

## Small, Local, Vital and Vocal



Lloyds Bank Foundation's research and publications are designed to build an evidence base to champion small and medium-sized charities. Local solutions have the potential to solve national issues too.

Small charities have local knowledge and understanding, boost local social capital, work with complex needs and are innovative in service delivery. Local charities provide better tailored services and keep the personal touch, which is extremely important in terms of community and trust. Visit [www.lloydsbankfoundation.org.uk](http://www.lloydsbankfoundation.org.uk) to read more.

#LocalCharitiesDay on 15 December highlights the work of small charities that are making remarkable differences in their communities.

It will also shine a spotlight on the unsung heroes and celebrate the commitment of volunteers who devote their time to improving the lives of others. This national digital campaign provides a platform for local charities to promote the work they do.

At HARCVS we work to champion the role of the local voluntary and community sector and celebrate volunteering across the Harrogate District. We host networks to enable groups to connect and collaborate, learn and share good practice and we support local community fundraising. You can read more in the following pages and we hope you will get involved. As we look to the future, we will be advocates for the positive impact of local voluntary action on people's lives and offer enthusiasm, encouragement and practical support.

Harrogate & Ripon Centres for  
Voluntary Service Newsletter  
Autumn/ Winter 2017



@HARCVS

Download this newsletter at  
[www.harcvs.org.uk/news](http://www.harcvs.org.uk/news)



## Where to Turn

Free online

Harrogate District

Community Information Directory

[www.harcvs.org.uk/WhereToTurn](http://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.

*'This is a brilliant bulletin - your newsletters spark off so many ideas.'*

Sign up at [www.harcvs.org.uk/newsletter-subscribe](http://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 Spring 2018 edition is Tuesday 20 February 2018

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HARCVS

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

## Be A Friend of THE LOCAL FUND

Friends of **THE LOCAL FUND** are like-minded people and organisations who wish to encourage charitable giving and gain support for **THE LOCAL FUND** for the Harrogate District. A 'Friend' would act as an ambassador at events and meetings to encourage support for the Fund by:

- Helping to spread the word about the Fund
- Identifying potential donors and applicants to the Fund
- Promoting different ways to give
- Making a donation, though this is not a prerequisite
- Setting up your own named fund
- Considering leaving a gift in your will to the Fund

You do not require any particular skills to join Friends of **THE LOCAL FUND** for the Harrogate District; just have a passion for improving the quality of life for disadvantaged people and communities across the area.

For more information please contact Ian Savage at Two Ridings Community Foundation  
[info@trcf.org.uk](mailto:info@trcf.org.uk) or 01904 435277.



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 3,500 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  
[www.socialmediasurgery.com/surgeries/harrogate-2](http://www.socialmediasurgery.com/surgeries/harrogate-2)

# All Systems go for THE LOCAL FUND for the Harrogate District



**LAUNCHING  
JANUARY 2018**

**As we go to press plans are being finalised to establish THE LOCAL FUND for**

**the Harrogate District. We are honoured that Mr Barry Dodd CBE, the Lord Lieutenant of North Yorkshire will be launching the fund on Monday 30 January 2018 at the Old Swan Hotel.**

**THE LOCAL FUND** for the Harrogate District will provide grant funding to local community groups and charities across the District. The Fund is being formed by a three-way partnership between Harrogate Borough Council, Harrogate & Ripon Centres for Voluntary Service and Two Ridings Community Foundation (TRCF), in the face of ongoing pressure on public budgets and over subscription to existing funds.



**THE LOCAL FUND** will comprise of donations from organisations and individuals, the Harrogate District Lottery and dormant trust funds. It will be managed by TRCF, an independent North Yorkshire charity specialising in setting up and managing charitable trusts. As well as funds for ongoing immediate distribution from mid-2018, we hope to build the fund so by December 2019 we have a significant endowment fund of £2m.

As a result the ongoing income will provide a legacy of charitable grant-giving for the long term. To ensure the Fund is accessible to all eligible local organisations, it will have a clear and transparent application process and the distribution of funds will be overseen by an independent panel.

## THE VITAL SIGNS REPORT

TRCF's work in Harrogate, Ripon, Knaresborough, Boroughbridge, Pateley Bridge, Masham and surrounding areas has uncovered acute need in all of these communities. These findings have been brought together in the **THE VITAL SIGNS REPORT** for the Harrogate District. This report will be used to drive the priorities for **THE LOCAL FUND** for the Harrogate District over the next few years.

## WHO WILL BENEFIT?

**THE LOCAL FUND** will be open to all eligible local community groups and charities from across the Harrogate District whose remit is to improve the lives of local people. It will be particularly beneficial to smaller groups and organisations, who do not always have the resources to develop partnerships with local businesses or to continually apply for funds from grant-giving bodies. The fund also seeks to make funding available for causes often ineligible for larger national grants, due to the relative affluence of the Harrogate District. Only 26% of charitable donations in the UK go to local /small charities and 86% of charities have an annual income under £500,000. **THE LOCAL FUND** aims to redress this imbalance.

