other community venues, GP surgeries, Harrogate Hospital, health and social care colleagues, schools and local charities. We have had stands at local events and given presentations to Care Navigators and other members of GP surgery teams, Patient Advocates, Harrogate Hospital teams, library teams and attendees at community network events.



'Where To Turn is a great resource for carers.'

'Excellent again. I am so grateful for all your help with signposting.'

'I use Where To Turn every day'

Our **Information Service** provides regular updates of local voluntary sector news, views, training, funding, consultations, charity jobs, events, community activities and updates on services in Harrogate district.



A key role for HARCVS is to promote the local voluntary and community sector. We are very active on social media and have strong links with the local media, contributing monthly columns to highlight the work of local charities in the local press.

The HARCVS weekly e-bulletin keeps a network of over 850 contacts informed and also promotes local charity news, services, activities, events and jobs.

'Just to say well done with your newsletters, they are the best, most informative that come into my inbox.'

'This is a brilliant bulletin - I do pass it on when appropriate.'

'Your newsletters spark off so many ideas.'

'I do find there is always a spike in response when it goes in your newsletter.'

'That's fantastic, thank you for taking the time to answer my query so comprehensively! Lots of information there and some great ideas and connections to pursue.'

Support to help people live independently in their own homes



Harrogate Easier Living Project (HELP)

HELP provides a range of preventative services to assist local older or vulnerable people, and those living with disability or long-term illness, to remain living independently within their own homes. The project offers both practical and emotional support to residents across the Harrogate District, enabling them to achieve what they want or need to do.

Services are provided at a very low cost or free of charge, to people unable to access affordable support from any other providers. The project addresses a number of key local issues, including connecting communities and reducing social isolation and loneliness, particularly among older people.

In 2016/17 demand for HELP's services has been unprecedented, with a huge increase in clients across the board. This has been driven by an increase in referrals both from local statutory services and other voluntary sector organisations, as well as from families, many of whom live outside the area and are concerned about their relatives' well-being.

132 HELP volunteers gave an incredible 431 hours each week supporting people across Harrogate District. That's over 22,000 hours of support during the year and an increase of 100% on 2015/16.

'Having retired from a career in healthcare, I was used to dealing with people with impairments and was keen to continue to use the skills that I had developed in my work.'

'My volunteer and I get on really well. In fact I see her as my "adopted niece".'

'I couldn't have wished for anyone to be more in tune with mum's situation. She is a real force of nature.'



Volunteers offer their time in a wide range of capacities, from practical assistance with driving, decorating and gardening to befriending.

As well as regular volunteers, HELP has enjoyed the support of groups of volunteers and/or fundraising from a number of local organisations.

Thanks to: Asda, Argos, Ashville College, Belzona, Betty's, Bilton Grange URC, Bluefin, Brelms Trust, Councillor Andrew Goss, Councillor Bill Hoult, Councillor David Simister, Covance, Ewe Move, Force for Good, Harrogate & District Allotment Federation, Harrogate Band, Harrogate Driving Instructors Association, Heineken UK, Inner Wheel of Ripon Rotary, Knaresborough Lions, Nest Kitchens, Oatlands Community Group, Oddfellows Society, Procter & Gamble, Prospect Health, Ripon Charity Pantomime Group, Ripon City Council, Ripon Lions, Ripon Summer Yoga, Rotary Club of Harrogate, Rotary Club of Harrogate Brigantes, Sainsbury's Harrogate, Sainsbury's Ripon, St John's Church Bilton, St Robert's Primary School, St Vincent de Paul Society, Waitrose Harrogate, Wolseley, Yorkshire Building Society.



Support to help people live independently in their own homes

Case study

Jane offers many hours every week, both as a befriender and as a voluntary driver. Not only does she offer vital transport to enable people to make essential trips, she also provides regular social contact and a friendly listening ear to people whom she accompanies to local places of interest. Her empathetic manner is much appreciated and clients feel at ease in her company.



Jane embraces volunteering as a way of life, *'it's what I do'*. She views volunteering as a way of being more positive about her own set of circumstances; Jane has personal experience of being a carer to close relatives, *'volunteers are life savers but for me volunteering is life saving.'* The people she supports, meanwhile, see Jane as a 'life saver' whose positive demeanour is infectious and brings joy.

