

Facing Forward - The Road Ahead



There are a number of changes at HARCVS from 1 April 2017. We explain these on pages 10 to 13, and list local services we continue to provide. During the year we'll be developing our future role to make a positive difference. Our mission remains to support our communities, charities and volunteers to make Harrogate District a great place in which to live and work, and you'll still be seeing us out on the road!

In **The Road Ahead: What will 2017 mean for charities?** NCVO looks at the trends likely to affect charities in the coming year, to help plan for the future. The need to strengthen social cohesion is likely to become a priority for many voluntary organisations, building on our experience of working closely with volunteers and others in our local communities to bring people together and help tackle issues around fairness and inequality.

In **Facing Forward** Lloyds Bank Foundation presents an analysis of ten upcoming changes which will dramatically affect the operating landscape for the thousands of small and medium sized charities working at the heart of communities across the country.

It paints an alarming picture of a future with small charities closing and communities losing vital support at a time of growing need, if charities themselves and stakeholders do not take action.

A third report **Stronger Charities for a Stronger Society**, produced by the House of Lords select committee on charities, reinforces the belief that charities must be free to speak out. Government is asked to address concerns over public sector commissioning and to help smaller charities bid for contracts and there is a call for grant funding.

Harrogate & Ripon Centres for
Voluntary Service Newsletter
Spring 2017



@HARCVS

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



FACING FORWARD

HOW SMALL AND
MEDIUM-SIZED
CHARITIES CAN
ADAPT TO SURVIVE

Welcome to Care in Action

Our HARCVS Newsletter is published 3 times during the year.

You don't need to miss out on any opportunities or community news in between editions as you can sign up to receive our **weekly e-bulletins**.

The e-bulletins are packed full of the latest news, training, resources, local services and events.

'A wide range of interesting and relevant things in one place - an invaluable resource.'

Sign up at www.harcvs.org.uk/newsletter-subscribe

Share Your News

Editorial contributions for possible inclusion in 'Care in Action' are welcomed from all local voluntary and community organisations.

They should be between 50 and 500 words in length and contributors should bear in mind the non-political nature of HARCVS. The editor reserves the right to edit contributions as necessary without reference to the contributor. The views expressed in this publication, whether attributed or not, do not necessarily reflect the views or policy of HARCVS. To the best of our knowledge, the information contained in this newsletter is correct at the time of going to print. HARCVS cannot accept responsibility for any errors or omissions. The inclusion of an event or article does not constitute a recommendation.

Deadline date for the next Summer edition is Tuesday 20 June 2017

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HARCVS

Tel 01423 504074

angela@harcvs.org.uk

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



A Financial Community

White Rose Credit Union (WRCU) is a savings cooperative set up to give members access to competitive savings accounts and loans at a fair rate of interest. WRCU works in partnership with Harrogate Borough Council for people who live or work in the district.



Credit Union Surgeries

| | |
|-----------|--|
| Monday | Ripon Town Hall, 9am-12pm Harrogate Library, 2pm-4pm |
| Tuesday | Starbeck Library, 10am-12pm (first Tuesday in month) Harrogate Job Centre, 1pm-4pm |
| Wednesday | Crescent Gardens, 1pm-4pm (Council Offices) |
| Thursday | Pateley Bridge, 10am-11am (first Thursday in month) |

E: nibbetson@leedscitycreditunion.co.uk

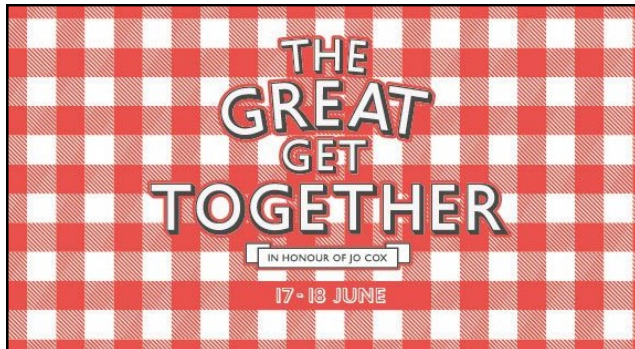
W: www.whiterosecreditunion.co.uk



Follow us @HARCVS for the latest voluntary and community sector news and we'll follow you back and retweet your events and updates to over 3,300 followers.

If you would like to find out more about using social media to support your voluntary organisation why not come to one of our regular **FREE** social media surgeries in Harrogate and Ripon. Book online at www.socialmediasurgery.com/surgeries/harrogate-2

It's Good to Get Together



The Jo Cox Foundation has announced a national event on 17 - 18 June to bring local communities together through street parties to 'celebrate what we all have in common'. By asking people to come together for street parties, picnics and bake-offs, the organisers hope to create the biggest street party since the Jubilee, and send a message to everyone: That there is more that unites than divides us. www.greatgettogether.org

There are also lots of annual local community events organised by dedicated and hard working volunteers and many of these are listed on our website at www.harcvs.org.uk/events



Age UK Wellbeing Index recently found that factors which improved wellbeing included trying out new things, being physically active and having a good social network.

