

Harrogate & Ripon Centres for Voluntary Service

Impact Report 2017 - 2018



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

- Increased our organisational membership to involve 198 members
- Supported 215 organisations to recruit volunteers for over 300 different roles
- Connected 256 people at 17 network meetings
- Kept over 2,900 contacts and local organisations informed with our newsletters, specialist and weekly e-bulletins and daily social media updates
- Provided a voluntary car driving service for 10,032 journeys
- Completed 372 gardening, decorating and DIY jobs for local people in need
- Accompanied and supported people to get out and about on 523 outings.

Over 100 trained volunteers were involved in directly supporting our work and contributed over 310 hours each week. We wouldn't be able to do what we do without their dedication and commitment.

Thank you to all our volunteers.



HARCVS Chair

Jackie Snape

It is with mixed feelings that I retire from the Board of HARCVS after ten years of service. I am, of course, sad to leave an organisation that I have been a part of for a decade, I am proud of what we have achieved in that time and I am delighted that the organisation is in a strong position with a bright future ahead.

To say we have been through some changes while I have been in post would be an understatement! We have merged with Ripon CVS, developed HELP into a quality provider of services to local people, undergone a difficult tendering process which saw us lose a large part of our service delivery and consequently repurposed the organisation.

The Harrogate District has a thriving voluntary sector providing support to a wide range of beneficiaries. Whilst the way in which we do it is a bit different now, HARCVS remains pivotal in providing support and a voice to that sector. As Chief Executive of a local charity I know that I am not alone in my gratitude for all that the organisation has done, and continues to do, to make sure that the sector thrives and grows.

I cannot leave the organisation without some thanks and acknowledgements. Firstly to my fellow trustees, I have worked with some great people and would particularly thank those who have supported me in the three years I have had the privilege to chair the Board.



HARCVS have an amazing staff team, who have been through some difficult periods, but who have remained dedicated and committed throughout. I thank you all from the bottom of my heart.

Last but not least Karen, who joined the organisation very shortly after me. We have shared some highs and lows and she never ceases to amaze me with her passion and drive.

I will miss you all but know that HARCVS will go from strength to strength.

'I am sorry to be leaving the HARCVS Board, but strongly believe that every charity needs churn on its Board. The days when you were a trustee for life are over and that is as it should be.'

'For anyone thinking of becoming a trustee my advice would be to do it! You will meet new people, you will have new experiences and if you are looking to find out more about management and strategy in the voluntary sector then this is a great opportunity.'

'I will very much miss everyone at HARCVS and I will be looking for an opportunity to join another trustee board – I really do enjoy being a trustee that much!'

Review: A year of adjustment

from the Chief Executive, Karen Weaver

Running a local charity brings many challenges every year. Looking back with some perspective now, there is no doubt that 2017/18 really tested the resilience of our organisation.

Losing two thirds of our core funding had a significant impact in many different ways, with 3 long serving members of staff transferring to a new employer, resulting in us offering a much reduced set of support services for groups and volunteers. Our board of trustees had to grapple with tough issues around budgets, services and staffing, and the staff team has had to adjust to being smaller and to having to say “no” more often than we would like.

However, we are still here, and, as they say; “what doesn’t kill you makes you stronger”. We’ve updated our strategic and operational plans and have strengthened the partnership with our key partner and funder, Harrogate Borough Council, to ensure that the support services we continue to offer are fully focussed on the needs of the local voluntary and community sector.

Charities and community groups need two things to operate successfully – cash and volunteers. A thriving local voluntary and community sector means there is intense competition for them. Our work is very much focussed on connecting and collaborating to improve the flow of both, and to give all local groups the best chance to attract the resources they need to achieve their charitable objects. Our highly respected information services remain at the heart of our role. Connecting and collaborating underpins all our work and supports the delivery of three further themes: supporting local voluntary action and community fundraising and practical support for older and vulnerable people.

Ongoing financial support from Ripon City Council has enabled us to be an active partner in the Ripon Together Community Interest Company and to host a thriving network of voluntary and community groups based in and around Ripon.



We’ve been part of an excellent working partnership with Harrogate Borough Council and Two Ridings Community Foundation to set up THE LOCAL FUND for the Harrogate District, which was launched in January 2018.

The distribution of funds raised by the fund will be guided by the key issues identified in the ‘*Vital Signs*’ report for the Harrogate District, published in November 2017.

All public and voluntary sector partners are very aware that beneath the apparent prosperity of our District people are facing very real hardship, and it is essential that we work together to meet needs arising from inequality and hidden poverty, to support mental health and wellbeing and to tackle loneliness and isolation.

Austerity is continuing to have an impact, and HARCVS is committed to ensuring that the local voluntary and community sector is able to play its part in supporting those in need.

HARCVS has always provided services directly to individuals where no other local VCS organisation has been able to do so, and this continues to be the case.

Review: A year of adjustment

We are immensely proud of and grateful to our 100 plus volunteers who are out and about assisting older and vulnerable people to stay independent and well in their own homes. Demand for all services outstrips the supply of staff and volunteers, and our voluntary car drivers in particular carry out an ever increasing number of trips, primarily for health purposes. We are grateful to North Yorkshire County Council for their funding to support these services, alongside Harrogate Borough Council.

It is now 30 years since Harrogate and Area CVS was established, and this anniversary has passed by quietly as we've concentrated on securing our future and meeting the needs of our beneficiaries.

In June 2018 Lloyds Bank Foundation published in depth research *"into the distinctive contribution, value and experiences of small and medium sized charities in England & Wales"* (**The Value of Small*). This is timely and valuable in providing evidence of the distinctive importance of smaller charities in the 'ecosystem'.