## Find out more....

More information about THE LOCAL FUND

**Email:** [info@trcf.org.uk](mailto:info@trcf.org.uk)

**Tel:** 01904 435277

**Website:** [www.trcf.org.uk/tlffharrogate](http://www.trcf.org.uk/tlffharrogate)

**Twitter:** [@TLFHarrogateDis](https://twitter.com/TLFHarrogateDis)



# Working Together for Better Services

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

The Partnership works to improve the lives of children and young people. It plays an important role in identifying gaps in local services and improving awareness of local support and activities, so young people receive the right service at the right time and appropriate referrals are made.



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

**2018 meetings:** all Thursday 10am—12pm  
**8 February, 26 April, 28 June, 27 September, 22 November** at Harrogate Community House  
[www.harcvs.org.uk/Children-and-Young-People](http://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](http://www.harcvs.org.uk/newsletter-subscribe)

## Connecting with HARCVS



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

*'Invaluable as a new starter in an organisation.'*

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

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

Intro Sessions 2018 are free and informal and last an hour. They are for new members of your team or for anyone who would like to find out more about what is happening locally and how HARCVS can help.

**31 January, 25 April, 20 September, 13 November** at Harrogate Community House  
**19 June, 11am**  
at Ripon Community House

[www.harcvs.org.uk/news/introduction-session-2018](http://www.harcvs.org.uk/news/introduction-session-2018)

# Working Together for Better Services

## Harrogate District VCS Chief Officers and Chairs Group



The September meeting was once again kindly hosted by Saint Michael's Hospice. Leah Swain, Chief Executive of Community First Yorkshire, gave a presentation on the new county wide service providing support for capacity building for voluntary and community organisations and volunteering from 1 April 2017. HARCVS stressed that campaigns and initiatives at county level needed to have regard to local initiatives, connections and good practice. Local networks provide peer support and help gather evidence of local need.

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

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

### 2018 Meeting Dates

14 February 1.30 - 3.30pm

17 May 11am - 1pm, 18 September 1.30 - 3.30pm

21 November 11am - 1pm

A network of over 80 decision makers share news, views, the challenges of managing change, opportunities for funding and working together

[www.harcvs.org.uk/chiefofficerschairsgroup](http://www.harcvs.org.uk/chiefofficerschairsgroup)

## Connecting Ripon



At the October Connecting Ripon Network meeting, kindly hosted by St Wilfrid's Community Centre, 19 people joined a positive exchange of news illustrating the range of community activity taking place in the city and the great contribution of volunteers. There were opportunities for contributions and involvement in Christmas, WW1 Centenary and Yorkshire Day Festival Week Celebrations.

New ideas for connecting and collaborating were discussed, including working on a joint project to support the recruitment and retention of volunteers for the City of Ripon.

The Connecting Ripon Network is open to anyone wanting to work together with others to make a positive contribution to community life in Ripon. A monthly feature in the Ripon Gazette highlights the work of Connecting Ripon members.

### 2018 Meeting Dates, all Wednesday 1-3pm

7 February, 9 May, 11 July, 10 October

[www.harcvs.org.uk/ConnectingRipon](http://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](http://www.harcvs.org.uk/Voice-Influence)



# 10th Harrogate District Volunteering Oscars



Thank you to Councillor John Fox, all sponsors and partners and most of all the amazing volunteers who made the 10th Annual Volunteering Oscars Awards Ceremony at the Old Swan Hotel on 27 October 2017 such a special event, with over 350 people attending. Shortlisted nominees, friends and family were invited to a champagne reception followed by a ceremony celebrating volunteers from around our district. It was fantastic to receive a record number of nominations in this Anniversary year.

We were honoured that Mr Barry Dodd CBE, the Lord Lieutenant of North Yorkshire attended to help thank volunteers for their huge contribution to our community, and that he will be making a return visit to the Old Swan Hotel to launch THE LOCAL FUND for the Harrogate District on Monday 30 January 2018. (see page 3)

*With thanks to the Harrogate Advertiser for the photos on pages 6 and 7*

## And the Winners are....

***Congratulations to the winners and highly commended volunteers in each category***

### **Young Volunteer of the Year - under 25 years**

Winners: Harry Beaton and Ellen Young

Highly commended: Lucas Barnes, Marcus Brook, Samuel Longley, Josh Knibbs, Phoebe Needham Chandler, Scarlett Smith-Dunn

### **Care Volunteer of the Year**

Winner: Tom Oates

### **Community Volunteer of the Year**

Winner: Bernard Higgins

### **Environment Volunteer of the Year**

Winner: Ros Evans

Highly commended: Lucy Tiffany

### **Sports Volunteer**

Winner: Isabelle Lepine

Highly commended: John Skinner

# A Special Celebration of local volunteers

## Ackrill Media Group Unsung Heroes

**Harrogate** - sponsored by Harrogate Advertiser

Winner: Elaine Parlour

Highly commended: Henry Liddiard, Irene Small

**Knaresborough** - sponsored by Knaresborough Post

Winner: Jean Blakey

Highly commended: Brenda Dixon, Nigel Threlfall

**Ripon & Boroughbridge** - sponsored by Ripon

Gazette & Boroughbridge Herald

Winner: Alec Lutton

Highly commended: Pauline Phillips

**Nidderdale** - sponsored by Nidderdale Herald.

Winner: Catherine Lamb



**Volunteer of the Year** - for the volunteer who has given an extraordinary contribution to an organisation, its service users and fellow volunteers.

