

Get Set for Local Social Action



At HARCVS we're getting set for the future, building on over 50 years of history of connecting and collaborating locally and thanks to strong and supportive local relationships.

Our information services remain at the heart of our role, with 3 further themes of local voluntary action, local fundraising and practical support for older and vulnerable people.

In this Newsletter, you can read about the varied programme of activities and services we're continuing to provide throughout the year and we'll also be consulting with our member organisations on what support they would like to access locally. There will also be consultation with the local voluntary and community sector on plans for a Harrogate District Community Fund. (see page 3)

Research by NCVO looking specifically at small and medium charities has highlighted a number of challenges, including the slow, long-term reduction in the availability of local government grants, the seemingly ever increasingly difficult challenge of winning contracts and rising levels of need. These are tough times for all charities, but especially small and medium sized charities.

However, NPC's report published in May **Charities Taking Charge: Transforming To Face A Changing World** found that by working collaboratively, thinking creatively, and looking afresh at their relationships and resources, there's an opportunity for charities to flip the narrative in these challenging times. We aim to do this as we update our Strategic Plan and to continue to provide opportunities to connect and collaborate locally.

Harrogate & Ripon Centres for
Voluntary Service Newsletter
Summer 2017



@HARCVS

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



Where to Turn

Free online

Harrogate District

Community Information Directory

www.harcvs.org.uk/Wheretoturn

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 Autumn/ Winter edition is Tuesday 17 October 2017

Editor: Angela Jones,
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.

Where to Turn

Helping people access services

You can use Where To Turn – our online directory of services in the Harrogate District – to compile your own printable version of services and activities which might be of interest to you or people you support.

Visit www.harcvs.org.uk/wheretoturn to browse our directory.

- Once you've searched the services you would like, you can use the tick boxes to the right hand side of the entry in order to select those which you think might be useful to you.
- Once you've selected all those you want, scroll to the top of the page and click on the blue 'Review selected records' button.
- To print full details of this list you then click on the blue 'Print selected records' button. This system means that you can tailor your print outs for different people and will always have the up to date information to hand from the website.



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 3,400 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

Fundraising for our Communities

Harrogate District Community Fund update

The project development team involves three partner organisations; HARCVS, Two Ridings Community Foundation and Harrogate Borough Council. HARCVS are responsible for the overall project management.

Two Ridings Community Foundation are responsible for identifying sources of investment and for the development of a **'Vital Signs'** report. This report would highlight where funds were needed in our district and would be used to support fundraising and to start to develop how funds will be prioritised to support the local voluntary and community sector. The Harrogate District Public Services Leadership Board (PSLB) is a key partner in identifying local priorities and need.

The Fund could help in numerous ways such as emergency fund raising. The key to the Fund's success would be the on-going development work to identify potential individuals, organisations and businesses that would make donations into it.

The aim would be to identify and secure a £2 million fund by May 2019, which would consist of £1 million invested and £1 million flow through to the district. From this investment it was hoped that £45k could be distributed per year.



Leeds Fund, launched in 2016, is an example of a fund recently set up and running nearby.

<http://www.leedscf.org.uk/theleedsfund/>

There will be consultation with the local voluntary and community sector and an event is planned for 1 August. This will be an opportunity for voluntary sector groups to explore in more detail how the Fund might operate. For more information contact Karen Weaver Karen@harcvs.org.uk



Two Ridings Community Foundation (TRCF) is the accredited Community Foundation for North and East Yorkshire. It is one of 46 community foundations in the UK with the shared aim of helping individuals, families, entrepreneurs, companies, charitable trusts and public sector bodies connect with, support and invest in their local communities across the UK.

They address a wide range of issues and provide funding to the hardest to reach communities through 'grassroots' charities and community groups.

Understanding needs and issues in a community are the first step to being able to solve them. This is what the **Vital Signs** programme does. It reports on communities to uncover the areas that need most help.

The measures are based around key themes, ranging from housing and homelessness to education and learning. Vital Signs identifies how well the area is performing in relation the rest of the UK, assessing local perceptions of the key issues which matter most to local people. Vital Signs are not just based on government statistics – it also looks at the needs and attitudes of local communities.

www.trcf.org.uk

Looking For Funding?