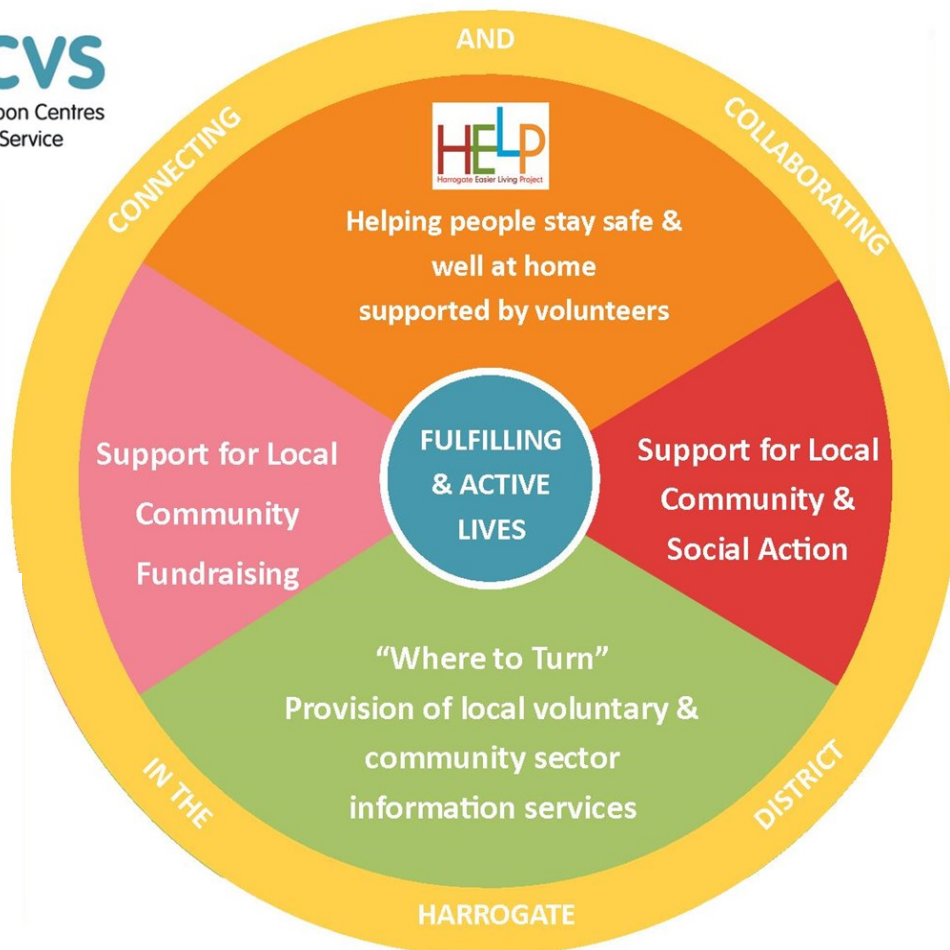
Smaller charities are built on local networks and relationships, provide the glue that holds services and communities together, and give voice to and support people in very practical ways at times of crisis.

This was the vision of the founders of both Harrogate and Area CVS in 1988 and Ripon CVS long before them in 1963. At present we can discern no obvious reduction in the need for our distinctive local role. With our dedicated and committed team of trustees, staff and volunteers, supportive members and partners we intend to be around for some time to come!

I must also take this opportunity to thank our retiring Chair of Trustees, Jackie Snape. Jackie has been a huge support to the whole team and we will miss her wisdom, expertise and quiet but unfailing encouragement.

[*shu.ac.uk/research/cresr/sites/shu.ac.uk/files/value-of-small-final.pdf](https://shu.ac.uk/research/cresr/sites/shu.ac.uk/files/value-of-small-final.pdf)

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Support for Local Community and Social Action

HARCVS supports local voluntary organisations and community groups to strengthen their organisations by being better informed, increasing skills and being more aware of emerging local needs and priorities.

'A place to share ideas and be supported.'

We organised and supported 17 forum and network meetings attended by 256 people.

'I think HARCVS is a vital central point for charities and community services. It is a friendly and supportive local service.'

Connecting and collaborating continues to underpin all our work. We provide opportunities to network, work in partnership, to be involved and to influence local decision making. We work closely with partners from all sectors to ensure a thriving local voluntary and community sector. Local networks provide peer support and help gather evidence of local need.

Harrogate District VCS Chief Officers and Chairs Group is a network of 90 decision makers able to share news, views, the challenges of managing change and opportunities for funding and working together. The Group provides support for organisations facing challenges and uncertainties around future funding and a mechanism for working together to flag up the impact on local communities.

'Such a good quality forum and much needed to share and join together.'

Connecting Ripon Network is a partnership group with over 75 members facilitated by HARCVS for voluntary, community and faith sector organisations to work together and to achieve more to strengthen community connections in Ripon and the surrounding villages.

'Connecting Ripon plays a vital role for us in the sharing of knowledge, ideas and support. Working together is something that all our organisations can benefit from.'

Harrogate District Children and Young People's Emotional Health and Wellbeing Partnership played 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 also worked to improve collaborative working with a more joined up approach by colleagues in the voluntary and community sector, statutory sector and schools.



Partnership members report that local young people have been able to receive the support they need because of contacts made and awareness of services, as a result of the information shared. Unfortunately funding for HARCVS to host this partnership came to an end in March 2018.

'This was one of the best meetings I've ever attended in terms of content and relevance to life and death situations that young people continue to suffer.'



Support for local community and social action

'We really value attending the Partnership and wouldn't have the same networks locally without this.'

We work with volunteer-involving organisations to adopt good practice in volunteer management. Support includes information updates, facilitated networks and training for volunteer organisers and potential volunteers.

45 volunteer managers attended our peer support network. Sessions included free expert advice on volunteers and the law and sharing of marketing top tips.

HARCVS supports volunteer managers so that they are able to recruit and manage volunteers effectively. 13 volunteer managers accessed free training on developing a mutually beneficial volunteering relationship with business.