Winner: Victoria Smith-Dunn

Highly commended: Jenna Collins



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

Winner: Michael Flynn

Highly commended: Lindy Webb

## Trustee of the Year

Winner: Richard Taylor

Highly commended: Lesley Bars

**Organisation of the Year** - which has demonstrated best practice in Volunteer Management.

Winner: Washburn Heritage Centre

Highly commended: Ripon Museums

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

Winner: Harrogate Volkswagen



**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.

Winner: Shirley Fawcett

*Congratulations too to local voluntary organisations celebrating special anniversaries this year including Disability Action Yorkshire (80 years); Darley Memorial Hall (70 years); Friends of Harrogate Hospital and Citizens Advice (50 years).*



# Getting Set for Volunteering



Congratulations to the latest course members to complete **'Get Set for Volunteering'** in November. They have learnt about what volunteering involves and had help to identify local opportunities which match their skills, experiences and interests. Members have enjoyed having time to ask questions and to understand how their skills can contribute to local community life. Happy volunteering everyone!

**Get Set for...  
Volunteering**



**'Get Set'** is a FREE 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.harcv.org.uk/GetSetRefer](http://www.harcv.org.uk/GetSetRefer). People can also book directly on to the course by email [jen@harcv.org.uk](mailto:jen@harcv.org.uk) or by calling 01423 813092 to arrange an enrolment session.

**Next 6 Week Course starts 1 February, 1-3pm at Harrogate Community House**

- ◆ Identifying your skills, experiences and interests.
  - ◆ Exploring local volunteer roles and how to apply.
  - ◆ Meet a Volunteer Manager Q & A session.
  - ◆ Volunteer induction, training and ongoing support
- [www.harcv.org.uk/GetSet](http://www.harcv.org.uk/GetSet)

## Volunteering and benefits

### Rights and responsibilities

#### What you need to know

- ⇒ There is no cap on voluntary hours
- ⇒ However, JSA and Universal Credit are conditional and require a certain number of 'work related activity' hours (e.g. researching a company, volunteering, training, applying for jobs, CV writing).
- ⇒ For JSA it is 37 hours and for Universal Credit 35 hours, unless health restrictions or caring responsibilities apply.
- ⇒ These activities are agreed in a meeting with a job coach and make the 'Claimant Commitment'
- ⇒ Volunteering can be counted within these hours if:

The job coach agrees it is linked to gaining relevant skills/  
experience

It is linked to Primary

Aims/Goal (which can easily be changed)

- ⇒ If it is not linked or agreed as part of these hours it must be in addition to these hours.
- ⇒ An 'advocate' can attend any meetings or assessments for support.
- ⇒ Sanctions often occur when people agree to a claimant commitment that is un-achievable, so it is important to discuss things in the agreement if they seem unrealistic.
- ⇒ If a claimant is happy to share details, voluntary organisations can help to show how volunteering can help gain skills and experience that count towards a 'work related activity'.
- ⇒ Potential volunteers should complete a Vol1 or UC214 form before starting to volunteer.



*Thanks to Voluntary Action Leeds for sharing their factsheet.*



# Building Successful Relationships

HARCVS helps charitable groups enjoy better relationships with their volunteers, local businesses and other charities working in the District.

## Developing a mutually beneficial volunteering relationship

### Building Successful Relationships with Businesses

**Wednesday 17 January 2018, 1.30pm – 4.30pm**

Harrogate Community House

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

Our HARCVS workshop is an interactive session and there will be opportunities to share and learn from your own experiences and past successes. The training is **free** for local Volunteer Managers, thanks to funding from the 29th May 1961 Charitable Trust.



### HARCVS email updates for Volunteer Managers

contain news about national policies which affect volunteering, local events, training, tips, how-to guides and more.

[www.harcvs.org.uk/newsletter-subscribe](http://www.harcvs.org.uk/newsletter-subscribe)

**Book all HARCVS workshops and networks at:**

[www.harcvs.eventbrite.co.uk](http://www.harcvs.eventbrite.co.uk)

## Learning and Sharing local experiences

### HARCVS Volunteer Managers' Network

**Thursday 7 December, Harrogate Community House**



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.

At the December meeting, Andrew Marsden from Brearleys Solicitors will run a short session on **Volunteers and the Law**. It will be a great opportunity to cover topics such as volunteer agreements, liability and risk assessments, with an expert.