In 2016 TRCF brought in over £4m in new funds for grant making. A number of funds cover Harrogate District

www.trcf.org.uk/find-a-grant

Working Together for Better Services

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



Helen Prince, Strategy and Planning Lead, Young Carers and Families at Carers' Resource, was appointed independent chair at our June meeting and will chair future meetings.

Jayne Hill, Head of North Yorkshire Children's and Young People commissioning team, gave an update on the Future in Mind Programme and the Local Transformation Plan. HARCVS is arranging a focus group with the commissioning team over the summer so that the views and services of local voluntary sector organisations can be included in the refresh of the Local Plan in October.

Future in Mind aims to promote resilience in young people and to improve access to effective support.

Next meeting: Thursday 28 September 2017,
10am – 12noon at Harrogate Community House
www.harcvs.org.uk/Children-and-Young-People

Sign up to receive HARCVS bi-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.

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.



www.stophateuk.org/talk-to-us/

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



GLAD! is a project working with local disabled LGBTQ+ people to find out what the issues are for them and to look at ways of finding solutions. Contact Tommo on 07899 016239 or Steven on 07713 342267.

Working Together for Better Services

Harrogate District VCS Chief Officers and Chairs Group

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

The May meeting was kindly hosted by Saint Michael’s Hospice. An information exchange confirmed that there were many positive developments and new initiatives, with lots of activity meeting the needs of local people. There was a lot to be optimistic about for the voluntary sector in Harrogate District.

Topics included developments on the proposed Harrogate District Community Fund (*see page 3*), future funding arrangements for prevention services in North Yorkshire, the issue of late payments causing cash flow issues for local charities and the role HARCVS would continue to play supporting communities, charities and volunteers in the district.



2017 Meeting Dates

19 September 1.30 - 3.30pm, Saint Michael’s Hospice
22 November 11am - 1pm, venue tbc

A network of 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



At the May Connecting Ripon Network meeting, held at Ripon YMCA, it was good to see a real willingness for local voluntary organisations to come together to make a real difference for people in Ripon and the surrounding areas.

There was a lot to be positive about this summer with new initiatives and charities working together on lots of activities to meet the needs of local people. There were new opportunities to be involved with Ripon Museums, a fantastic new community heritage project at St Wilfrids and the eye catching Ripon themed figures made by Jennyruth Workshops, available for organisations to use in the community. As usual, there were many opportunities for new volunteers of all ages and backgrounds to get involved.

The Connecting Ripon Network is open to anyone wanting to work together with others to make a positive contribution to community life in Ripon.

2017 Meeting Dates

Wednesday 12 July (1-3pm), Ripon YMCA

Wednesday 11 October (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

10th Harrogate District Volunteering Oscars



In 2008 Councillor John Fox became Mayor of the Borough of Harrogate and chose volunteering as the theme of his Mayoral year. During the year he founded the Harrogate & District Volunteering Oscars Awards with the help of Jean MacQuarrie, Editor of the Harrogate Advertiser series, and HARCVS.

John said, *"The aim was to celebrate the fantastic work being carried out by such a diverse group of people of all ages and to recognise the work of a few who had gone the extra mile. We also hope that the Awards raised the profile of volunteering and encouraged other residents to consider volunteering."*

The Awards Ceremony will be held on Friday 27 October at the Old Swan Hotel, in the presence of Her Majesty's Lord-Lieutenant of North Yorkshire, Mr Barry Dodd CBE.

Nominate a Volunteer

The easiest way to nominate is online at www.harcvs.org.uk. If you prefer to use a paper form, these are available at Harrogate and Ripon Community Houses or by calling John Fox on 01423 540541.

There are 16 categories:

Young Volunteer of the Year - for any volunteer under 25 years of age.

Care Volunteer of the Year - for any volunteer who has worked with and contributed towards a care based activity.

Community Volunteer of the Year - for any volunteer who has worked with and contributed towards a community based activity.

Environment Volunteer of the Year - for any volunteer who has worked with and contributed towards an environmentally based activity.

Sports Volunteer - for any volunteer who has worked with and contributed towards a sports based activity.

Wildlife Volunteer - for any volunteer or group who has worked with and contributed towards local wildlife.

Ackrill Media Group Unsung Heroes

One Award will be given to any volunteer who has gone the extra mile in each of the four locations.