'Clear, concise and approachable.'

'So much knowledge. Helped consolidate my thoughts and plans.'

'Excellent workshop; informative and a good chance to mingle!'



Regular **Social Media Surgeries** provide groups with free 1 to 1 support on how to use Twitter, Facebook and other free online tools to engage with their community, promote what they do, recruit volunteers and fundraise.

'Thank you for the help and advice. We have begun to implement some of the suggestions to use social media to reach people who might be interested in our service.'

128 people participated in 16 free or low cost workshops which took place at local community venues.



We promote and support local volunteering opportunities and the benefits of volunteering through our online Volunteering Directory, social media, promotional postcards, booklets of opportunities for each area of the district, partnerships with local organisations and courses for potential volunteers.

We also invest resources behind the scenes to make sure potential volunteers have the best possible experience by following up enquiries made through the online Volunteering Directory with volunteer managers so that timely responses are made and any issues resolved.

215 organisations were supported to recruit volunteers for over 300 different roles.

18 people who hadn't volunteered before, lacked confidence or needed a little extra support completed our free **Get Set for Volunteering** course.



Support for local community and social action

Get Set course members found out what was involved in volunteering and how their skills could contribute to local community life. They received help to find local opportunities to match their interests.

Participants told us that they felt their self-confidence had improved and some people had already started volunteering before the end of the course!

We champion and celebrate local volunteering and we are a lead partner for the Harrogate District Volunteering Oscars with Cllr John Fox and Ackrill Newspapers.

The 10th Annual Awards Ceremony on 27 October 2017 was an inspiring event with over 350 people attending and a record number of nominations. This annual celebration helps to raise the profile of local volunteering and the wide range of roles for people of all ages in the area.



HARCVS champions the role of the voluntary and community sector. We advocate on behalf of the sector with commissioners of services to ensure that the valuable contribution made is recognised and that the sector plays an integral part in local planning and policy making.

'In the VCS generally we would be at a loss and much the poorer without the advocacy of the CVS.'

'HARCVS is much better placed to know the issues the local VCS face than organisations based out of the area.'



98% of member survey respondents were satisfied with the HARCVS they received.

We aim to encourage collaboration and partnership working wherever possible to make best use of resources for the benefit of people in Harrogate District. This includes continuing to be the sector representative on the Harrogate District Public Services Leadership Board, contributing to the Harrogate Borough Council My Neighbourhood programme and supporting Ripon Together, a new community interest company developing community projects and attracting investment to support them.



'We value the HARCVS team. Quality people matter more than any technology. A friendly voice on the end of the phone.' *'Please carry on doing what you do. It provides an extremely valuable service to the whole community.'*

75% of members would speak highly of HARCVS without being asked and 18% would speak highly of HARCVS if asked. No survey respondents would be critical.

‘Where To Turn’ local voluntary and community sector information services

We provide a wide range of information and promote voluntary sector services, events, jobs and volunteering opportunities via our extensive networks.

‘The newsletters and bulletins are very useful and vital to my group to keep us in touch with what is going on in our area.’

‘Always very helpful and prompt with advice and information – above and beyond what one might expect’

The HARCVS weekly e-bulletin kept a network of over 850 community contacts informed.

Our online Where to Turn and Volunteering Directories are at the heart of our information work, and we work hard to ensure that both are up to date 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.

Via our reception service at Harrogate Community House we meet and greet thousands of visitors and ensure they receive a warm welcome and helpful information and advice.

The HARCVS fully searchable online ‘Where to Turn’ directory contains over 650 charity services and communities activities providing support for good health and wellbeing and our community events calendar lists around 60 forthcoming events at any one time.



Our HARCVS online Volunteering Directory gives people the opportunity to search for local volunteering roles that will be best suited to them according to their interests, skills, needs, location and availability. There are over 300 opportunities listed.

‘The directory has been a valuable tool in terms of recruiting volunteers. The system allows a potential volunteer to find our information quickly and efficiently and enables me to follow up any queries in a safe and secure manner. I have recruited over a dozen volunteers using the directory over the last 12 months – all of whom commented how positive the experience had been for them.’

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Where to Turn
Free Online Community Directory for
the Harrogate District

H&RCVS
Harrogate and Ripon Centres
for Voluntary Service

Volunteering Directory
Find your ideal role

‘Many thanks for collating a truly good resource.’

‘Somewhere to turn if you want to volunteer - the matching process is invaluable.’

Where To Turn information services



A key role for H&RCVS is to promote the local voluntary and community sector and we continue to use a variety of methods to do so, including social media. We have strong links with the local press and media and contribute two monthly columns to highlight the work of the sector in the Harrogate Advertiser and Ripon Gazette local newspapers.

We promote our directories in GP surgeries and community venues across the district for people needing support or wanting to get more involved and connected with their community, whether as a volunteer or by attending local support groups, youth clubs, coffee mornings, lunch clubs and activities.

'Thanks for your support getting the word out there.'

'I appreciated the excellent resources you have for advertising our project.'

H&RCVS Introduction Sessions in Harrogate and Ripon helped connect new colleagues from statutory and voluntary organisations. Health, social care and housing professionals became more aware of local voluntary sector services and how to refer their clients.

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

'Welcoming, informative and concise - it was enjoyable and useful.'

'Access to a wealth of information and ease of opportunity to get involved.'

'Very friendly, well informed and well organised.'

'I value the advice, guidance, opportunities to network and access to the team's knowledge and expertise, knowing there is someone there for help.'

'I would have no hesitation in asking for support and advice.'

The H&RCVS team were delighted to have our Matrix quality award renewed this year.