## Get 'Young Person Ready'

**Could you offer a placement to a young person to support their learning and life experiences?**

The new North Yorkshire Youth Volunteering Project can make sure that everything is in place so you can host a safe, positive and productive placement. The Project aims to match your opportunity to a young person that has the skills, qualities and experience you are looking for and can support you and the young person throughout the time they are volunteering with you.

Harrogate District

Youth Volunteer Co-Ordinator

Rachel Rabjohns 07500 787 621

[Rachel@nyy.org.uk](mailto:Rachel@nyy.org.uk)



# Our Year of Achievements, Challenges, Determination...

At our 2017 AGM event 'Get Set for Supporting your Community', our Chair, Jackie Snape, reviewed the year for HARCVS, highlighting both achievements and challenges. Throughout the period the HARCVS team maintained a strong determination to continue to meet the needs of member charities and beneficiaries.



Karen Weaver, our Chief Executive, gave a presentation 'Getting Set for the Future' explaining how HARCVS was moving forward, building on our long history of connecting and collaborating locally across our district. HARCVS is working in partnership with Harrogate Borough Council and Two Ridings Community Foundation (TRCF) developing THE LOCAL FUND for Harrogate District to support our local voluntary and community sector. THE LOCAL FUND will be targeted at local need, underpinned by evidence and research. (see more on pages 2 and 3) Frances Elliot, Head of Practical Support Services at HARCVS, explained how HELP provides support to help people live independently in their own homes. Notable achievements during the year included providing over 7,000 journeys with two voluntary car driving services.

Jan Garrill gave a presentation explaining the impact of TRCF's work and how a 'Vital Signs' report would help donors become aware of the real issues in the District and the power of local philanthropy to make a difference through supporting local charities.

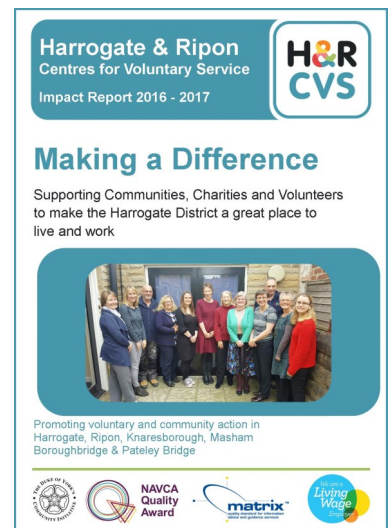
Cllr Richard Cooper said that it was essential that partnership working continued, with valuable voluntary sector services being the glue binding communities together. Harrogate Borough Council awarded £700,000 in local community grants every year and Cllr Cooper was excited about THE LOCAL FUND which would make additional resources available to local charities through dormant funds, local philanthropy and partnerships.

Our HARCVS Impact Report gives some examples of how we have helped communities, charities and volunteers over the last year.

We have worked hard to provide local, accessible support, information, signposting; opportunities to connect and collaborate; to be a voice to champion the role of the local voluntary sector and to celebrate volunteering.

All services we continue to provide to our members in 2017/18.

You can read more at [www.harcvs.org.uk/news](http://www.harcvs.org.uk/news)



## Where to Turn

**There are over 600 charities, support groups and community activities listed in our Harrogate District Directory.**

**Make sure your organisation and activities are listed and please update your details.**

**This helps people find the support they need.**

**You can add a record and request a form to update your listing at**

**[www.harcvs.org.uk/WhereToTurn](http://www.harcvs.org.uk/WhereToTurn)**



## ... and Exciting Plans to Support our Communities

### New Workshops for the New Year

HARCVS will be running 2 workshops early in 2018 to help voluntary and community organisations to think about ways in which to raise their profile. The workshops are:

#### **"See and be seen"**

Thursday 1 February, 9.30 – 12 noon

This workshop will help you to consider and understand why it is important for your organisation to see and be seen and share some practical and tried and tested ideas for how to achieve this.

#### **"And the nominations are ..."**

Thursday 22 March 2018, 9.30 – 12 noon

From the Volunteer Oscars though to the Queen's Award for Voluntary Service, awards provide an opportunity to put your organisation in the spotlight – but what is involved and is it worth it?



### The story behind the workshops ...

In 2015 HARCVS was encouraged by our Chair of Trustees to apply for the Duke of York's Community Initiative Award. We were successful and have attended the Award Winners Annual Conference for the last two years. This year we were invited to run one of the workshops at the event. Our **"See and be Seen"** session was very well received, so we'd like to offer it to local groups, now we've tested it out!



We've supported the Harrogate District Volunteering Oscars since they were founded and a member of our team has always been part of the judging panel. We see the wide range of nominations and the varied approaches used, from very brief to very lengthy! We've applied for other awards ourselves, provided references for voluntary organisations and supported applicants with their applications for various awards. The process can be daunting. Our workshop will share hints and tips to help you decide if awards can help you raise your organisation's profile and how to achieve success if so!