If it's a more regular get together you think would benefit you or someone you know, our directory will help you know Where To Turn.

Where To Turn
Free online fully searchable
Harrogate District
Community Information Directory
www.harcvs.org.uk/WhereToTurn

Where to Turn Directory

Home

'Supporting good health and wellbeing in the Harrogate District'

Where to Turn is a directory of regular community activities and services provided by voluntary organisations across the Harrogate District. This directory contains information about over 500 activities and services and is regularly updated by local charity, Harrogate & Ripon Centres for Voluntary Service.

If you cannot find what you are looking for please phone us on 01423 504074 or email cvs@harcvs.org.uk and we will do our best to direct you to someone who can help.

If your group is not listed in the Where to Turn Directory, you can add your group as an organisation or to add an activity.

Search

Keyword search

e.g. Lunch clubs or Autism

Advanced Search

Any
 All of Harrogate District
 Boroughbridge
 Harrogate area
 Knaresborough
 Masham
 Nidderdale
 Ripon area
 Wetherby

Theme

- Any -

HARCVS Where to Turn online directory contains details of hundreds of voluntary organisations and community activities in Harrogate District, which support good health and wellbeing.

Records can be selected to print, so that you are able to create individual listings of services and activities which may be of interest to you, the person you care for or people you support in your role.

How you can help

If your voluntary organisation or regular community activity is not listed, you can add these via an online form. If your record needs updating you can request an online form to be sent to you, with existing details so you do not need to start with a blank form.

Visit www.harcvs.org.uk/WhereToTurn

If you would be interested in having postcards and posters to help promote Where To Turn or for a member of the HARCVS team to provide a more detailed overview of the new directory, to demonstrate how it can be used by your team to signpost people to support and activities, please email cvs@harcvs.org.uk

A Warm Welcome....



...to Julie Boothman who joined HARCVS in January and works with Carol Rowe as a member of the Harrogate Community House reception team. (*Julie is on the left, if you're not a regular visitor!*)

Don't forget to get in touch with the team if you're looking for a meeting room in Harrogate. There are two fully equipped, accessible rooms at Harrogate Community House which seat up to 25 people and are available for hire at very reasonable hourly rates from 9.00 am to 9.30 pm each day. There is also an Information and Resources Library with many publications which can be borrowed free of charge from HARCVS, on topics including funding, HR issues, creating and managing new projects, monitoring & evaluation, management and marketing.



Welcome too to Liddy Swales who is our HARCVS Business Support Officer. Here's Liddy on her first day, in our Info Centre with Nina. Nina has been with CVS for 27 years and so had lots of very useful knowledge to share!

Support and Impact What our Members Say

Thank You for sharing your views of our HARCVS service in our annual survey. We are encouraged by your feedback.

We were pleased to learn that 98% of respondents were satisfied with the support received from HARCVS. You found us friendly, helpful and knowledgeable and our services easy to access.

100% rated HARCVS as effective in supporting and promoting the voluntary and community sector in Harrogate district and flexible in responding to changing needs and the changing environment in which we work.

The responses will help HARCVS as we review our services in 2017 and expect to develop our role in identifying gaps in local services and campaigning on behalf of vulnerable people and the voluntary sector organisations who support them.

You said..

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

"Expert, not merely knowledgeable, help."

"All staff are very responsive to any enquiries"

"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."

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

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

"We are regularly updated with information about our district."

www.harcvs.org.uk/news/what-our-members-say

Working Together for Better Services

Harrogate District VCS Chief Officers and Chairs Group



In February the Group met in the Harrogate Borough Council Chamber to hear about proposals for a **Harrogate District Lottery** to provide more local resources for the community. Voluntary sector colleagues were asked for their views; whether they would support the lottery and to share any concerns they had. Other topics covered included the need to apply the **principles of social value** when commissioning services.

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

The Group has also been updated on proposals for a new Harrogate District Community Fund, the West Yorkshire and Harrogate NHS Sustainability and Transformation Plan (STP), NHS New Care Model Programme (*see page 16*), social prescribing projects and voluntary sector representation on task groups.

2017 meeting dates

18 May 11am - 1pm, Saint Michael's Hospice
19 September 1.30pm - 3.30pm, Ripon YMCA (tbc)
22 November 11.00am - 1.00pm

Over 60 decision makers share news, views, the challenges of managing change, opportunities for funding and working together

www.harcvs.org.uk/chiefofficerschairsgroup

Connecting Ripon

Connecting Ripon is a partnership group with over **60** 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 partnership brings people from diverse groups together to share challenges such as how to attract funding and increase the pool of volunteers who can support local voluntary organisations, at a time when the demand for services is increasing.



Many members took part in the 6th annual My Neighbourhood **Sights and Sounds of Ripon** event at venues across the city, celebrating the community, giving more people the opportunity to try something new and to get involved. New members of Connecting Ripon are welcome.