Harrogate - sponsored by Harrogate Advertiser

Knaresborough - sponsored by Knaresborough Post

Ripon & Boroughbridge - sponsored by Ripon Gazette & Boroughbridge Herald

Nidderdale - sponsored by Nidderdale Herald.

New Volunteer of the Year - for any person who has started volunteering within the last 12 months.

Trustee of the Year - for the Trustee who demonstrates exceptionally sound decision making, and has provided ongoing support which allowed the charity to most effectively achieve its objectives within the last year.

Organisation of the Year - for an organisation which has demonstrated best practice in Volunteer Management.

Corporate Engagement Award - for any business or team who have taken part in a volunteering initiative over the past 12 months.

Volunteer of the Year - for the volunteer who has given an extraordinary contribution to an organisation, its service users and fellow volunteers. This volunteer has gone those extra few miles.

Lifetime Volunteer - for the volunteer who has given an extraordinary contribution to the organisation, its service users and fellow volunteers over a significant length of time. Unlike the other Awards, this recognises the contribution across a number of years rather than just the last 12 months.

Get Set for Volunteering

We know how many of our member organisations are experiencing a rising demand for their services and needing an increasing number of volunteers to support their work.

HARCVS promotes volunteering in Harrogate District, supports local charitable groups to attract more volunteers and helps local people find a volunteering role to suit their interests, skills and needs.

Our **HARCVS Volunteering Directory** lists hundreds of volunteer roles, including long-term, project based and one-off volunteering opportunities.

The directory is freely available online at www.harcvs.org.uk/volunteer for anyone to browse through the opportunities currently listed and to make an enquiry direct to an organisation looking to attract new volunteers.



'Get Set' helps to prepare people for volunteering getting them to think about the responsibility involved and to identify skills and experiences which they could offer. It is a 6 week course specially designed for people who are not working and are interested in finding out more about volunteering.

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

People can also book directly on to the course by email jen@harcvs.org.uk or by phone on 01423 813092 to arrange an enrolment session at Harrogate Community House.

Free 6 Week Course starts 5 October, 1-3pm at Harrogate Community House

- ◆ Identifying your skills, experiences and interests.
- ◆ Exploring local volunteer roles and how to apply for a role.
- ◆ Meet a Volunteer Manager followed by a Q & A session.
- ◆ Exploring volunteer induction, training and ongoing support
- ◆ Next steps and certificate presentation

www.harcvs.org.uk/GetSet



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

We also provide booklets listing opportunities for those people who prefer paper copies.

Attracting New Volunteers

If you involve volunteers in your work HARCVS can help.

We actively promote your volunteering opportunities listed in our Directory through:

- Our social media sites.
- Promotional postcards.
- Our Pop-up Volunteer stand.
- Our booklets of opportunities.
- Courses for potential volunteers.
- Partnerships with local organisations.

 /VolunteerHARCVS

 @VolunteerHARCVS

Advertising your volunteer roles with us is completely free. To register with our Directory service for the first time you need to create an account. You will then receive full instructions for logging in and updating your opportunities. You can also receive and manage new enquiries from potential volunteers.

You simply need to register online at www.harcvs.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, 3 October 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.

Book your place at: www.harcvs.eventbrite.co.uk

A picture is worth 1000 words... ..especially when it comes to recruiting volunteers!

The most viewed opportunities on our [Volunteering Directory](#) are those with engaging photographs. Here are some quick 'Top Tips' for uploading your own:

#1: USE REAL PEOPLE

Your photo should be of people carrying out activities specific to that role. Don't use pictures of objects/places, logos or stock photos.

Not got a volunteer willing to be photographed? Why not ask staff to act out the role?



#2: CHANGE IT UP

Have a different photo for each opportunity. This should follow if your photos are specific to the activities the volunteer will do.

#3: SIZE MATTERS

A small fuzzy picture will do you no favours – make sure it's of good quality and the right size!

Also think about the size of the people in the photo - the photo is only small on the screen, so avoid shots of people far away or in huge groups.

If you'd also like to have your logo displayed on your opportunities, email liddy@harcvs.org.uk, subject: *Org photo update request*.

Remember to gain written permission from people whose photos will be used for publicity.

Building Successful Relationships

Successful relationships are really important for voluntary and community action. HARCVS can help charitable groups enjoy better relationships with their volunteers, local businesses and other charities working in the District.