H&RCVS

Harrogate and Ripon Centres
for Voluntary Service



**215 organisations supported to recruit
volunteers to over 300 roles**



**16 free or low
cost workshops**



**2,900 community
contacts kept
informed**



**17 network
meetings
attended by
256 people**



**198 member
organisations**



**98% of
members are
satisfied with
our services**



**93% of
members would
speak highly of
H&RCVS**



**3,700 Twitter
followers**



**372 Facebook
followers**



**Signposting to
690 activities
in our Where To
Turn Directory**

Support for local community fundraising

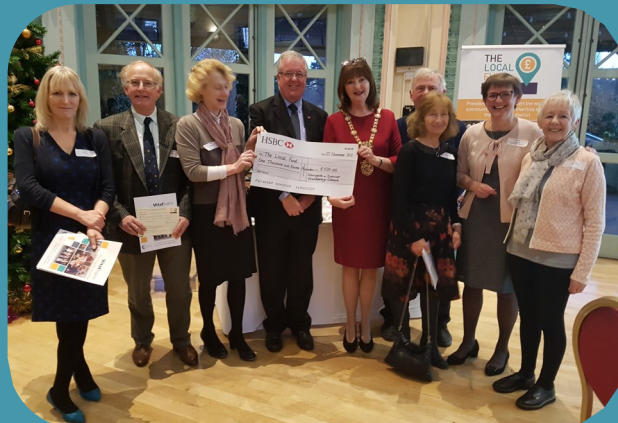
It is part of our role to ensure that the Harrogate District voluntary and community sector is resilient and well prepared, and we are working in partnership with Harrogate Borough Council and the Two Ridings Community Foundation to develop THE LOCAL FUND for the Harrogate District. This will be a substantial endowment fund that can be easily accessed by local charities to help them meet the needs of their beneficiaries and mitigate the impact of further cuts in public spending.

The fund is held and managed by Two Ridings Community Foundation. HARCVS co-ordinates the partnership and develops and hosts The Friends of THE LOCAL FUND as a network of local supporters and beneficiaries who will help to shape the fund as it becomes established.

HARCVS has developed this network via newsletters, events and collaboration.

We have ensured that the local voluntary sector has been kept fully informed about developments and had the opportunity to influence the way in which it will run. This work culminated in the successful launch of The Friends of THE LOCAL FUND and the Harrogate District Vital Signs report in November 2017 and of the Fund itself in January 2018. Both events included contributions from voluntary and community organisations, identifying unmet and hidden needs in the District.

In October 2018 116 Friends of THE LOCAL FUND are helping to grow local giving to support the vital work of local charities.



'I'm supporting THE LOCAL FUND because small amounts of money will make a real difference to small organisations and the people they help.'

THE LOCAL FUND partnership is also talking to businesses on how to enhance employee engagement using Corporate Social Responsibility.

HARCVS is also working in this partnership to develop THE LOCAL LOTTO for the Harrogate District. This is a new way for our vital smaller charities to raise funds and awareness of the work they do. 10% of each ticket sale goes to THE LOCAL FUND, which helps organisations that may have fewer supporters and/or less ability to generate funding support due to the nature and/or size of their service.



Helping people to stay safe & well at home supported by volunteers



Harrogate Easier Living Project (HELP)

HELP provides a range of preventative services to assist those who are older, vulnerable or living with long-term ill health or disabilities to stay safe and well supported at home. We offer residents across the Harrogate district both practical and emotional support and give priority to those living alone and on a low income.

People tell us it's the little things we support them with, like a lift to the GP surgery or changing a light bulb that makes them feel more confident about living independently. A focus of our work is overcoming increasing levels of loneliness and isolation. Volunteers help our beneficiaries to stay connected with their communities as well as providing regular social contact to people who may rarely leave the home.

Demand for our services continues to rise steeply as more local people are living independently with complex needs. In response to this we are increasingly helping clients people with a range of our services. From transport to befriending, our services are tailored to individual needs and are designed to help people achieve what they want and need to do.

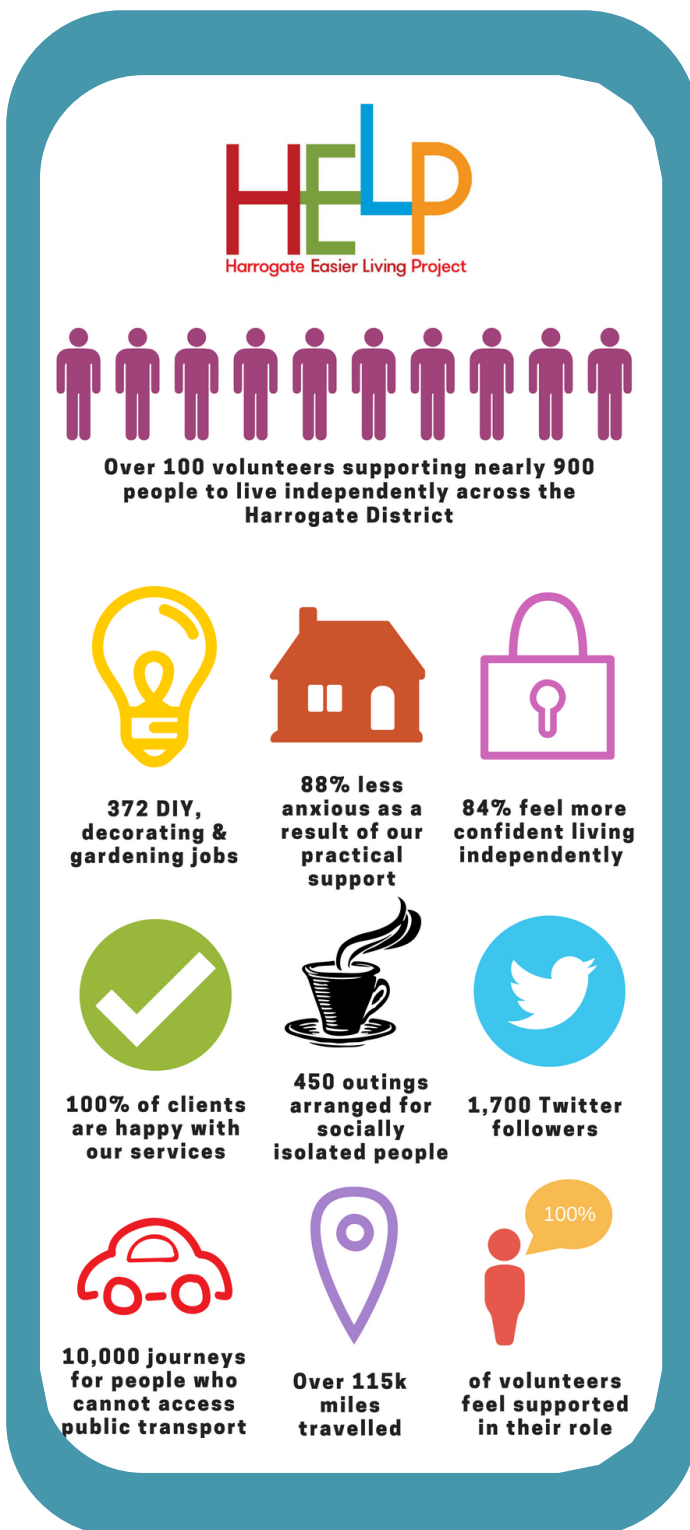
100 dedicated volunteers give an incredible 309 hours each week to support local people in need.