Jane was 'Volunteer of the Year' at the North Yorkshire County Council Community Awards 2016. This award was for her significant contribution, not only to HELP, but to several other local charities.

The service assists some of the most vulnerable people in Harrogate District – **60% of clients are aged 65 or above, over 90% live alone, and 56% live with physical disability, mental health conditions or sensory impairment.** Help at Home also reaches those individuals who can be difficult to reach by other agencies, as **60%** of clients are not in receipt of any other services.

To address the specific needs of the Woodfield/Dene Park area of Harrogate, (ranked in the bottom 20% in the UK Indices of Multiple Deprivation 2015), Help at Home set up a dedicated handyperson scheme in 2016. The additional seven hours' work in this area resulted in an additional **48 people being assisted with 65 jobs.** This was made possible by a grant from the Evan Cornish Foundation.

'It's reassuring to know that someone is there when life gets stressful.'



Help at Home

The Help at Home service provides assistance with practical tasks, such as gardening, decorating and odd jobs to older and vulnerable people who are unable to either carry out the work themselves or pay for private tradespeople. As well as practical help with everyday living, the service helps improve feelings of well-being and confidence about living alone.

The Help at Home team completed 383 gardening, decorating and odd jobs for local residents. Over 150 people used the service for the first time, in addition to the people who receive support from the team on a regular basis. This was a 47% increase in both jobs and new clients.

Case study

Maggie is a single mother with two children who have serious health problems and in addition she was a victim of domestic violence. Maggie had been re-housed by Harrogate Borough Council into a home which had been occupied previously by an elderly lady and both the house and the garden were in need of serious attention.

With the help of a team of corporate volunteers, Help at Home was able to help Maggie with the re-decoration of her new home to a high standard plus making her front and rear gardens safe places for a family to enjoy.

Maggie was very appreciative of this work as she would not have been able to complete it in such a short timescale, and this made it easier for her to concentrate on her children's health and well-being.

Support to help people live independently in their own homes

Many clients who use the service are concerned about their safety. In a recent client survey, almost two thirds of respondents said they were worried about having a fall in their home or garden and a third told the team they did not know who to trust. A key focus of the service is addressing these concerns. All support workers and volunteers are DBS checked and clients say this reassures them. Every day tasks performed by the team, such as jet washing slippery paths and removing clutter also help to prevent falls and reduce clients' anxiety.



Case study

Pamela is a widow, advancing in years, and with several long-term health conditions. As a result, she can no longer manage her garden and work around the home. She originally heard about Help at Home from a Harrogate Borough Council tenants' newsletter. Pamela got in touch as she was feeling very frustrated at having to look out onto an untidy garden. The Help at Home service initially helped to tidy her garden, to make it more manageable for her.

When Pamela learnt the team also offered decorating services, she requested their assistance with painting both her lounge and bathroom. The Help at Home team were supported by a small group of volunteers from local company, Belzona. As a result of the extra help, the team finished the job early and had time to gloss four internal doors, which were in need of a new coat of paint.

Pamela was delighted with the results and explained:

'My husband was very much a DIY man and could do everything around the home. When suddenly you don't have that support and help, and only a limited budget, life becomes difficult.'

'The team do so much to help you – they were very tidy and cleared up afterwards and even asked me if I would like any of my furniture moving to more convenient locations, whilst they were putting everything back.'



'Your service is great and for somebody of my senior age and on a low income - it is invaluable. I cannot think of anything you could do better.'

Case study

Laura is a single mum of two boys, the youngest of whom is severely Autistic with ADHD and other disabilities. Laura was referred to Help at Home by Stonham Homestay two years ago as she was struggling to manage practical tasks around the home.

Both Help at Home support workers have helped Laura over the last couple of years with tasks including putting bolts on stair gates, hanging curtain rails above the door and installing safety bars on the windows. On most occasions we have been able to help Laura at short notice as the majority of the tasks are related to keeping her and her sons safe. The team also helped Laura with assembling flat pack furniture and some decorating. Not only does this work help the family remain secure in their home, it also offers Laura peace of mind that she has someone she can contact for help with a variety of different jobs.