2017 Meeting Dates

Wednesday 10 May (1-3pm) at Ripon YMCA
Wednesday 12 July (1-3pm) Venue TBC

www.harcvs.org.uk/ConnectingRipon

HARCVS Networks bring people together to exchange information and ideas to improve services, encourage collaborative working and share good practice.

www.harcvs.org.uk/Voice-Influence

Working Together for Better Services

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

At our February meeting, Annabel Hall, the Service Pupils' Champion covering Harrogate District, explained her role supporting military families. There are approx 3,000 service children in North Yorkshire, one of the largest populations in the country. Service children face challenges, especially around mobility and parental absence.



Service Pupils' Champions work to support the emotional well-being and social development of children and young people aged 5-18, especially during periods of active deployment and exercise and at times of transition. They can also act as a bridge between school and the Forces and offer neutral, confidential support, outside the chain of command.

www.servicepupilschampion.co.uk

April meeting: Thursday 27 April 2017,
10am – 12noon at Harrogate Community House

www.harcvs.org.uk/Children-and-Young-People

Sign up to receive our HARCVS
monthly **Children, Young People and Families**
information updates

www.harcvs.org.uk/newsletter-subscribe

Harrogate District Independent Advisory Group (IAG)

HARCVS supports the IAG of community representatives from protected characteristic groups, acting as a critical friend to North Yorkshire Police with regards Hate Crime. Topics discussed include Hate Crime Reporting Centres and Safe Places in Harrogate District.

The IAG aims to be representative of all protected characteristics, i.e. age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

Meetings are not open to the general public however the group welcomes new members who would like to be involved. If you would like to find out more about becoming a representative on the group or for further information contact HARCVS by email cvs@harcvs.org.uk or on 01423 504074 www.harcvs.org.uk/IAG



Our mission is to encompass life and all its diversity; and to empower and encourage all to work and live in a fully inclusive arena within the Harrogate District.

Harrogate Pride in Diversity Week
14 to 20 May 2017

www.prideindiversityharrogate.com

Get Set for Volunteering in 2017

There are a number of changes at HARCVS from 1 April 2017, as we explain on page 10. We will no longer be able to offer local appointments for people who are interested in volunteering. However we continue to promote volunteering in Harrogate District and signpost to volunteer roles with local organisations via our online **HARCVS Volunteering Directory** www.harcvs.org.uk/Volunteer (see page 9)



Get Set for... Volunteering

H&R CVS

FREE 6 week course

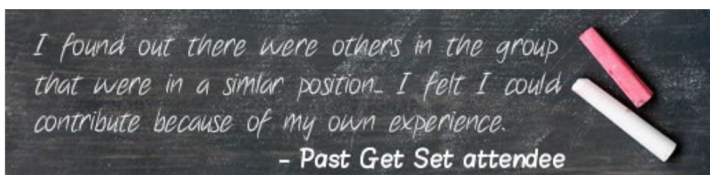
Begins Thursday 4th May 2017 1.00-3.00pm

At Harrogate & Ripon Centres for Voluntary Service,
Community House, 46-50 East Parade, Harrogate, HG1 5RR

The poster includes three small images: a woman taking a photo, a group of people smiling, and a person working in a garden.

Get Set for Volunteering

For those people who need extra support HARCVS is offering courses throughout 2017. Get Set for Volunteering is a free, short course specially designed for people who are not currently working but are interested in finding out more about volunteering.



This course is aimed at people who are currently unemployed particularly women, lone parents and people from a minority ethnic background, in rural areas or with a health condition.

Volunteering can be a way to get back into the workplace and can boost confidence.

'Get Set' helps to prepare people for volunteering getting them to think about the responsibility involved in volunteering and to identify skills and experiences which they could offer.

'Several national studies show that volunteering enhances the personal skillset, attitude and knowledge that can help jobseekers in the labour market' (NCVO 2013)

If you are interested in referring any of your clients, or prospective volunteers who you feel might benefit, onto the course you can refer online at www.harcvs.org.uk/GetSetRefer

To order a referrer pack containing leaflets and guidance for making a referral, please contact us at volunteer@harcvs.org.uk

People can also book directly on to the course by email volunteer@harcvs.org.uk or by phone on 01423 504074 to arrange an enrolment session with HARCVS at Harrogate Community House.

Free 6 Week Course starts 4 May, 1-3pm at Harrogate Community House

Course Enrolment: Up to half an hour at a time to suit you.

4th May: Welcome & Introduction to volunteering and the volunteer role.

11th May: Identifying your skills, experiences and interests.

18th May: Exploring local volunteer roles and how to apply for a role.

25th May: Meet a Volunteer Manager followed by a Q & A session.

8th June: Exploring volunteer induction, training and ongoing support for different types of volunteer roles.

15th June: Next steps and certificate presentation.