'Your volunteer has gone all out to take mum to local places of interest she has never been to before.'

'We very much appreciate our driver staying with us in the hospital and taking us straight back home after the appointment.'

'Don't want to be greedy but when can I see my marvellous volunteer again?'

Volunteers are the lifeblood of our organisation and we would not be able to operate without them. Volunteer roles vary from practical assistance with gardening and driving to befriending and companionship.



Helping people to stay safe and well at home

Case study

Upon retiring, Rod wanted to keep busy. Although he has several hobbies, he was keen to give something back to his local community. When a friend suggested he volunteer with our Ripon and Rural Voluntary Car Driving Service, Rod admits he wasn't sure what to expect.

Rod now assists passengers with a range of journeys, including transport to medical appointments, to day care and to get to the shops. He has been surprised by just how much local people, especially those living rurally, are struggling with transport.; *'I hadn't realised how just getting some from A to B can make such a difference to people's lives.'*

Rod tells us he finds volunteering very rewarding; *'I feel I get more back than I put in. I've met some wonderful people with lots of different needs. If we can help at all by making their lives a little easier then I go home feeling pretty good.'*

As well as our teams of regular volunteers, we are supported by ad hoc volunteers from local groups and businesses as well as fundraising from a number of local organisations.

Thanks to: A Life Less Lonely Fund, Alex Hughes, Andy Storr, Annual Charity Bridge Day, Ashville College, Beatrice Laing Trust, Bettys & Taylors, Brelms Trust, Coop Community Fund, Covance, Envirovent, Evan Cornish Foundation, George A. Moore Charitable Foundation, Harrogate Band, Harrogate Choral Society, Rotary Club of Harrogate Brigantes, Jennifer Perkins, Kirkby Malzeard Charitable Trust, Knabs Ridge Community Benefit Fund, Lloyds Bank, Nationwide, Nick Russell, Nidderdale Messiah, North of England Horticultural Society, North Yorkshire Police Property Fund, NYCC Councillors – Jim Clark, Richard Cooper, Don Mackenzie, Geoff Webber, Stuart Martin, Oatlands Community Group, Paristamen CIO, Ripon Classic Car Gathering, Ripon Charity Pantomime Group, Sainsbury's Harrogate and Ripon stores, Saints' Plant Stall, Stray Probus Club, Tom & Rosie Kenwood, Trinity Church, Two Ridings Community Foundation, Woodroffe Benton Foundation.

Case study



A group of colleagues from Lloyds Bank in Harrogate lent a hand with our Help at Home team as part of its 'Day to Make a Difference'. Under this initiative, Lloyds staff take one day each year to put something back into the local community.

With its focus on reducing anxiety for local residents struggling with jobs around the home, the Lloyds team felt Help at Home had a natural fit with the bank's focus on supporting mental health in 2017.



Volunteer Cleo Swales said: *'We loved our day out gardening with Help at Home. It had a double whammy as we not only helped to make a difference to the resident's garden; we also got to know our colleagues better. We certainly benefited from the bonding exercise and ability to chat outside the workplace.'*

100% of volunteers with HELP feel supported in their role.

Helping people to stay safe and well at home



'We were delighted to be able to support HELP at our 2017 Nidderdale Messiah. The event was conceived in 2003 with the express intention of supporting small local charities and since that time we have raised in excess of £75,000 to help make a difference in our community. We chose HELP because we were impressed by the work it does, the proactive way it sought our support and the willingness of the team to support us in our efforts to raise funds. It made us feel they were definitely a charity worth supporting and we were proved right.'

Help at Home

The Help at Home team completed 372 gardening, decorating and DIY jobs for local people in 2017/18.

Our 'Help at Home' service assists older and vulnerable people with practical tasks, such as gardening, decorating and odd jobs. Priority is given to local people living without a support network and unable to do the work themselves. Jobs can be anything from changing a light bulb or hanging curtains, to painting rooms and garden tidy ups.

1,152 hours of support was provided for Harrogate Borough Council tenants, up from 916 hours in 2016/17 (a 25% increase).

As well as practical help with everyday living, we help improve people's confidence about living at home. Much of our work is about preventing small issues from escalating, such as removing slip and trip hazards to reduce the risk of falls. We also flag up any health concerns with local health agencies.

Case study

Joanne's health problems mean she is physically unable to do any gardening and it was becoming very overwhelming for her. Joanne's garden was so overgrown that Harrogate Borough Council had received complaints from neighbours about the state it was in.