Laura said: *'I literally have no family to turn to for these kinds of jobs so Help at Home has been a real lifeline to me. I couldn't praise the team enough for their professionalism and kindness. I've had some very specific requests over the last few months and Brian and Andy have always been so adaptable. Nothing is too much trouble.'*

Support to help people live independently in their own homes

'I have, at times, felt very vulnerable so knowing there's someone to turn to is a weight off my mind.'

'When I lost my husband, I found myself in a bit of a hole so it's been fantastic to have the support of such a helpful service.'

Opening Doors

A combination of ill health, low confidence to go out alone and a lack of transport often contribute to feelings of loneliness and isolation among local older or vulnerable people. **59% of Opening Doors clients say they feel lonely 'all' or 'most of the time' and 19% get out just once a month or less.**

The service assists clients to maintain or re-establish their ties with their local community. Volunteers provide one-to-one support, helping people to go on outings of their choice, which are usually for social and leisure activities.

Local people received accompanied support from 14 Opening Doors volunteers to get out and about on 446 outings.

'It has made a big difference to my life socially and helped me feel less isolated at home.'



Clients also benefit from social interaction with their peers at regular group outings and events. These have included trips to local garden centres, The Pinewoods, restaurants and cafes, retail centres and concerts, as well as lunches and afternoon teas.



In many cases, clients and volunteers are matched up based on mutual interests and enjoy one another's company whilst getting out and about. This regular contact allows a rapport to develop between client and volunteer and plays a key role in helping to alleviate loneliness and isolation.

Case study

Mabel is a widow in her eighties and has a few health problems. When she was referred to Opening Doors by the Living Well team, she was at low ebb, experiencing feelings of anxiety and depression. Mabel does not like attending group events, as she feels much more comfortable with one-to-one support.

Mabel was successfully matched with a volunteer and they both now enjoy regular visits based on their mutual interest in the performing arts. Mabel's confidence has increased and, with encouragement, she has joined a dance session at a local community centre, which she finds very beneficial.

Mabel was also experiencing anxiety about unsolicited phone calls and mail. Together with her volunteer's support, Mabel feels better able to deal with these now and no longer feels obliged to reply to them all. There has been a noticeable improvement in Mabel's anxiety levels; she is now less reticent about asking for her help. Mabel also enjoys the social side of the match, requesting catch ups over coffee, something she would have been reluctant to do at the beginning.

'It's extremely rewarding to see how Mabel's anxiety levels have reduced and her confidence increased since I've been accompanying her out and about.'

Support to help people live independently in their own homes

80% of Opening Doors' client survey respondents said they would like to go out more often.

'The volunteers are so friendly and nothing is too much trouble at all.'

'The volunteers are so caring and attentive to all my needs.'



Case study

Heather lost her husband in 2011 and initially didn't feel like going out anywhere. In 2013, she felt ready to start getting out and about and contacted Opening Doors. Heather was matched with a befriender and they used to enjoy fortnightly outings. When the befriender had to stop volunteering for personal reasons, Heather's needs were re-assessed. Heather has now been matched with a new volunteer. They enjoy regular trips out together to go shopping, visit garden centres and cafes, enjoying a good chat. Heather has now also started to join group outings, recently enjoying 'Songs and Scones' and a trip to Murgatroyd's fish and chip restaurant.

The Help at Home team has decorated Heather's lounge and dining room and she is delighted with the results.

Heather said: *'I would mention Opening Doors to anyone who can't get out. They are absolutely marvellous and have really helped me to get out and about in the company of others.'*

Her befriender said: *'Heather's knowledge of local history, and indeed world history, is astonishing and I love learning something new each time. I really enjoy taking Heather out. Christine matched us up well and we seem to have hit it off. It's good to see that Heather has become more confident about suggesting places to visit, as our relationship has developed.'*



During the year, Opening Doors held several events with local schools, including St Robert's Catholic Primary School, Ashville College and St Aidan's Church of England High School. Guests particularly enjoyed mixing with younger people and enjoyed the chance to participate in a social history project with St Aidan's students, in which they were invited to share their memories of Harrogate in war time and the post war period.