Attracting New Volunteers

Volunteer Managers' Network 15 June, 1 – 3pm

The next Volunteer Manager's Network meeting will take place at Christ Church, Church Square, Harrogate.

There will be a chance to meet other Volunteer Managers and Co-ordinators to discuss any problems you have encountered in your role and to share things that have worked well. Meetings are free to attend however we ask that you please book your place to let us know that you are coming at www.harcvs.eventbrite.co.uk

Dates for Future Network Meetings

Wednesday 20th September in Ripon (Venue TBC)

Thursday 7th December in Harrogate (Venue TBC)

Our HARCVS Volunteer Managers' Newsletter is now published on a bi-monthly basis. The next newsletter is due in May.



Discussing Promotional Materials with the Volunteer Managers Network

At the March meeting we discussed how to create effective promotional materials to attract new volunteers.

Two main points emerged:

1. It's important to understand the difference between a volunteer role description and a volunteer role advert. Promotional materials are about selling the opportunity to people rather than giving a list of responsibilities, dos and don'ts.

2. Do the **Who, What, Where, When, How** and **Why** test on your adverts. Is it clear who you're looking for, what they will be doing, where they will be based, the time commitment needed and how to get in touch. Finally why should they choose your organisation?



The group came up with a list of ideas about how to improve promotional materials:

- Be clear about who you are approaching and address that group.
- Make your materials visually interesting using colour and photos of a diverse range of people.
- Include your logo, branding, Charity Number.
- Make your initial statement engaging.
- For online adverts use keywords to help your role appear in more searches.
- Make people feel wanted so don't use wording associated with a job description e.g. 'To carry out any other tasks commensurate with the post'.
- Include information about the content of the role and what volunteers will be doing.
- Explain who you are and who/what you support.
- Keep it brief as people don't spend very long reading the detail.
- Include your contact details.
- Mention a time commitment. People are more likely to think a role is full time unless you explain that it is flexible.
- If you are recruiting for a skilled role mention that training is provided.
- Use quotes and case studies from other volunteers e.g. volunteers who have gained work as a result of volunteering.
- Keep it current, e.g. if you mention a date make sure you update your materials regularly.
- Make materials accessible (e.g. font size/colour)

Promoting Volunteering Opportunities

HARCVS Volunteering Directory
www.harcv.org.uk/Volunteer

The directory is freely available online, both for anyone to browse through the hundreds of opportunities currently listed and for organisations looking to attract new volunteers.

Anyone can search for a volunteer role using the following criteria:

- Location
- Availability
- Cause the volunteer would like to support
- Activity the volunteer would like to do
- Roles which are wheelchair accessible
- Roles open to under 18s
- Roles which don't require a DBS check, car or driving licence



Organisations looking for volunteers are able to 'self-serve', adding and managing their volunteering opportunities. You simply need to register online at www.harcv.org.uk/InvolvingVolunteers. If you need help to get set up call us on 01423 504074.

Need more Volunteers to meet demand for your services?

HARCVS Skills for Volunteer Organisers 1 -

Attracting & recruiting potential volunteers

Tuesday, 25 April 2017, 1.30pm - 4.30pm

Harrogate Community House

Review your 'sales and marketing' approach to recruiting volunteers

This participative workshop approaches the recruitment of volunteers from a sales and marketing perspective. This course is designed for anyone who has responsibility for recruiting volunteers. No prior knowledge of sales and marketing techniques is required.

What a good session yesterday! 'I've already implemented some of the suggestions into our volunteer recruitment processes'



HARCVS Skills for Volunteer Organisers 2 -

Supporting and Supervising Volunteers

Tuesday, 9 May 2017, 1.30pm - 4.30pm

Harrogate Community House

Give your volunteers the support and supervision they deserve

This participative workshop will explore the importance of providing proper support and supervision for volunteers.

Find out more about both workshops and book your place at: www.harcv.org.uk/eventbrite.co.uk

The future role for HARCVS —

There will be a number of changes at HARCVS from 1st April 2017, following the decision by North Yorkshire County Council and the NHS Clinical Commissioning Groups to appoint a new provider to deliver support for voluntary organisations and volunteers across the county.

Staffing and service changes

3 members of staff leave HARCVS on 31 March 2017 and transfer to Community First Yorkshire (the new provider):

Funding and Development Officer Nina Muir, who has been with HARCVS for 27 years

Head of Support and Development Mark Hopley, after 9 years in post

Volunteering Support Worker Carol Gaiger, who has been with HARCVS for just over 8 years.

This means that, regrettably, HARCVS will no longer be able to offer its long established service of providing support to voluntary organisations requiring assistance with funding applications, setting up a group or charity and governance issues.

All enquiries should now be made to Community First Yorkshire:

Unit A, Tower House, Askham Fields Lane, Askham Bryan, YORK YO23 3FS

Tel: 0845 313 0270 www.ruralyorkshire.org.uk

In connection with support for volunteering we will no longer be able to offer local appointments for people who are interested in volunteering and these enquiries should also be directed to Community First Yorkshire.