The team cut back the overgrown hedges and lawn so that Joanne could get out into her garden again. The ivy which had been growing on the outside of the property and into the window frames was also removed. Not only is the property a lot lighter and neater as a result, Joanne feels much safer in her home now as the windows shut properly and the pipes are free from ivy.

'Before Brian came out to clear my garden, I couldn't bear to look out onto the garden. I used to keep the blinds shut all day. I can go outside the front door now and even sit in the garden, which would have been impossible before. My neighbour has also been round to thank me, as the ivy no longer grows onto her property.'



Helping people to stay safe and well at home

Many of our beneficiaries have high anxiety levels. Nearly 50% of people who use our service tell us they don't know who to trust and 90% say it's important we ask for contributions rather than charging a fixed fee. Providing a reliable, trusted service gives our beneficiaries peace of mind about living at home.

'I cannot praise you enough. I know that when anything goes wrong, which I cannot do, a smiley man in the form of Andy or Brian will be coming to the door. You are a wonderful organisation.'

85% of the people we help are 'very satisfied' and 100% are either 'very satisfied' or 'satisfied' with our work.

'I was very pleased with Andy and Henry, two very polite, helpful, thoughtful, caring men. Very happy with the speedy and efficient work, they can come again! Thank you for letting me borrow them.'



Case study

Mandy has been living with mental health problems for many years. A recent setback to her physical health left her feeling unable to cope with her garden, which was extremely overgrown. Her GP got in touch with Harrogate Borough Council who requested we assist Mandy. The Help at Home team cut everything right back in the garden, leaving it accessible for Mandy.

'Before you did the work, I couldn't even peg the washing out it was so bad. Now I feel better able to cope and keep on top of it.'

'What wonderful and important work you all do!'

'My late husband used to do all the decorating. My health is poor so I can't manage this but still like to have things looking nice. Your team did such a wonderful job.'

'Such a help to me. It maintains my independence.'

Opening Doors

Poor health, bereavement, low confidence or lack of transport can all act as barriers to getting out and about. For many local people, this loss of independence can make them feel cut off from society and further exacerbate feelings of low confidence.

Local people received accompanied support from Opening Doors volunteers to get out and about on 523 outings. This is an increase of 77 from the previous 12 months.

Opening Doors provides one-to-one volunteer support to help people make that first step to re-establish or maintain their social connections. Our volunteers accompany people to social activities and outings. In many cases, clients are matched with a volunteer, allowing a friendly rapport to develop and providing important social contact.

70% of local people who turn to us for support tell us they feel lonely 'some' or 'all of the time'.



Helping people to stay safe and well at home

87% of people who turn to us tell us they would like to get out of the home more.

Over the past year, we have established a monthly craft group and piloted our **'Oaks and Acorns'** intergeneration social group which brings together some of the older people who use our services with a group of three and four year olds from a local nursery.

Apart from giving the opportunity to make new friends, everyone can also participate in activities, such as knitting and playing games. People tell us they value being able to contribute to our groups and to share their skills.



Case study

Caring for both her husband and son understandably gets a bit much for Moira at times. Moira first started attending our social events and outings to give her a few hours' break away from the home. She also accesses our voluntary car driving service to reach medical appointments and make other essential journeys.

At a reminiscing event held with a local school, we noticed how animated Moira became when talking about her earlier life so encouraged her to attend **'Oaks and Acorns'**. Moira has flourished at these monthly groups and has engaged with all the activities, bringing in items from home to share and talk about with the children. Our volunteers have noticed a real change in her demeanour.

'It's made me smile, which is something I don't do very often.'

Knowing how much she misses her former life on the farm, we signposted Moira to a farm stay minibreak, which she greatly enjoyed.

'I was aware of the positive impact on Moira of simply getting out of the house and thinking about different things for a couple of hours.'

'I appreciate all you have done to get my Dad out and about and give him company and interest.'

People appreciate the peace of mind that HELP gives; *'I know I can ring you and you will help me when I need it.'*



Meeting the needs of older and vulnerable people across the Harrogate District



27% of the District are over 65 compared with 23% nationally



Nearly one third of clients only get out once a month or less



87% of clients would like to get out of the house more



70% of clients feel isolated some or all of the time



87% of clients say it's important we ask for donations rather than charging



58% of clients worry about having a fall when out and about

Helping people to stay safe and well at home

Case study

Pamela was first referred to our services by the NYCC Living Well team after she lost her husband. Affected by balance problems and sensory impairment, Pamela had high levels of anxiety about going out alone.

Initially we accompanied Pamela to medical appointments. During these visits, Pamela mentioned her love of craft and that she had been forced to sell all her craft items when she moved to a smaller property. We suggested to her that she may enjoy attending our monthly craft group.

Here, Pamela has rediscovered her hobby. Not only has she learnt to crochet but has taught other group members about paper craft. Her self-confidence has improved to such an extent that she is taking the lead in a group project, has made a new friend and so far has never missed a session. Her physical confidence has also improved hugely, as she used to bring a wheeled walker with her for support, but now feels confident enough to go out without it.

'When I first came to you, I was absolutely scared. When I picked up crocheting, I began to pick up too. It's built my confidence.'

Case study

Josie had always been very outgoing and enjoyed socialising with friends and family. When Josie's husband became ill with dementia, her world slowly contracted to within the four walls of her home. Her own limited mobility meant Josie had begun to feel very nervous about going out independently.

At the beginning, Josie found it very difficult but with gentle encouragement and support, she started to attend our social events and groups. As Josie finds unfamiliar situations and larger groups overwhelming, we suggested she might enjoy being matched with a volunteer. Josie now enjoys regular outings with her volunteer, Jo, and they have built up a real rapport. Josie feels this personalised support has increased her confidence and looks forward to catching up with her volunteer. *'Jo is just fantastic! Indeed the service is a marvellous thing and is great for anyone who is struggling to get out and about!'*



Voluntary Car Driving Services

Our services in Harrogate and Ripon assist people to make journeys they may otherwise be unable to make. This could be due to the person's mobility or their location, meaning other forms of transport are unsuitable, unavailable or unaffordable.