Give your volunteers the support and supervision they deserve

HARCVS Skills for Volunteer Organisers 2 - Supporting and Supervising Volunteers

Tuesday, 7 November 2017, 1.30pm - 4.30pm

Harrogate Community House

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

Developing a mutually beneficial volunteering relationship

Building Successful Relationships with Businesses

Thursday 30 November, 1.30pm – 4.30pm

Ripon Community House

Wednesday 17 January 2018, 1.30pm – 4.30pm

Harrogate Ripon Community House

Business volunteering often known as 'employer- supported volunteering' (ESV) can be a mutually beneficial experience for both charity and business, with charities attracting new volunteers with specialist skills and industry experience.

This is an interactive session and there will be opportunities to share and learn from your own experiences and past successes.

Free training for local Volunteer Managers, thanks to funding received from the 29th May 1961 Charitable Trust.

"Really well structured. Met some good people and gained some good ideas."

Book your place for all workshops at:
www.harcvs.eventbrite.co.uk

Learning and Sharing local experiences

HARCVS Volunteer Managers' Network

Wednesday 20 September, Allhallowgate Methodist Church Hall, Ripon



We facilitate this Network which meets 4 times a year. The meetings are free and informal and are an opportunity to meet other Volunteer Managers from the local area and to discuss any problems you have encountered in your role. Some meetings focus on a specific topic and we arrange expert guest speakers where appropriate.

At the May meeting, topics included volunteer role descriptions, tips for using the HARCVS Volunteering Directory and using volunteer rota systems. www.harcvs.org.uk/volunteer-managers-network

Our **bi-monthly email update for Volunteer Managers** contains news about national policies which affect volunteering, local events, training, tips, how-to guides and more.

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



Another great way to make good connections and raise the profile of your organisation is to nominate a volunteer, organisation or business in the **10th Annual Harrogate District Volunteering Oscars** (see page 6)

What's in a name?



It's been a period of adjustment for HARCVCs over the last few months, with changes to our funding and staffing and some downsizing of our office accommodation at Harrogate Community House.

The shredder has been working overtime and it seems like thousands of plastic folders have been liberated from filing cabinets. We've shared surplus furniture and office equipment with fellow charities at Harrogate Community House and recycled anything we possibly could, but some items still ended up at the tip when we'd exhausted all possibilities. As when you move house, having a clear out leads you to wonder why you kept so much stuff in the first place; usually because it "might be useful" at some point in the future.

What might be useful in the future is an important issue being considered by the HARCVCs team at the moment, with trustees and staff focussed on what our continuing role will be, given we have less funding and some of our services have transferred to a new provider.

Whilst we might have had a big clear out, we still retain our membership of over 180 voluntary organisations, our extensive "Where to Turn" and Volunteering directories and our mailing lists, enabling us to keep in touch with people with an interest in the Harrogate District voluntary sector.

We can continue to build on over 50 years of history of working to support charities and volunteers, and our strong and supportive relationships with our public sector partners, particularly Harrogate Borough Council.

We're still here, and this means that the in depth knowledge and understanding of our District and our local communities isn't lost, and we've retained our ability to

nurture a rich network of local connections and collaboration, often unseen but vital all the same.

Since April we've continued to run a varied programme of activities and services, including our popular Introduction Sessions, social media surgeries, our forums and practical training for volunteer managers and people thinking of volunteering. These will continue throughout the year and we'll also consult with our member organisations on what support they would like to access locally which may not be available elsewhere.

We're currently finalising our updated strategic plan. This will build on our long history of connecting and collaborating locally, with our information services being at the heart of this role and 3 further themes of local voluntary action, local fundraising and practical support for older and vulnerable people (**our HELP services** – see pages 14 -15). Whenever appropriate we'll work in partnership on funding bids and programmes in order to meet the needs of our beneficiaries.

So are we still a CVS and does it matter? This is an ongoing discussion and one we'd welcome feedback on. The definition on the next page from Wikipedia, depending on how you define 'local', suggests we certainly are.

'A Local Place to Speak to Each Other'

"Local" for us is the 500 square miles of the Harrogate District and the many and varied communities it includes. Thanks to continuing funding from Harrogate Borough Council and Ripon City Council we're able to build on our history and support the vital role of the voluntary and community sector in our area, based on strong local relationships and knowledge of what's needed and what works best.