Voluntary Car Driving Services

HELP operates two voluntary car driving services:

Driving Force covering Harrogate, Knaresborough and the surrounding areas and **Ripon and Rural Voluntary Car Driving Service** for Ripon, Masham, Pateley Bridge and outlying rural areas.

Over 7,000 journeys were provided by voluntary drivers helping passengers across the Harrogate District.

Demand for the service has increased over the year, with journey numbers almost doubling. Both Ripon and Harrogate schemes have successfully recruited volunteer drivers to cope with increased demand with around **70** regular drivers.

Volunteer drivers clocked up more than 56,000 miles taking people to appointments and community activities.



Support to help people live independently in their own homes

Requests for assistance with transport to medical appointments remains high and drivers frequently take passengers to appointments outside North Yorkshire. Thanks to volunteers' commitment, the service has been able to assist a growing number of passengers to attend regular day services, community based activity sessions, as well as supported employment and volunteering.

'I enjoy being picked up and taken door to door.'

'You have helped me with important journeys on several occasions, and each time I was cared for with thoughtfulness and kindness.'



Case study

Tom has a learning disability and is blind, but after much hard work he secured a weekly voluntary role. For over 12 months, two volunteers have been providing a car driving service to get Tom safely across Ripon.

'Being out on his own was very frightening at the beginning but the drivers were reliable, caring and professional and gave Tom great confidence. These two voluntary drivers were a crucial part of his week and as a service we had the confidence that he would be safe and well supported.'

'You are all so very kind and courteous, always punctual.'

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



Not only do drivers offer essential door-to-door transport, they also act as a social lifeline for people who may rarely leave the home. **59% of Driving Force clients say they experience feelings of loneliness and isolation.** Clients value seeing a familiar face and having the opportunity to chat with volunteer drivers on their journeys. Consequently a third reported feeling less isolated as a result of using the services.

Case study

Christina initially contacted the HELP team for assistance with transport to her regular day care activities. Completely blind and living with other disabilities, Christina needed door-to-door transport and help to access community venues. Christina now makes four journeys a week with the service to attend a variety of activities, as well as supported employment.

On hearing about the Opening Doors programme of social events, Christina was keen to attend these too and has enjoyed the company of a volunteer on group outings to local places of interest.

Ripon and Rural Wellbeing Service

The Service offers support and advice to over 65s at times when people may need a little extra help; such as after discharge from hospital, following bereavement or when clients are at a low ebb.

Over 130 people were supported, either through home visits or by attending lunch clubs, 1,212 times in 2016/17.

Support to help people live independently in their own homes

The small team of support workers visit clients in their own homes to offer practical support, reassurance and advice about concerns clients may have.

This support is offered for as long as people need and, in many cases, clients are matched with a volunteer befriender, who can provide a listening ear and company within the comfort of the clients' homes. This regular social contact can be all that is needed to make the people supported more confident about living independently within their own home.



100% of client survey respondents feel their quality of life has improved and they have built up a good rapport with their support worker and/or volunteer.

'I look forward to seeing the support worker to talk through any concerns I might have.'

'I like someone coming – they make you feel better and they talk to you.'

'I get a lot of useful information if I need it. I also like the company.'

Case study

Brenda was referred by the NYCC Living Well Team. Her memory and concentration have been impaired by a stroke and she has other long-term health problems, which can make Brenda feel isolated and lacking in confidence. Brenda does not want to bother her family with her worries so appreciates the opportunity to share them during visits from her support worker.

As Brenda was concerned about bathing on her own, she was referred for another assessment and the Living Well team are helping to acquire new bathing facilities.

Brenda has tried going along to a local lunch club but didn't feel it was for her. Her Ripon & Rural Wellbeing Service support worker continues to visit and offer gentle encouragement and confidence building.

'HELP is a wonderful charity and I have gained a lot of pleasure. We share laughter and tears and enjoy our time together.'

The service also operates three lunch clubs in Grantley, Kirkby Malzeard and Masham which offer guests a hot home-cooked meal and provide welcome relief from eating alone. The lunch clubs are run by a team of dedicated volunteers who assist with transport to and from the lunch clubs, as well as serving meals, washing up and providing entertainment for the diners. The clubs also enjoy trips and outings to local places of interest.