Both workshops include course materials and refreshments. For more information, and to book visit [www.harcvs.eventbrite.co.uk](http://www.harcvs.eventbrite.co.uk)

### Help shape HARCVS future plans and services

**There are many fantastic charities and groups with great ideas and projects making life better for people in our area. They all deserve excellent support and HARCVS would like your help so that we can improve the service we give.**

**Please complete our customer survey with a chance to win 2 free training places**

<https://www.surveymonkey.co.uk/r/HARCVS-Customer-survey2017-CIA>

## Supporting good mental health in the work place

### Five ways to wellbeing

Research by the New Economics Foundation (NEF) has identified five key things we can all do in our everyday lives to improve our wellbeing:



**Connect**  
with other people



**Be active**



**Keep learning**  
new things



**Take notice** of the world around you  
(some people call this **mindfulness**)



**Give** – do things for the community  
and other people

[The Mental Health Foundation website](http://www.mentalhealth.org.uk) has some resources around mental health in the workplace including the importance of good line management, guides to supporting your own mental health and that of colleagues and a report on the added value good mental health offers to the workplace.

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

[Business in the Community has partnered with Public Health England to produce a free, online toolkit](https://wellbeing.bitc.org.uk) to help every organisation support the mental health and wellbeing of its employees. It will help employers take positive actions to build a culture that champions good mental health. Every organisation has an opportunity to support and develop a mentally healthy workforce and it doesn't need to be complicated – this toolkit will help you understand and act, step by step.

<https://wellbeing.bitc.org.uk>

### [Public Health England – Mental Health Matters](https://publichealthmatters.blog.gov.uk)

The [How Are You quiz](#) and [Active 10 app](#) are just two of the ways the OneYou campaign supports individuals and employers to address risk factors like physical inactivity, sleep issues and unhealthy use of alcohol.

<https://publichealthmatters.blog.gov.uk>

## Is your Charity GDPR Ready?

The updated checklist from the ICO highlights 12 steps to take to prepare for the General Data Protection Regulation (GDPR) which will apply from 25 May 2018. Other helpful information on their website includes a data protection self-assessment toolkit <https://ico.org.uk>

Preparing for the General  
Data Protection Regulation  
(GDPR) 12 steps to take now

The ICO has a dedicated advice line to help small organisations (under 250 employees) prepare for the new law. NCVO produces helpful guidance for charities which HARCVS shares in our e-bulletins, along with training opportunities. **Our top tips are:**

- ⇒ Don't ignore it, start the process
- ⇒ Engage your Board and your team
- ⇒ Map your data
- ⇒ Ensure resources are available
- ⇒ Document your processes and decisions.



360Giving supports organisations to publish their grants data in an open, standardised way and helps people to understand and use the data in order to support decision-making and learning across the charitable giving sector.

Some of the funders at the **Focus on Funding** event in October use the website and more funders are being encouraged to sign up to help information sharing and transparency.

[www.threesixtygiving.org](http://www.threesixtygiving.org)



# Funding Advice from the Source

## Focus on Funding 2017



### Our Top Five Tips from Yorkshire & Humber's largest funders' fair

#### 1. How can I make sure my application is the best it possibly can be?

More Trusts and Foundations are moving towards becoming 'Relationship Funders' – they want to help you succeed so are happy to be involved from the very beginning. Don't be scared to pick up the phone as it will save a lot of your time (and theirs) if you can discuss your project before putting pen to paper. They might be able to advise on how you can adapt your application to better fit their criteria.

#### 2. How are Funders responding to the constantly changing local landscape in Yorkshire?

It is important to highlight to Funders the changing landscape in your patch and how your project is meeting the needs of your community – give the local context! Who else is doing what you're doing? What sort of partnerships are you involved in? How have you decided on this project and the associated need? Help the funder build a 360 degree view of what is happening in your area. Most funders are unlikely to know your patch in as much detail as you. Where possible local funders want to be flexible enough to change depending on the local demand.

#### 3. Why don't more Trusts fund core activities?

Trustees are wary about charities becoming too reliant on them for sustainability. Some will support core funding to help 'get over a hump' or for specific running costs e.g. room hire. The point was made that if a funder wants to support, domestic abuse charities, for example, there is an element of needing to fund some core activities – there is an interdependence between Funder and provider.

Funders reiterated the importance of talking to them before applying – if it doesn't specifically say 'we don't fund core activities' then just ask! Similarly not all funders are looking for 'innovative' projects – there is an understanding that sometimes charities need funding to continue their work where they are simply meeting the ongoing needs of the community. If you can explain that you are meeting these needs then Funders will consider paying the rent!

#### 4. Are Funders continuing with written applications for funding?

Whilst most Trusts and Foundations aren't planning to move away from the traditional written application, more are realising the importance of moving with the times and are accepting supporting evidence in the form of YouTube/Vimeo clips. Funders highlighted the importance of getting someone with good written skills to complete the application but appreciate that not all organisations have those skills. Local infrastructure organisations may be able to help. Systems will also be put in place to help those who have dyslexia, for example, which prevents them submitting a sound written application.