From Wikipedia:

A **Council for Voluntary Service (CVS)** is a type of charity in England. CVSs are "**the place at which local voluntary and community organisations speak to each other**". They offer a wide variety of services and support for local organisations, for example training, or advice on funding.

CVSs are also involved in advocacy for the organisations they represent, and aid in communication between the local voluntary and community sector and the statutory sector. They will typically provide fora for organisations to meet, often a Community Empowerment Network, and will interact with, or have a seat on, the local strategic partnership. They may also advocate on behalf of the organisations they represent on a one-to-one basis.

A CVS may or may not incorporate the local volunteer centre.



CVS are brought together nationally by the National Association for Voluntary and Community Action. (which before 2006 was known as NACVS, the National Association of Councils for voluntary service).

HARCVS events for your diary

HARCVS Intro session: the next date for this regular event is 21 September at Harrogate Community House

A free hour-long session giving an opportunity to come along to meet us and find out more about our services and projects in 2017.

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



HARCVS Social Media Surgery – free 1 to 1 help for your charity, group or club on Tuesday 3 October 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.

www.socialmediasurgery.com/surgeries/harrogate-2



Get Set for Volunteering

HARCVS runs regular free **Get Set for Volunteering** courses for people aged 18 years and over who are not currently working but are interested in volunteering. The next 6 week course starts on 5th October www.harcv.org.uk/GetSet

Working Together for our Local Communities

HARCVS aims to have a large and diverse membership to help us campaign and advocate with and on behalf of the local voluntary and community sector to make a positive difference in the Harrogate District. Members can vote at our AGM on Tuesday 10 October 2017 and have a say in how their local CVS is run.

Our members say:

"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."

We offer FREE local services to HARCVS full members during 2017/18 including:

- Promotion of your job adverts, events, local services and news
- Promotion of volunteering and your volunteer roles via our online **HARCVS Volunteering Directory** and out and about in the community



- Promotion of your services and activities in the Harrogate District **Where to Turn Directory** – our fully searchable online directory of community organisations and activities
- Newsletters, bulletins and online guidance
- Harrogate District voluntary sector forums, networks and partnerships

- Training and Learning opportunities including free Social Media Surgeries and Intro Sessions for new members of your team
- Information and Resources Library at Harrogate Community House

HARCVS members also receive:

- Reduced rates for equipment hire and office services
- Reduced rates for training courses, such as Attracting and Supporting Volunteers

We invite all local voluntary sector organisations to join HARCVS or renew FREE Membership for 2017-18. In doing so you will receive all Member Benefits and show your support for your local CVS. Thank you for your continued support and we welcome feedback on any of our services at any time. Join online at www.harcv.org.uk/HARCVS-Membership or contact us for a paper form.

Date for your Diary

H&RCVS

Harrogate and Ripon Centres
for Voluntary Service

AGM event and Networking Lunch

Tuesday 10th October 2017, from 12.30pm
Hampsthwaite Memorial Hall

We hope that you'll be able to join us to hear our plans and help shape how we move forward, building on our long history of connecting and collaborating locally.

We see our information services being at the heart of our role with 3 further themes of local voluntary action, local fundraising and practical support for older and vulnerable people.

More details to follow soon!

Sweeping up Awards!

The **Queen's Award for Voluntary Service** is the highest award given to local volunteer groups, the equivalent of the MBE and recognises the outstanding work they perform within their communities.



The Queen's Award for Voluntary Service

Five charities from North Yorkshire were recognised in this year's awards, the highest number since the award was instituted in 2002.

The Nidderdale Museum, established in Pateley Bridge in 1975 by a group of enthusiasts who have collected historical and educational artefacts, was among those honoured. The Museum has been, and continues to be, entirely run and staffed by volunteers, who were also recognised in 2010 with a Harrogate District Volunteering Oscar Award.



The homes of the dale were well looked after!

Barry Dodd CBE, the Lord-Lieutenant of North Yorkshire, said *"The great thing about the Queen's Awards is that very often these people really are our unsung heroes, and this is such a wonderful way of recognising them."*

Nominations for the 2018 Awards close at midnight on **Sunday 15 September 2017**. Information about the Awards and the online nomination process can be found at: <https://qavs.direct.gov.uk/>

What You Need to Know



Budgets



CFG's Small Charities Programme offers a range of practical, easy to use resources that are appropriate for small charities. All of them aim to support smaller groups and organisations to manage their finances. Resources include help with Budgets, Management Accounts, Cash Flow Forecasting, Bank Accounts, Record Keeping, Risk and Gift Aid.