Volunteers play a key role in keeping a friendly eye on diners' health and can flag up any concerns they may have to support workers so the appropriate assistance can be offered where necessary.

'Everyone makes you feel so very welcome.'

'Mum really looks forward to her outings with the lunch club. The food is nourishing and good value for money, and it gets her out of the house. It gives her something to look forward to.'

Case study

When Gillian returned home from hospital following a mini-stroke, she was very frail. Gillian's husband had deteriorating health and eventually went to hospital, leaving her on her own. Gillian really welcomed regular visits, as she was extremely anxious without her husband at home.

When he sadly died, the team were able to act as a sounding board for Gillian's feelings and guide her through the decision making process whether to move into a nearby home scheme. Gillian decided to move and the team continued to visit, providing emotional support and practical advice. After her move, the team paid a final visit to see that Gillian was happy and settled, having provided regular one-to-one support through a difficult and transitional period in her life.

How we are funded

Income	2017	2016
Grants for core activities	£140,160	£168,074
Grants for forums and service delivery	£224,096	£188,878
Donations	£57,234	£44,171
Fees and charges for services	£47,916	£49,247
Investment income	£203	£340
Total income	£469,609	£450,710

Expenditure	2017	2016
Core activities	£192,257	£171,893
Forums and events	£8,357	£5,406
Service delivery projects	£280,786	£266,689
Costs of Generation Funds	£9,612	£9,629
Total expenditure	£491,012	£453,617

This is a very brief summary of the accounts for the year ending 31st March 2016.

Much more detail can be found in the full Trustees' Annual Report and Financial Statements, which are available on request.

HARCVS finished the year with an overall deficit of £21,403. This was made up of a surplus of £12,412 within unrestricted funds and a deficit of £33,815 within restricted funding, as a result of the planned expenditure of funds received in prior years.

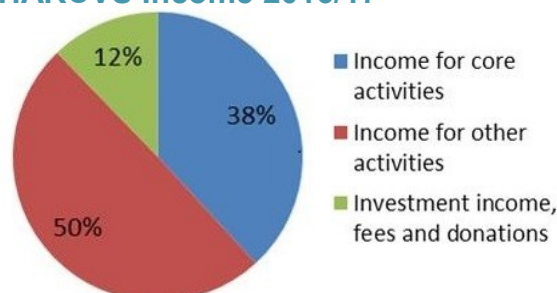
Like many charities HARCVS has continued to deal with the impact of reductions in public sector funding and increased competition for other sources of funding. With careful management of costs, and success in securing new funding from other sources we have mitigated the worst of these difficulties.

Total income was £469,609 (£450,710 in 2015/16) demonstrating our ongoing successes in raising funds. Our expenditure also increased in the period to £491,012 (from £453,617 in 2015/16) which reflected increased service delivery.

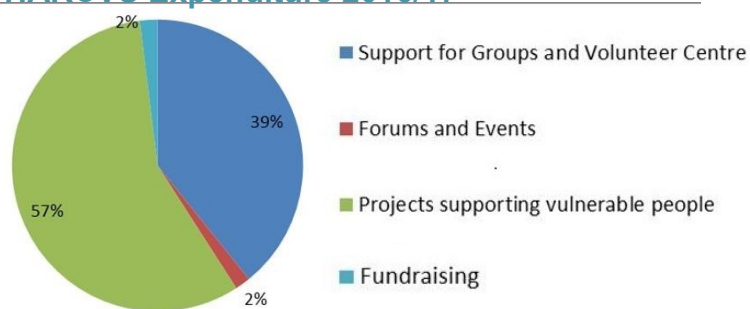
We invested £23,918 of grant funding to upgrade the Community Information and Volunteering Directories, using CiviCRM. These costs were recognised as revenue rather than capital expenditure as the focus of the work was not income generation.

The Trustees were pleased with the overall results.