#### 5. In some cases grant funding is replacing statutory funding – where do you stand on this?

The line is blurring between statutory funded and trust funded activities. This has been happening slowly over the years and Funders see this as a challenge as much as the voluntary sector. The more proactive Funders are seeing where the gaps are opening and work is being done to fund research to demonstrate that the voluntary sector can deliver statutory services more effectively. Fundamentally, Trusts and Foundations want to respond to the needs of the community and if a voluntary sector organisation can demonstrate how they are 'plugging a gap' then most Funders will consider their application.

## Supporting and Promoting Local Community Action



Our online Volunteering Directory contains 100s of different local opportunities for people of all ages to give time to their community. If your group involves volunteers, the Directory is completely free to use and you can update your opportunities, and receive and manage new enquiries from potential volunteers. H&RCVS actively promotes the Directory through social media, promotional postcards, booklets of opportunities and at local events.

**To make sure that people interested in volunteering have a positive experience, we do ask that Volunteer Managers please keep to some simple guidelines** such as:

- ⇒ responding to enquiries within 5 working days
- ⇒ keeping role adverts up to date
- ⇒ Updating the status of enquiries to let us know what happened next. This means we can see which adverts are doing well and can give more tips to those groups struggling with recruitment.
- ⇒ Following the other tips and instructions in the User Guide we send to each approved Volunteer Manager using the directory.

We are interested to know your experiences of using the directory and will be sending out a short survey early in 2018. In the meantime, we are always happy to hear from you on 01423 504074 and the directory is always a topic at our Volunteer Managers' Network meetings.

[www.harcvs.org.uk/volunteer/opportunities](http://www.harcvs.org.uk/volunteer/opportunities)

## Warm & Well in North Yorkshire

**Warm & Well in North Yorkshire** raises awareness of the impact of cold homes on health and wellbeing, offers practical solutions to reduce fuel poverty, and supports people and communities to stay warm and well in winter.

Referrals can be made into the project if someone is living in or at risk of a cold home or fuel poverty, struggling to afford their energy bills, or worried about winter. Referrals can be made by professionals and by individuals themselves either via [www.warmandwell.org.uk](http://www.warmandwell.org.uk), calling 01609 767 555 or by email [wnw@northyorkslca.org.uk](mailto:wnw@northyorkslca.org.uk)

The service is run by Citizens Advice Mid-North Yorkshire.

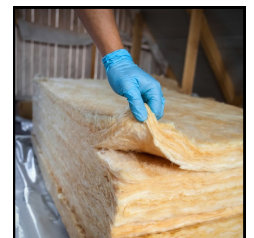
## Better Homes Harrogate

People in Harrogate District may be able to get a grant for loft and cavity wall insulation or an interest-free loan for a new boiler if:

- household income is less than £35,000 **and either**
- they live in Starbeck, New Park, Granby, High or Low Harrogate, Saltergate, Woodfield or Ripon Minster ward
- or**
- Home Energy Efficiency Rating is E, F or G.

You could also qualify if you have low energy efficiency rating and

- you are over 60, or
- you have children under 16, or
- you have an illness which is made worse by the cold



[www.harrogate.gov.uk/betterhomesharrogate](http://www.harrogate.gov.uk/betterhomesharrogate)



# Money Matters — Support and Advice

## managing your money?

Need help

Harrogate Borough Council's personal budgeting advice team provide confidential support with:

- personal budgeting
- household budgeting
- debt management
- benefit claims
- enforcement action
- managing online Universal Credit accounts

Call 01423 500600 or visit

[www.harrogate.gov.uk/managingyourmoney](http://www.harrogate.gov.uk/managingyourmoney)

## Carrying The Cost

Citizens Advice Craven and Harrogate Districts has just published '**Carrying the cost: The experience of Citizens Advice clients in a Universal Credit 'Test and Learn' early rollout area**'.

This new report examines administrative and structural problems affecting various groups of people making a claim for Universal Credit, and makes recommendations for reducing the negative impacts and for avoiding people in our area bearing the cost whilst problems are sorted.

The report can be found on the new local Citizens Advice website at:

<http://cachd.org.uk/campaigning/universal-credit/>

The website also gives details of drop-in sessions in Harrogate and Ripon and monthly outreach sessions in Pateley Bridge and Masham.

The **Advice Line** is

03444 111 444

Monday to Friday 10am – 4pm

**citizens  
advice**

## White Rose Credit Union

Christmas is an expensive time for many. White Rose Credit Union can help people in Harrogate District to save with a Christmas Club account or to borrow for those last minute needs.



The Credit Union is a financial Cooperative set up to give members access to competitive saving plans and access to affordable loans at a fair rate of interest.

Savings plans offered include Regular Saver, Loyalty Saver for long term, larger savings and First Saver for under 18s.