In 2015/16 HARCVS provided support to 270 groups and helped over 470 people wishing to volunteer.

Read the comment on the changes from our HARCVS Board of Trustees on page 12.

Future role for HARCVS

Following confirmation that HARCVS will continue to receive strategic grant funding from Harrogate Borough Council, and combined with the use of reserves, the board of trustees has decided that there is a continuing purpose role for HARCVS.

Our mission remains to support our communities, charities and volunteers to make the Harrogate District a great place in which to live and work.

This will be a transition year but one in which we expect to develop our role in identifying gaps in local services and campaigning on behalf of vulnerable people and the voluntary sector organisations who support them.

We will be able to continue to offer the following local services during 2017/18:

Harrogate District Where to Turn Directory – our fully searchable online directory of community organisations and activities
www.harcvs.org.uk/WhereToTurn

Promotion of local voluntary sector jobs and events

Newsletters and online guidance

The Information and Resources Library at Harrogate Community House

Some support for local voluntary sector forums, networks and partnerships

Campaigning and advocating with and on behalf of the local voluntary and community sector to make a positive difference in our District

Promotion of volunteering and volunteer roles with local organisations via our online HARCVS Volunteering Directory
www.harcvs.org.uk/Volunteer

Making a Positive Difference in Harrogate District

In partnership with Harrogate Borough Council we will continue our work to develop the Harrogate District Community Fund.

As a result of access to other funding/support we will also continue with the provision of some local training opportunities for groups and new volunteers e.g. social media surgeries and Get Set for Volunteering courses

We will continue to have offices and staff based at Harrogate and Ripon Community Houses

The HARCVS services which provide practical help for older and vulnerable people, including the Harrogate Easier Living, the Ripon and Rural Wellbeing Service and the Voluntary Car Driver services, are not directly affected and will continue unchanged. For more information on these services visit www.helpharrogate.org.uk

Some forthcoming HARCVS events and training this Spring

HARCVS Intro session: the next session takes place on 26 April at Harrogate Community House

This free session is an opportunity to come along to meet us and find out more about our services and projects in 2017.

www.harcvs.org.uk/news/introduction-session



Get Set for Volunteering

HARCVS is running another free **Get Set for Volunteering** course for people aged 18 years and over who are not currently working but are interested in volunteering. This popular 6 week course starts on 4th May and full details are available at www.harcvs.org.uk/GetSet



HARCVS Social Media Surgery – free 1 to 1 help for your charity, group or club on Monday 22 May at Harrogate Community House. Places are free but please book in advance so we can match the number of people helping to those that would like some help.

Find out more at www.socialmediasurgery.com/surgeries/harrogate-2

HARCVS Skills for Volunteer Organisers Training

During April and May we are running our popular participative workshops on Attracting & Recruiting Potential Volunteers and Supporting and Supervising Volunteers. Find out more and book your place at www.harcvs.eventbrite.co.uk

Comment from the HARCVS Board of Trustees



As set out in our initial statement issued in January 2017, HARCVS accepts the competitive process and the outcome that led to the award of the grant to a new provider. However now that the transfer of staff and services are about to be completed, the HARCVS trustees wish to take this opportunity to comment on a number of issues which have emerged relating to the competitive grant process and the new service model.

Process

In their statement announcing the outcome of the competitive process for the £1.4m 3 year grant the commissioners and new provider included the following statement:

“The grant from the County Council and the NHS Clinical Commissioning Groups replaces previous, non-competitive arrangements established in October 2011, originally for 18 months and rolled forward annually every year since”.

This is a classic case of the winners re-writing history as in fact the origins of this service model can be traced back over thirty years. The new arrangements bring to an end a long established policy of NYCC and the NHS providing core funding support for the network of local support and development organisations and volunteer centres across North Yorkshire.

This was a partnership approach which builds on local community and voluntary action, long before terms such as commissioning, competition and co-production were even heard of in local government circles. However times change and history can be easily or conveniently forgotten.

Future performance

The outcome of the new competitive process must deliver a better service for voluntary organisations and volunteers across North Yorkshire, and we wish the new provider well.

However in the short term that simply cannot be the case in the Harrogate District, as a team of skilled, experienced and talented staff are now to be deployed across the whole county, based in an office near York but working from home or on the road much of the time. The HARCVS board of trustees expects to have a continuing role for HARCVS in holding the commissioners to account with regards to the new service.

Local delivery

Local access to advice and guidance will be reduced and there will be no local access to brokerage appointments for volunteering. Furthermore the new provider and commissioners have stated that they will not be offering any “supported volunteering” services in the new set up.

Our statistics show that this accounts for one in five of our current enquiries, and many of these people come to the Volunteer Centre as referrals from NYCC or NYCC funded services. Again the board of trustees is concerned about the impact of this change in policy and considers it to be an equalities issue which it will monitor and speak out on if necessary.