<http://smallcharityfinance.org.uk/resources/>

Gift Aid, VAT & Tax



GDPR (General Data Protection Regulation) – are you getting ready?



It's actually under a year now as the new GDPR regulation applies from 25 May 2018.

The Knowhow Nonprofit [page on data protection and fundraising](#) is worth checking out and Bates Wells & Braithwaite have issued [top 10 tips](#) on GDPR.

The **Information Commissioners Office (ICO)** provides monthly updates to highlight and link to what's new in their [Overview of the GDPR](#) <https://ico.org.uk/for-organisations/data-protection-reform/>

[Fundraising and data protection: a survival guide for the uninitiated](#) is a free guide to help charities understand GDPR and comply with the law.

Service clocks up the miles

Demand for HELP's voluntary car driving service has experienced a huge increase over recent months. Jointly the Ripon and Rural Voluntary Car Driving Service and Harrogate-based 'Driving Force' carried out **over 7,000 journeys** in the period April 16-March 17.

The service attributes this growing demand to the rising number of older people in the District, as well as people living rurally without access to public transport. This is apparent in a recent survey of its 'Driving Force' clients, in which 82% said they would like to get out more often if they were able to. They cited poor health, lack of transport and cost as the main barriers to this.



In addition to assisting passengers with essential journeys, the service is increasingly helping local people with transport to

supported employment and social activities. The services work closely with a number of local organisations, including Ripon Walled Garden, the Vision Support Centre and Dementia Forward to ensure their service users are able to get to their facilities.

Tanya Stimpson, Director of the Vision Support Centre said: *"Driving Force is a vital service for our members. Without the personalised and friendly service the drivers provide, members would not be confident enough to leave their houses without a family member or friend. The drivers ensure that they are cared for from their front door to the room they need to be in and back again. The driver's reliability and friendship instills such confidence in our members."*

Being Scam Savvy

Further to the article about the 'Friends against Scams' initiative in the Spring 'Care in Action', HELP's Help at Home service is delivering 'Be Scam Aware' sessions to its clients across the District.



The intention of the sessions is to help clients recognise the different types of scams that exist and to provide advice and information on how to avoid becoming victim of scammers. Clients are also provided with details of who to get in touch with, should they need to report a crime or seek further information.

The sessions are delivered on a one-to-one basis by Help at Home support workers, Andy and Brian, when they are carrying out decorating, gardening and odd jobs for the clients. They are also provided with a leaflet with hints and tips about how to 'Be Scam Aware', have a chance to voice any concerns and are given details of who to contact should they require further assistance.

Help at Home support worker, Brian Trickett, said: *"We work with some of the most vulnerable residents in our District. It is good to be able to reassure them and provide helpful hints to prevent them from becoming a victim of scams."*



More information about the 'Friends Against Scams' initiative and how to get involved may be

found at www.friendsagainstscams.org.uk

More 'HELP' for Bilton, Woodfield and Dene Park

HELP in Harrogate District

The Help at Home service has established a dedicated handyperson scheme for the Bilton, Woodfield and Dene Park areas of Harrogate. Thanks to a grant from the Evan Cornish Foundation, the practical decorating, gardening and DIY service is able to dedicate the services of a handyperson to the area's residents for an additional seven hours a week.



The handyperson scheme was initiated in 2016 to help the Ward's high proportion of older and vulnerable adults and low income households, with 20% of Help at Home clients residing in the Ward. **Over the past 12 months, 48 people have been assisted with 65 jobs.** The level of support to residents was further boosted by volunteers' offering their time.



In total, this amounted to **559 hours of support to residents** in the area. This took the form of odd jobs, such as sweeping up leaves, changing light bulbs, fitting handrails, as well as larger gardening and decorating jobs.

Christine Turner, Service Co-ordinator with HELP said: *"It is often the smaller jobs that can prey on residents' minds, causing them anxiety and distress. We are delighted to be able to offer additional support to the area's residents, thanks to the funding support we have received from the Evan Cornish Foundation."*

"By concentrating our efforts in the areas we know have a higher density of people on low incomes and residents who are vulnerable, we strongly believe we can have a significant impact on the health and wellbeing of the clients we support."