Personal loans of between £250-£20,000 are offered with rates between 3.9%-42.6% APR (dependent on loan amount and personal circumstances)

### Harrogate District Weekly Credit Union Surgeries

Monday AM: Ripon Town Hall 9am-12pm

Tuesday PM: Harrogate Job Centre 1pm-4pm

Wednesday PM: Crescent Gardens From 1pm-4pm

**Contact** Natalie Ibbetson on 07920 116 137

[nibbetson@leedscitycreditunion.co.uk](mailto:nibbetson@leedscitycreditunion.co.uk)

[www.leedscitycreditunion.co.uk/whiterose](http://www.leedscitycreditunion.co.uk/whiterose)

Anyone who is a victim of rogue traders or feels they have been targeted by a fraud or scam can contact North Yorkshire County Council Trading Standards for advice via Citizens Advice Consumer Service on 03454 040506. Join Friends Against Scams to raise awareness



[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

## A Warm Welcome....



...to **Caroline** who joined our HARCVS Harrogate team in September as our new Office and Business Co-ordinator. Caroline will spend some time with the team giving everyone a warm welcome at Harrogate Community House reception and will also be joining us at network meetings around the district - so please say hi if you're visiting or attending a meeting! You will have met Caroline if you attended our HARCVS AGM in October as Caroline (*left*) and Lizzie were busy making sure everyone had a brew with their lunch!

## ....And Fond Farewell



...and a big thank you to **Liddy** for all the fantastic help and support she gave our team during 2017. It's been a challenging time of change for us this year but Liddy's friendly support and amazing organisational skills made such a big difference as we get set for the future, supporting our local communities.

## Helping Hands



**Help at Home** clients recently benefitted from the skills of joiner, Simon. Usually busy at work installing bespoke kitchens, his employer Nest Kitchens kindly offered Simon's services to HELP's Help at Home team. Over the few days Simon was with the team, he set to work refitting and repairing doors, as well as completely transforming a tired-looking wooden draining unit.

Simon was particularly pleased to be able to assist a gentleman whose outhouse door had become swollen in the rain. This meant that he could not access his fridge freezer or washing machine. The gentleman was also worried about the appliances' security as the swollen door would not lock. Simon was able to take the door off, plane it down and repair it to full working order, which meant a new door wasn't needed.

Thanks to Simon's specialist skills and tools, the team were able to tackle jobs in half the time and also finish them to a very high standard.

Simon enjoyed his time with the team and said:

*'I think it's a great service, I only hope I have people like you helping me when I get older.'*

Help at Home offers a service to older and vulnerable residents across the Harrogate District. Contact the HELP team on 01423 813096, [help@harcvs.org.uk](mailto:help@harcvs.org.uk) or [www.helpharrogate.org.uk](http://www.helpharrogate.org.uk)

**Help at Home completed 383 gardening, decorating and odd jobs in 2016-17.**



## HELP - Crafts and Connections

The clicking of needles has become a familiar sound at Harrogate's Community House each month as the newly formed HELP Opening Doors craft group get to work on their creations.

The idea of the group is to bring together clients and volunteers for a social and to work on crafts of their choice.

So far, there have been embroidery, crochet and knitting projects on the go, with lots of skills shared over a cuppa. Knitted Santa's stockings, Christmas pudding pom poms and a Christmas wreath created by the group will be on sale at the Nidderdale Messiah on Sunday 26 November at Holy Trinity Church, Knaresborough

[www.nidderdalemessiah.org.uk](http://www.nidderdalemessiah.org.uk)



The shorter days and colder weather can make it difficult for some people to get out and about easily. This can exacerbate feelings of loneliness and isolation, especially among older people or those living rurally.

For those people struggling with transport, **Driving Force** and the **Ripon and Rural Voluntary Car Driving Service** provide a real lifeline. A dedicated team of volunteer drivers offers door-to-door transport to assist passengers to get to appointments, day centres and social activities both locally and further afield.

The **Ripon and Rural Wellbeing Service** operates regular lunch clubs in Masham, Grantley and Kirkby Malzeard but social contact doesn't just come from getting out and about. For those requiring company and support in the home, the Service offers home visits to over 65s. This might be in the form of emotional or practical support, or simply a regular drop in for a chat and to lend a listening ear. There is often a real rapport that develops between the volunteer and the person being supported, which can be so beneficial to both parties.



Help at Home clients have been receiving more than just a helping hand with practical work around the home recently. Thanks to Footprints Day Nursery, clients have received harvest boxes generously donated by the children attending the day nursery. Filled with edible treats, the brightly decorated boxes are being presented to clients by the Help at Home team at the end of each job.



For more information about any of the HELP services visit [www.helpharrogate.org.uk](http://www.helpharrogate.org.uk) or contact the team in Harrogate on 01423 813090 or in Ripon on 01765 645915.



# HARCVS Members in the Spotlight

## Mashamshire Community Office

**Mashamshire Community Office (MCO) opened in July 2003, the result of a local initiative to convert an unused Police House into a “one-stop shop” community facility. MCO promotes and delivers a broad range of services and activities that further the interests of Masham and the Mashamshire community as a whole by partnering with other agencies to provide residents and local businesses with easy access to information and the services they need.**



MCO operates as a Tourism Information Point providing local information, maps and guides to visitors and provides a base and support services for the local Rural Community Police Officer and also the Masham Parish Council Clerk, two days a week. Acorns Pre-School provides a vital service to local families, offering daily pre-school provision plus a before and after school club. **Masham Community Library** has easy access and is open the same times as the Community Office, Monday-Friday, 10am-3pm and on Saturdays until 2pm. The second hand book and jigsaw clubs are both very popular.