Continued on page 13

Impact across North Yorkshire

Whilst not directly our concern, we are also saddened to report that Craven CVS and Craven Volunteer Centre will close at the end of March and Richmondshire Community Action, whilst not closing, will have only minimal capacity from April, provided by volunteers. We send our support and good wishes to the staff and trustees at our partner organisations, all of whom have provided long years of support to voluntary organisations and volunteers across their areas of North Yorkshire.

A tribute to our talented colleagues

Finally everyone at HARCVS would like to record their thanks and appreciation for the tremendous contribution that our three transferring colleagues have made to the local voluntary and community sector. Between them, Nina, Mark and Carol have given 44 years of service and made a huge difference in so many ways, with their enthusiasm, skills and expertise. We know they are held in the highest esteem locally and hope that the new provider, and indeed the voluntary sector in North Yorkshire appreciate how fortunate they are to have retained this level of experience. We wish them every success in their new roles.



Our HARCVS team in 2016 with Nina (back right), Mark (front 2nd right) and Carol (back 5th left).

HARCVS colleagues will continue supporting and connecting our communities across Harrogate District, from our offices at both Harrogate and Ripon Community Houses.

Helping the Helpers for over 50 years

In 2013 HARCVS celebrated its 25th anniversary, but the story of our charity begins much earlier in the 1970s with the opening of the Harrogate Volunteer Centre in May 1973.

Ripon CVS, which joined together with Harrogate CVS in April 2013, was formed back in 1963 and has supported our local community for over 50 years.

Since those early days HARCVS has supported 100s of charitable groups across the district

and many thousands of people to access rewarding volunteer roles. We have supported many new groups which are now well established charities.

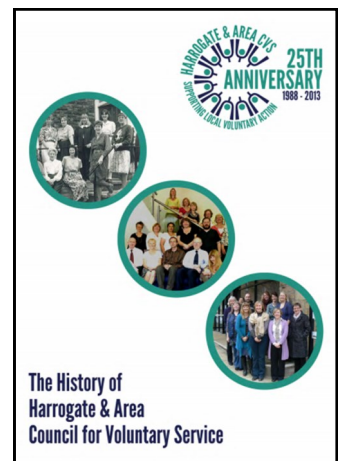
Back in 1988 two publications were launched which continue to this day. This 'Care in Action' Newsletter and our 'Where To Turn' Directory. Where To Turn has been updated to a new fully searchable online directory, but people tell us that they still fondly remember the paper copy, as their office 'bible!'

You can read the History of both Harrogate CVS and Ripon CVS on our HARCVS website

www.harcvs.org.uk/OurHistory



Volunteer centre opens this month



Friends Against Scams

The Scams Team of National Trading Standards held a series of workshops across North Yorkshire to encourage people to become 'Friends Against Scams'. Thanks to funding from North Yorkshire Police & Crime Commissioner Julia Mulligan, the Scams Team are able to share information on how to spot a scam and how to help someone who has become a victim of a scam.



Scams come in many forms; you may receive a letter, email telephone or telephone call making false promises – the most common are fake lotteries, deceptive prize draws or sweepstakes, clairvoyants, computer scams, and romance scams.

The criminals trick people with flashy, official looking documents or convincing telephone sales patter, with the aim of persuading them to send an administration fee, pay postal or insurance costs or make a premium rate phone call. Doorstep scams are carried out by bogus callers or rogue traders who call, often uninvited, at people's home under the guise of legitimate business or trade.

Visit the website to take part in their online learning to become a 'Friend Against Scams' here: www.friendsagainstsams.org.uk

Consumer advice, including making complaints about a trader, product, or to report a scam is available by calling Citizens Advice on 03454 04 05 06.

Sporting Memories



HELP's Opening Doors members enjoyed the opportunity to share their favourite moments in sports thanks to an innovative project run by the Sporting Memories Network.

The Foundation, which aims to tackle the challenges of an ageing society, has launched an App and associated resources to be used to 'start a conversation'

using sport. The Replay App is a bank of memories covering 100's of different sports and sporting occasions.



Opening Doors members and volunteers enjoyed exploring their own sporting memories and using the resources to stimulate memories from their childhood.



If you are working with older people, particularly those with dementia or those who are socially isolated, you might be interested in

contacting Sporting Memories to explore ways in which the Foundation can support your clients.

Visit www.sportingmemoriesnetwork.com for more information.

Volunteers 'HELP' more than ever

HELP in Harrogate District

The HARCVS services which provide practical help for older and vulnerable people across the Harrogate District are seeing an increase in referrals as more people continue to live independently for longer.



In 2016, the Harrogate Easier Living Project (HELP) team carried out **370 gardening, decorating and odd jobs** for people across Harrogate District who can no longer manage the work themselves.

The Opening Doors service organised **430 outings for people who can't get out and about without support**. Volunteers provided one to one support on visits to social groups, places of interest, the cinema or simply going to a cafe for a coffee and chat.

'I like being picked up at home and brought back. Your volunteers are always kind and understanding.'