HARCVS Income 2016/17



HARCVS Expenditure 2016/17



Thank you to the following for their financial support:

29/05/1961 Charity Trust
 ASDA
 Belzona Polymerics
 Betty's & Taylors of Harrogate
 Big Lottery
 Bilton Grange UR Church
 Brelms Trust
 Charles & Elsie Sykes Trust
 Coles Solicitors
 Covance Sports & Social Club
 Groundwork
 HAADI
 Harrogate Borough Council
 Harrogate Brigantes Rotary Club
 Harrogate District Allotment Show
 Heineken
 Humber Learning Consortium
 Knaresborough Lions
 Manchester United Friendly Society
 NESTA
 North Yorkshire County Council
 North Yorkshire County Councillors Bill Hoult and Andrew Goss
 North Yorkshire NHS Clinical Commissioning Groups
 North Yorkshire Police
 Police Mutual Assurance Society
 Ripon Charity Pantomime Group
 Ripon City Council
 Ripon Lions
 Rotary Club of Harrogate
 Rural Action Yorkshire (Warm & Well North Yorkshire)
 Sainsbury's Harrogate
 Thirsk Community Care Association
 TSB Harrogate
 Waitrose
 Wesley Chapel
 Wolseley

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

Who we are

October 2017



The HARCVS Staff Team

Karen Weaver	Chief Executive
Caroline Armitage	Office & Business Co-ordinator
Julie Boothman	Reception
Angela Jones	Information & Communications Officer
Phil Newby	Finance Officer
Carol Rowe	Reception
Sheila Skinner	Reception & Admin Assistant

Ripon based services

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

HARCVS services supporting people to live independently at home:

HELP (Harrogate Easier Living Project)

Frances Elliott	Head of Practical Support Services
Lizzie Hughes	Project Development Worker
Anna Woollven	Project Development Worker

Harrogate based services

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

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

Rachel Kingdom	Business Development Officer
Bev Richardson	Business Support Officer
Liddy Swales	Business Support Officer

Three members of HARCVS staff transferred to Community First Yorkshire on 1 April 2017:

Mark Hopley	Head of Support & Development (Deputy Chief Executive)
Nina Muir	Support & Development Officer
Carol Gaiger	Volunteer Centre Support Worker & Reception

HARCVS Board of Trustees

Representatives of Member Organisations

Jackie Snape	Disability Action Yorkshire, Chair
John Groves	Ripon Community House, Chair of Finance Sub Committee
Lindsay Mitchell	Arthritis Care (Harrogate & District Branch), Chair of Governance Sub Committee
Maurice Bull	Rotary Club of Harrogate
Kevin Douglas	Harrogate & District Cycle Action
John Fox	Fairfax Community Centre (from October 2016)
Ruth Newton	Sharow & Copt Hewick PCC (from October 2016)

Representative of Statutory Partner

Pat Jones	Harrogate Borough Council
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Co-opted Trustee

Stuart Gregory

Independent Auditor

J W P Creers
Genesis 5, Church Lane
Heslington

Supporting and strengthening charity governance

During 2016/17 HARCVS worked with local organisations to help them achieve their goals, providing one to one support when they needed it, tailored to suit the size of the charity. HARCVS workshops helped trustees build skills, knowledge and confidence to make the local voluntary sector more resilient, and adaptable to meet local needs.

'Trustee governance support has been top class. By working with HARCVS it has allowed us to strengthen our arrangements and ensure the charity is compliant with external measures.'

'I am sure that the more support that the HARCVS can offer voluntary organisations the more effective and empowered they will be.'

Thank you also to those trustees who have served on the Board during the year

Jill Quinn	Dementia Forward
Julian Terry	Age UK Knaresborough & District



Thank you to our HARCVS Associate Members:

Cards for Good Causes
Carefound Home Care
Fiona Friday, Harrogate Borough Council
Home Instead Senior Care
Jack Cherry
Nicki Eyre

HARCVS Members

Thank you to the following organisations for supporting us:

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

Why Not Join Us?

If you would like to become a member visit
www.harcv.org.uk/HARCVS-Membership
HARCVS membership is free.



Harrogate and Ripon Centres for Voluntary Service

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

Tel: (01423) 504074

E-mail: cvs@harcvs.org.uk

www.harcvs.org.uk

Community House
46 - 50 East Parade
Harrogate HG1 5RR

Community House
Sharow View
Allhallowgate
Ripon HG4 1LE

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