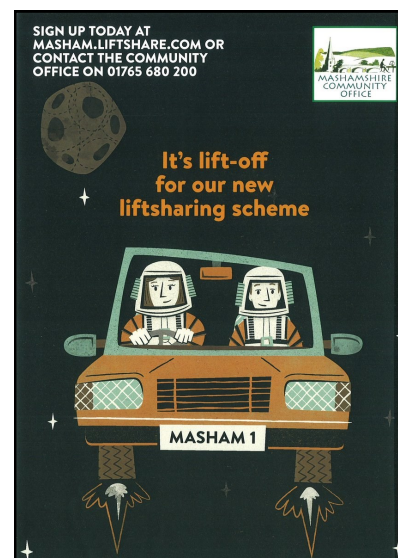
MCO has a very supportive band of 21 volunteers without whom the Library would not be able to open. There are a range of volunteering opportunities and MCO always welcomes new volunteers, particularly if they have IT, HR or marketing skills. The Blue Light Gallery is a thriving arts and crafts gallery, set-up to promote local artists who may not have exhibited before and for established artists to trial new work or groups of artists.

MCO works to raise the profile of all local businesses and community organisations through a group called **Masham Connections**. 2,000 copies of an annual Directory are distributed free to all households in Mashamshire and the information is also on the [visitmasham.com](http://visitmasham.com) website.

Services available include photocopying, scanning, laminating, hire of a digital projector and even tennis rackets and balls to use on the local tennis courts. There are two public computers and two i-pads which are used for community drop-in sessions for anyone who needs help or wants to try before they buy. They are also loaned out to community groups to help get the local community on-line.

Launched in Spring 2017, **Masham Liftshare** is a pilot scheme funded by NYCC Stronger Communities for 2 years. It's a free journey matching service, linking those who live, work, or travel around Masham.

*Continued on page 19*



# HARCVS Members in the Spotlight

## Mashamshire CO

*Continued from page 18*

All drivers and passengers are encouraged to visit [www.masham.liftshare.com](http://www.masham.liftshare.com) to register their journey or to request a lift. MCO can help community members set-up an email address and register online. The Liftshare Scheme dovetails very well with HARCVS Voluntary Car Driving Scheme and both initiatives are promoted to all residents.

Mashamshire has a wonderful community and MCO is grateful to all stakeholders who invest in the organisation, trustees, volunteers, local people and visitors who enable MCO to open the door every morning, offering such a range of services.



7 Little Market Place,  
Masham HG4 4JW  
T: 01765 680 200  
E: [info@visitmasham.com](mailto:info@visitmasham.com)  
[www.visitmasham.com](http://www.visitmasham.com)



@visitmasham



/VisitMasham

## Staying Steady Strollers



Walking for Health in Harrogate District is managed and supported by Age UK & Darlington. The walks aim to attract those that perhaps are not able to access most walking groups, as they either walk too fast or the walks are just too long. They are very friendly, with everyone enjoying having time to chat and look about at the changing seasons.

The walks are steady paced, 30-40 min long, suitable for anyone with any health conditions or recovering from an operation. There's time for coffee, and sometimes even cake, on special occasions, after the walks.

Call Helen Steventon on 01423 530628 or 07850 328 510. or visit [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk) or [www.ageuknyd.org.uk](http://www.ageuknyd.org.uk)

**TUESDAYS-STARBECK** meeting at Community Library at 10.30am.

**TUESDAY-VALLEY GARDENS** meeting outside Cold Bath Post Office 11am.

**THURSDAY-KNARESBOROUGH** meeting outside Centre on Gracious Street, Bridge Café 10.30am



Walk, chat and improve  
your Health



## 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.harcvs.org.uk/Submit-News](http://www.harcvs.org.uk/Submit-News) or email [cvs@harcvs.org.uk](mailto:cvs@harcvs.org.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](http://www.harcvs.org.uk/Wheretoturn)

@HARCVS

Tel. 01423 504074 cvs@harcvs.org.uk

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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 hundreds of different  
opportunities to volunteer and find your ideal role.

[www.harcvs.org.uk/Volunteer](http://www.harcvs.org.uk/Volunteer)

@VolunteerHARCVS

Tel. 01423 504074 volunteer@harcvs.org.uk

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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.uk](mailto:cvs@harcvs.org.uk)

[www.harcvs.org.uk](http://www.harcvs.org.uk)

Community House  
46 - 50 East Parade  
Harrogate  
HG1 5RR

Community House  
Sharow View  
Allhallowgate  
Ripon, HG4 1LE



@HARCVS



[www.facebook.com/HARCVS](http://www.facebook.com/HARCVS)



Scan me to visit

[www.harcvs.org.uk](http://www.harcvs.org.uk)



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