'I have someone to accompany me to medical appointments as I have lost my confidence.'

Our newly launched Driving Force service saw our volunteers make an incredible **1,300 journeys to help those who would otherwise struggle with transport**.

The service in Harrogate, Knaresborough and surrounding areas has been a huge success, plugging a gap in provision and helping tackle the very real issue of social isolation in our District.

Journeys are made to medical appointments, visiting sick relatives, day centres, lunch clubs, shops and other essential trips. The Ripon and Rural Voluntary Car Driving Service covers Ripon, Masham, Pateley Bridge and the surrounding areas.

Grants from the Harrogate Borough Council and North Yorkshire County Council only cover 60% of our expenditure making client donations and fundraising more important than ever.

The newly launched HELP website www.helpharrogate.org.uk is a hive of information on our services, volunteering and fundraising.

The needs of the community remain at the very heart of what we do and our 100 volunteers make a real difference to our clients' everyday lives, giving over 130 hours of support each week.



However, as demand for the service increases, we need to ensure we have more volunteers coming forward to be able to offer the same level of service to our clients.



For more information about any of the HELP services visit www.helpharrogate.org.uk or contact the team on 01423 813090.

New Care Model in Harrogate District



An Update on the Harrogate District New Care Model

The 'What Matters To Us' New Care Model aims to improve the way health and social care is provided outside hospital, in the community, to ensure services work in a more joined-up and coordinated way. This involves exploring new ways for GP practices, community and hospital-based services, social care, mental health and voluntary organisations to work together as a team rather than individual services, whilst also supporting people to take more control of their own health.

There is a focus on prevention and we are working with local communities and the voluntary sector to develop new approaches to help people play a more active role in managing their health and wellbeing. This has involved working with Harrogate and Ripon Centres for Voluntary Services (HARCVS) and other partners to upgrade their community directory (www.harcv.org.uk/wheretoturn) which provides details of local support groups, services and community activities.

Who's involved?

The programme is led by all the organisations currently responsible for providing health and social care services in the Harrogate district:

- NHS Harrogate and Rural District Clinical Commissioning Group (CCG)
- Harrogate and District NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)
- Harrogate Borough Council
- North Yorkshire County Council
- Yorkshire Health Network

Our new model has now been in place for around six months. This includes the creation of four new Community Care Teams and the Acute Response and Overnight Service (AROS) spanning the whole Harrogate District, along with additional community beds in Starbeck and Ripon.



Patients, carers and the wider public have told us what's important to them:

- They want to be supported to stay well by being better informed about the choices they have to live a healthy life and where to find support;
- They want to be able to make informed choices about how and where they are treated;
- They don't want to be in hospital unless they really have to, and;
- They want the professionals involved in their care to work in a way that's better connected so they don't have to keep repeating their story to different people.

We are using these views as the guiding principles for the 'What Matters To Us' New Care Models programme.

Working Together to Improve Out of Hospital Care

There are still many opportunities to improve the way the model works. We will be listening to staff to learn from their early experiences and identify opportunities for improvement. In many ways we're still at the beginning of joining up and improving care, but we'd like to take this opportunity express our thanks to everyone involved for their ongoing commitment.

Front-line staff and managers have fed into developing plans for 2017/18, as have the national New Care Model team at NHS England. This process will secure funding for the final year of the programme. NHS England has been encouraged by the initial progress made by our New Care Model and they expect to see some clear evidence of its impact over the next 12 months – particularly in terms of our ability to reduce unplanned hospital admissions.



Stockwell Road GP Surgery team finding out about the HARCVS Where To Turn directory

They are also very keen for us to be more proactive in sharing our experiences to help ensure best practice is shared, and ultimately so that new care models can be spread across England.

The focus for the next phase is around continuing to support and develop our four Community Care Teams whilst also exploring other options for how care can be provided most effectively within the resources we have. We want to test out new ideas to improve the chances of successfully preventing avoidable admissions to hospital, and work out what gets in the way of achieving that more often.

How is a Community Care Team different?

A patient recovering from surgery, a stroke or a new life-limiting diagnosis, might require care from a nurse to monitor the healing of a wound, a therapist to help them regain their strength or to learn to adapt to new physical limitations, and some help from social care with cooking, shopping, bathing or dressing.

These aspects of care would all have had to be arranged separately and the mental health needs of the patient wouldn't be considered unless their need for mental health care was severe enough to meet the criteria required for receiving secondary care mental health services.

It's likely the patient would be experiencing grief, sadness, low mood and low morale as a result of their new diagnosis or physical limitation. The role of the voluntary sector is also important in this respect as the services, support and activities they offer can help boost wellbeing for people feeling lonely and isolated. They also provide an opportunity to meet people facing similar situations and make new friendships, all of which can be a real boost for their wellbeing.

With Community Care Teams, there is one plan to achieve the person's goals. Each person has a 'key worker' who acts as a single point of contact to coordinate all aspects of care and to help them reach their goals. This reduces duplication and also means the person being cared for only has to tell their story once.