This dedicated handyperson scheme is in addition to the service Help at Home offers to older and vulnerable residents across the Harrogate District. Further information about accessing the Help at Home service is available by contacting them on 01423 813096, help@harcvs.org.uk or www.helpharrogate.org.uk



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

A Warm Welcome....



...to **Sheila Skinner** who joined our HARCVS Harrogate team at the beginning of June. Sheila joins Carol and Julie in the reception team welcoming tenants, visitors and volunteers to Harrogate Community House and will also be helping in our main office too. If you visit on Fridays in future it will be Sheila who's providing the warm welcome - so please say hello!

Did you know.... that Harrogate Community House is a "Safe Place"? A Safe Place is where anyone who might need a little bit more help and support when they are out and about in the community can call in to get assistance.



"Sometimes I have panic attacks and knowing that there are safe places to go to helps me to feel confident to get out and about." – Safe Places member.

www.northyorks.gov.uk/safe-places



Did you know... that a defibrillator is now available for public use at the front entrance to Community House?

www.harrogatecommunityhouse.org

Farewell to Friends



It was lovely to see so many friends of HARCVS at our Summer Picnic in June at the wonderful countryside setting of Kettlesing Millennium Village Hall. Everyone aged from 7 weeks to over 70 seemed to enjoy themselves!

We said thank you to Nina, Mark and Carol who left HARCVS on 31 March, having given a fantastic 44 years of service between them to local charities and volunteers.

It was even suggested that the Picnic become an annual event!

Thank you to everyone who joined us.



From July the Harrogate Hub is open Monday - Thursday, 10-12 noon and 2-4pm

In the centre of Harrogate, the Hub, set up by Harrogate churches, is a place where everyone is welcome for a cuppa and a chat, especially those feeling lonely, isolated and in need of support.

The Harrogate Hub, 39 Oxford Street

TEL: 01423 369393 <http://theharrogatehub.org/>

Valued Volunteers



In May, in recognition of our HARCVS and HELP volunteers' commitment and support, the then Mayor of Harrogate, Cllr Nick Brown, presented some of the volunteers with a certificate of thanks. We enjoy our annual volunteer celebration, listening to volunteers' stories and finding out what motivates people to get involved.

Sometimes a change in people's lives leads them to try something new or different, a desire to put skills to good use is often mentioned, and volunteering can also offer the chance to gain new skills, perhaps en route to a new job or change of career.

Being part of a team and getting to know new people is another benefit, and people who have just moved into the area are often keen to get involved as a way of settling into their new home and community.

Volunteering enables people to do things that they really enjoy whilst benefiting others. Many of our volunteer car drivers are a good example of this. They love both getting out and about driving and the chats they have with the people they help.



People Helping People

White Rose Credit Union (WRCU) is a financial services co-operative, often compared to a bank/building society, but the main difference being it is a **Not-for-Profit organisation**. All profits made go back into the Credit Union to improve products & services, and into the community.

WRCU holds regular information points at local venues and offers a range of financial services in Harrogate District including:

- Low Cost Loans
- Easy Access Savings Accounts
- Christmas Savings Club
- Bill Paying Account
- Pre-Paid Card Visa Debit Card

Credit Union Case Study

Harrogate Borough Council referred a Lithuanian family for help with budgeting. The family had numerous outgoings and it became apparent they were using Wonga and Money Shop, with the high costs involved. They felt it was their only option and felt people got frustrated because English wasn't their first language.

After obtaining income and expenditure details, Natalie contacted creditors to set up arrangements to pay monthly via a WRCU bill paying account, which she had set up for the family. Natalie advised of the amount needed each month to ensure all bills were covered, which was a lot less without the additional high costs. Meetings with the Energy Advisor and Job Centre were arranged to help with any additional savings and entitlements.

The family said that they finally felt in control of their financial situation.

Contact Natalie Ibbetson on 07920 116 137

nibbetson@leedscitycreditunion.co.uk

www.leedscitycreditunion.co.uk/whiterose

HARCVS Members in the Spotlight

Harrogate Skills 4 Living Centre



Harrogate Skills 4 Living Centre (HS4LC) is an established charity working for the benefit of adults with learning difficulties and autism.