Our voluntary car driver services achieved 10,032 journeys in 2017/18, enabling local people to get out and about. This is a 40% increase on the previous 12 month period.

62 volunteers provide a door-to-door service to help people reach medical appointments, day care, get to the shops and attend community based activities. We are also helping an increasing number of passengers to get to volunteering and supported employment roles.

Demand for these services has risen enormously over the period with an average of 800+ journeys each month. Despite this increased demand, we are able to offer many passengers a regular driver. Not only does this assist them to get from A to B, it also affords passengers both company and peace of mind.

Our amazing volunteer drivers covered 115,000 miles helping people make journeys across the Harrogate district.

'At a tough time, your organisation was a ray of light!'

'Besides the convenience, it enables me to remain as independent as possible.'

Helping people to stay safe and well at home

Case study

Due to a long term health condition, Vera needed to attend her GP surgery and Harrogate hospital several times a week. With the help of a regular volunteer driver, Vera was able to access these appointments. This not only gave Vera peace of mind but also social contact as she and her volunteer driver built up a friendly rapport on their many journeys together.

After 18 months of using the service, Vera sadly passed away. Her daughter contacted us to thank us for our support in helping Vera to maintain her independence.

'She really appreciated your help and service and could not have coped without you all, in particular Larry, her personal driver! She had so many appointments at the hospital and doctors but you always managed to sort her out. She thought you were wonderful and often sang your praises.'

'Mum did struggle in the last 18 months and it wasn't easy for her with all her health problems. But you and your service constantly helped her so much. Mum thought you were great!'

Case study

Jacqueline was put in touch with our voluntary car driving services by the local hospice, who were supporting her terminally ill husband. During her husband's time in the hospice, our team of drivers were able to take Jacqueline to visit him almost daily for over a month.

After her husband died, Jacqueline struggled emotionally to get out on her own. With some encouragement, we have been able to support Jacqueline with other journeys including help to get to her own medical appointments and to get to the shops.

Jacqueline feels very comfortable with all our volunteer drivers, especially now she is having to adjust to being on her own.

'Driving Force' is a wonderful thing. My confidence really has been boosted.'

She also feels we are there to assist her, should she need us and recently made use of our Help at Home service to tidy up her garden.



Case study

Violet lives in Ripon and visits her husband in his care home in Harrogate, as frequently as she can. Violet does not feel confident enough to make the tiring bus journey to Harrogate and was finding the return taxi fare prohibitively expensive and sometimes couldn't visit her husband for this reason.

Her GP suggested the Ripon and Rural Voluntary Car Driving may be able to assist Violet. With support from a team of volunteer drivers, Violet now visits her husband several times a week. She appreciates the courteous and kind service provided by the drivers and feels at ease in their company.

'They are all perfect. The service has been a godsend to me.'



'Your service has helped me to cope since I lost my husband. Your volunteers are so kind and go far and away beyond what I expected. Indeed, they have become friends.'

Helping people to stay safe and well at home

Ripon and Rural Wellbeing Service

The challenges of living alone can be overwhelming for many people, especially when they are in frail physical health or dealing with mental health issues. We provide support, information and advice to older and vulnerable adults, who have experienced a recent change in their lives, such as bereavement or illness. One to one support is provided at home by a team of three Service Support Workers. Together with our volunteer befrienders, they help to make life more manageable by providing a wide range of practical, social and emotional support.

The Ripon & Rural Wellbeing Service has supported 115 people over the past year, 44% of whom were aged over 85.

'We had our fair share of problems in those last months when Dad was living at home but you were never less than fantastic in the way you helped and remained positive throughout.'

We are able to assist with setting up additional services and living aids to support continued independent living. Our staff and volunteers also act as an impartial listener to worries people may feel reluctant to share with their own family and friends.

Case study

Greta was referred by the NYCC Living Well Team, following two falls and a hospital stay. As well as declining physical health, Greta is struggling with her grief after losing her husband. Although supported by her family, Greta feels both emotionally and physically isolated and finds it difficult to ask for help.

Greta is extremely grateful to be able to talk about how she really feels during our weekly visits, when she cannot talk to family members.

A volunteer befriender also supports Greta with visits on Sundays, 'a long day' for her. Greta is able to express her feelings at her own pace and we are able to spot any changes in her physical or emotional health.

'Just a little note to express my appreciation for the service you provide and for giving your time.'

'This is an invaluable service. I cannot begin to describe the wonderful support from everyone. I would have found it hard to cope without them.'

'You have given me the confidence to remain living at home at 84 years of age.'



We also support three regular lunch clubs in Grantley, Kirkby Malzeard and Masham, which offer welcome relief in a week spent alone. Our dedicated volunteers provide transport, food and company to guests and can flag up any wellbeing concerns to our Support Workers.

75% of people feel less anxious, less lonely and more confident as a result of receiving visits from us.

Case study

We have been visiting Gillian weekly since February 2016. She lives alone and has irreparable damage to her spine which severely limits her mobility. When Gillian first moved to the area, she could get out independently and had a busy social life, meeting friends and volunteering for a charity.

Over the last 18 months she has become increasingly housebound and she has only been out of the house once since her mobility deteriorated further last autumn.

Our weekly visits have been a lifeline to Gillian. We have been able to help with referrals for equipment, access to dental care and other local services. We accompanied Gillian to the dentist, using a wheelchair, and for her first shopping trip in over a year.

As Gillian's confidence increases, she hopes to attend community based activities we have signposted her to, with transport provided by our volunteer drivers.