If you have any feedback about the new care model we'd love to hear from you – please drop us an email to: HARDCCG.ncm@nhs.net

Advice for Advisers - here to help!



The Welfare Benefits Unit has a new 5 year contract to provide specialist welfare benefits advice to those who work with members of the public in North Yorkshire. This includes a telephone and email advice line, training, publications and resources.

From April 2017 the advice line will have extended opening hours:

Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.

The advice line for those working with the public in North Yorkshire and York is available on 01904 642512 or advice@welfare-benefits-unit.org.uk (The Welfare Benefits Unit does **not** give advice to members of the public)

The service is used by a diverse range of organisations, from small charities to statutory sector services.

Forum and Benefits Bulletin

WBU holds a bi-annual forum meeting for advisers in North Yorkshire and York and also provides updates to subscribers via quarterly Benefits Bulletin.

Updated annually, the **Advisers Guide to Benefits and Credits** has a compact A5 format providing a point of reference for all advisers.

For more information about the Welfare Benefits Unit, including forthcoming training, publications and further resources or to join the mailing list, see www.welfare-benefits-unit.org.uk



Do you know about 'My Neighbourhood' in Harrogate District?

There are currently 4 projects involving public, private and voluntary partners (Ripon Minster, Granby, Woodfield and Pateley Bridge/ Nidderdale wards)

The aim of 'My Neighbourhood' is partner organisations working together to improve the quality of life for residents in these areas.

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

Looking For Funding?



Harrogate Borough Council Small Grants Fund 2017/18 will be open to applications in May.

You can register your interest by emailing fiona.friday@harrogate.gov.uk

The purpose of the small grants fund is to support and strengthen voluntary and community sector organisations based in and serving the Harrogate district, providing activities/projects which benefit local communities and residents. The funds are available to provide and increase participation and engagement and to support new and innovative ideas.

Details will be available at www.harrogate.gov.uk/communitygrants

HARCVS Member in the Spotlight

Ripon Museums - Culture & Connections



The new Culture and Connections project in Ripon will provide opportunities for people (aged 16 or over) to make connections, to meet new friends and to get involved in the local community, socially or as a volunteer.

Participants will be invited to take part in a wide range of activities at Ripon Museums Trust, starting with taster sessions including craft activities, working behind the scenes, helping in the gardens and object handling.

The Coordinator, Helen Young, and a team of trained volunteers are offering extra, low level support (or 'buddying') to people to encourage and support them to get involved. There is no capacity to offer higher levels of support, so it is not suitable for people who have higher levels of physical or mental health support needs.

People can be referred by the organisations that they are involved with, their local GP or they can complete a 'self' referral. There is no cost to participating in Culture and Connections. The scheme is open to anyone who would like to try something new but may be particularly useful for people who are feeling socially isolated or who would like to improve their wellbeing.

Helen says *'If people come along and find that they enjoy the taster sessions, they will be invited to take part in further activities and may eventually become part of the friendly team here at Ripon Museums. As part of the project I can also direct people to other opportunities around the area, depending on their interests.'*

Interested in getting involved?

For more information please get in touch with Helen Young

T: 01765 690799

E: helen.young@riponmuseums.co.uk

W: www.riponmuseums.co.uk



H&RCVSHarrogate and Ripon Centres
for Voluntary Service

Where to Turn

Free Online Community Directory for
the Harrogate District

Search HARCVS' Where to Turn Directory to access up to date information about hundreds of community activities, charities and services in the Harrogate District.

www.harcvs.org.uk/WheretoturnTel. 01423 504074 cvs@harcvs.org.ukHarrogate & Area Council for Voluntary Service Limited
Company Limited by Guarantee Registered in England & Wales
Company No. 7760477 Charity No. 1144758**H&RCVS**Harrogate and Ripon Centres
for Voluntary Service

HARCVS Volunteering Directory



The new online directory of volunteering opportunities can be searched by activity, cause, age, availability, wheelchair access and location. Browse over 400 different opportunities to volunteer in the Harrogate District.

www.harcvs.org.uk/VolunteerTel. 01423 504074 volunteer@harcvs.org.ukHarrogate & Area Council for Voluntary Service Limited
Company Limited by Guarantee Registered in England & Wales
Company No. 7760477 Charity No. 1144758

Our HARCVS free online resource for people looking for charity services, support groups and community activities for themselves, someone they care for or support.

Our HARCVS free online resource matching local people with volunteer roles that suit their interests, skills, availability, location and needs.

How to Contact HARCVS

**Harrogate & Ripon
Centres for Voluntary Service (HARCVS)****Tel:** 01423 504074**E-mail:** cvs@harcvs.org.ukwww.harcvs.org.ukCommunity House
46 - 50 East Parade
Harrogate
HG1 5RRCommunity House
Sharow View
Allhallowgate
Ripon, HG4 1LE

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