Our vision is for our beneficiaries to have the same rights and opportunities as everyone else. We want to remove the barriers they face every day by helping them to achieve their personal best.

HS4LC became a registered charity in 2008 but started out life much earlier as the Junction back in 1994. With the aid of Big Society social investment funding from Social and Sustainable Capital and a Power to Change grant the charity has recently expanded with the acquisition of two local care homes. HS4LC now employs 50 staff, all of whom share a common passion to help the individuals using our services lead safer, happier and healthier lives.

At our day centre on North Park Road in Harrogate, individuals can choose from a wide range of sessions such as arts and crafts, healthy cooking and wellbeing, drama, computer skills, enterprise development or music.

With funding from the Forbes Charitable Foundation, HS4LC is also able to offer support to those who are not eligible for adult social care funding and is presently running a course aimed at young adults with autism who enjoy computer gaming.

The objectives of this group are to help individuals overcome anxiety in social situations, form positive friendships and develop the skills and confidence that will increase their chances of gaining either voluntary or paid employment.

Although the funding for this course is only for a year, we endeavour to find funds to allow us to continue to work with adults with autism and Asperger's.

Volunteers working for HS4LC make a really positive impact to the lives of our beneficiaries by giving a little of their time to help support our various groups. As such, we really value the contribution volunteers make to our organisation and we will do whatever we can to help with personal and professional development whilst also trying to be as flexible to individual needs.

If you'd like the opportunity to volunteer please do get in touch for an informal discussion in the first instance.



HARCVS Members in the Spotlight

HS4LC

Hadyn Moorby-Davies says *"As the new CEO for HS4LC I am delighted to join a charity with a very personable and passionate staff team who have a wealth of knowledge and experience of working with our beneficiaries. I'm looking forward to working with the team and other local partners, as we face the challenges ahead whilst ensuring the very best outcomes for all."*

HS4LC
Harrogate Skills 4 Living Centre


9 North Park Rd, Harrogate, HG1 5PD

T: 01423 593719

E: skills@harrogateslc.org.uk

www.hs4lc.org.uk

 @HS4LC

 /HS4LC



Take Your Turn in the Spotlight!

If you would like to feature in a future edition of Care in Action and on our HARCVS website, please let us have your news at www.harcv.org.uk/Submit-News or email cvs@harcv.org.uk

Yorkshire Yoga



New research shows that weekly Yoga classes bring physical and health related improvements to older people with age-related conditions such as arthritis and dementia. Testing for the three-month research study was conducted at Yorkshire Yoga and Therapy Centre in Knaresborough.

Yoga was found to be an effective way for physically inactive people aged over 60 years to become more mobile, while also improving their mental and social well-being, according to the research from Northumbria University.

The study found physical benefits included improved mobility, for example, improved chair rising, walking ability, improved flexibility and reduced pain. Mental health benefits included stress-relieving effects, improved mood and a reduced frequency of panic attacks. More than 70% of participants said they liked the social interaction that the group exercise class provided and many said they had developed new friendships.

Barbara, one of the participants, recently spent 18 weeks in hospital. She said: *"The Yoga deep breathing exercises I learned in the Gentle Years Yoga class helped me to cope with the pain."*

Gentle Years Yoga classes take place at 10am on Mondays and 11am on Tuesdays at Yorkshire Yoga in Knaresborough. www.yorkshireyoga.co.uk



Harrogate and Ripon Centres
for Voluntary Service

Where to Turn

Free Online Community Directory for
the Harrogate District



Search the 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/Wheretoturn

@HARCVS

Tel. 01423 504074 cvs@harcvs.org.uk

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Harrogate and Ripon Centres
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HARCVS Volunteering Directory



The new online directory of volunteering opportunities can
be searched by activity, cause, age, availability, wheelchair
access and location. Browse hundreds of different
opportunities to volunteer and find your ideal role.

www.harcvs.org.uk/Volunteer

@VolunteerHARCVS

Tel. 01423 504074 volunteer@harcvs.org.uk

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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.uk

www.harcvs.org.uk

Community House
46 - 50 East Parade
Harrogate
HG1 5RR

Community House
Sharow View
Allhallowgate
Ripon, HG4 1LE



@HARCVS



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