How we are funded

Income	2018	2017
Grants for core activities	£43,000	£140,160
Grants for forums and service delivery	£189,108	£224,096
Donations	£52,435	£57,234
Fees and charges for services	£38,868	£47,916
Investment income	£70	£203
Total income	£323,481	£469,609

Expenditure		
Core activities	£101,670	£192,257
Forums and events	£6,760	£8,357
Service delivery projects	£251,531	£280,786
Costs of Generation Funds	£866	£9,612
Total expenditure	£360,827	£491,012

This is a very brief summary of the accounts for the year ending 31st March 2018.

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 £37,346, which was less than the planned budget deficit for the year of £55,208. This was made up of deficits of £21,272 within unrestricted funds and of £16,074 within restricted funding, both as a direct result of planned expenditure of funds received in prior years.

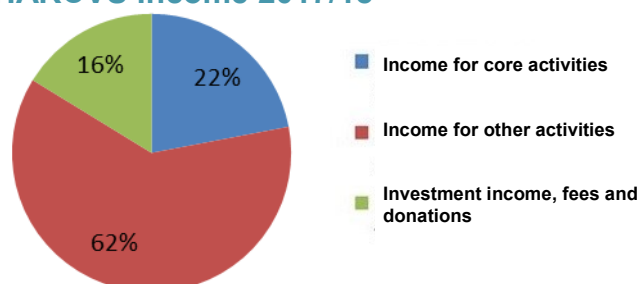
Like many charities, HARCVS has continued to deal with the impact of reductions in public sector funding and increased competition for other sources of funding. With careful management of costs and some new funding from other sources we have mitigated the worst of these difficulties.

Total income was £323,481 (£469,609 in 2016/17) reflecting the loss of North Yorkshire County Council and NHS core funding from April 2017 onwards.

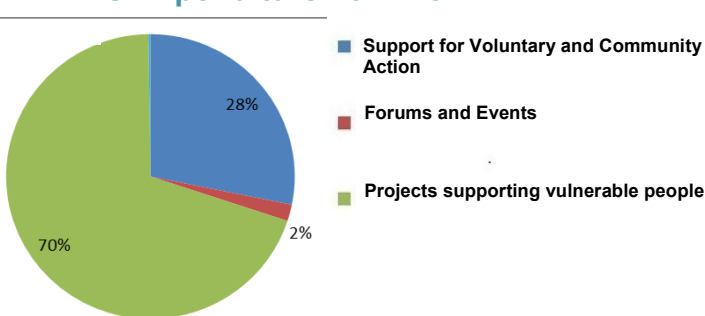
Our expenditure also decreased in the period to £360,827 (from £491,012 in 2016/17), which reflected the consequential staff losses and decreased service delivery.

The Trustees were comfortable with the overall results.

HARCVS Income 2017/18



HARCVS Expenditure 2017/18



Thank you to the following for their financial support:

Our key funders: Harrogate Borough Council for voluntary sector support services and North Yorkshire County Council for practical support services

29th May 1961 Charity Trust
 Annual Charity Bridge Day
 Bettys & Taylors of Harrogate
 Big Lottery
 Charles & Elsie Sykes Trust
 Co-op
 Evan Cornish Foundation
 George A Moore Foundation
 Nationwide
 North of England Horticultural Society
 North Yorkshire Police Property Fund
 North Yorkshire Youth
 Ripon Charity Pantomime Group
 Ripon City Council
 Ripon Classic Car Gathering
 Rotary Club of Harrogate Brigantes
 Sainsbury's
 The Brelms Trust CIO
 The Paristamen CIO
 Two Ridings Community Foundation
 Woodroffe Benton Foundation
 Yorkshire Business Market

Thank you also to all the individuals who have kindly donated to us throughout the year and everyone who has supported HARCVS and HELP.

Who we are

October 2018



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

Ruth Cheung	Service Support Worker, Ripon & Rural Wellbeing Service
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HARCVS Board of Trustees

Representatives of Member Organisations

Jackie Snape Disability Action Yorkshire, Chair

John Fox Fairfax Community Centre
Vice Chair (from November 2017)

Maurice Bull Rotary Club of Harrogate
Vice Chair (to October 2017)

Lindsay Mitchell Arthritis Care
(Harrogate & District Branch)
Chair, Governance Sub Committee

Kevin Douglas Harrogate & District Cycle Action

Ruth Newton Sharow & Copt Hewick PCC

Co-opted Trustees

Stuart Gregory

Beverly Richardson (from September 2018)

Patrick Brady (from September 2018)

Representative of Statutory Partner

Zoe Metcalfe Harrogate Borough Council
(from September 2018)

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

John Groves Ripon Community House
Pat Jones Harrogate Borough Council
representative

Independent Auditor

J W P Creers
Genesis 5, Church Lane
Heslington,
York YO10 5DQ



Why become a HARCVC trustee?

'You'll learn about yourself, about working with others from all different backgrounds and about the range of needs and services in our local area. It's a great way to learn and develop skills. Whatever your age and background, you won't be bored as a trustee and you are bound to develop knowledge, experience and skills that no course could possibly hope to offer you in a supportive environment and with great colleagues!'

Thank you to our HARCVC Associate Members:

Barchester Healthcare
Cards for Good Causes
Carefound Home Care
Fiona Friday, Harrogate Borough Council
Home Instead Senior Care
Nicki Eyre, Transformational Coaching
Simon Benn, Jack Cherry
Casey Morrison, Carlos Prieto, Macro Schubert,
Mark Screeton, Dawn Walker, Lindy Webb.

HARCVS Members

Thank you to the following organisations for supporting us:

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



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

Donate: www.harcvs.org.uk/donate



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**Affiliated to the National Association for Voluntary
and Community Action (NAVCA)**

Harrogate Borough Council and Ripon City Council financially contribute to the provision of support to charities and volunteers in Harrogate District.