

Gosport Voluntary Action



Gosport
Voluntary
Action



At the heart of the community

Annual Report 2015-2016

Making a difference



GOSPORT
Borough Council



Funded by
Hampshire
County
Council

Legal and Administrative details

Executive Committee

The Mayor of Gosport (President)

Council of Management Officer

Mrs Margaret Wilkinson (Chair)

Other Elected Members

Mr Ivor Feist

Mrs Norma Butler

Mrs Heather Wood

Mrs Marie-Claude Barker

Mrs Janet Bushell

Mrs Deborah Miller

Ex-officio Representatives

Cllr P Edgar

Cllr Mrs June Cully

Cllr R Forder

Cllr Mrs Lynn Hook

Cllr R Hylands

Company Secretary

Angela Weston

Bankers Lloyds TSB High Street, Gosport, PO12 1BX

Auditors Wood Hicks & Co, Unit 1 to 2 Warrior Court, 9 –11 Mumby Road, Gosport, PO12 1BS

Company limited by guarantee, Registered in England and Wales 4191320

Registered Charity Number 1087177

DAVID MILES

One event marked a considerable change for GVA this year. David Miles retired as Chief Officer after 15 years of dedicated service. He achieved so much for us that it is hard to single out successes but probably the most extraordinary was to secure ground floor accommodation at Martin Snape House for GVA and its next door neighbour, Gosport Citizens Advice Bureau, at a peppercorn rent for 99 years. He not only managed to obtain the building but also to get a grant from the Big Lottery Fund to fit it out. Not content with all of that, he was often to be seen with a hammer and paintbrush contributing to its upkeep! During David's reign, GVA expanded its work enormously with the support of three BLF Reaching Communities grants. Many of the services that these funded assist the most disadvantaged in the community but, in particular vulnerable, older people and those with mental health problems. At the same time, GVA's core was strengthened and sustained. He is much missed.



Chair and Chief Officer's AGM Report 2015/2016

One of the highlights of this year has been partnership work with the Clinical Commissioning Group in setting up and rolling out our Surgery Signposter Project for SE Hampshire. Being part of the Multi-Speciality Community Provider Board for Gosport also enables the voluntary sector to be positively represented and engaged when it comes to transforming primary care services for patients. The Voluntary Sector Health Forum, jointly run by Community Action Fareham and ourselves, happens 6 times per year and gives groups that support residents with health and wellbeing issues the chance to voice their concerns and wishes to the Clinical Commissioning Group. These work well and are well attended by about 30 groups on each occasion.

Our now regular attendance at the Early Help Hub has helped to cement our relationships with groups supporting children, families and young people. It also provides useful information about voluntary sector services to professionals supporting the Hub.

The Compact Conference this year was on the theme of 'Ideas and Insights into Managing Volunteers in a Changing World'. We had excellent presentations about recruiting and retaining volunteers and managing those that are not so easy! A session on 'Safeguarding and the Implications of the New Care Act' was popular, but the workshops and the chance to network are always voted the most important part of the annual event

Sadly, the Alzheimer Café closed this year. This was mainly because there is now more day provision available for people with dementia and there is less call for an evening group. As a result, we have made certain that we have clear signposting to all support services for those with dementia. The Café had been very successful at providing a friendly base for people with dementia and their families to meet up with professionals and others going through a similar experience.

We also had to make the difficult decision to discontinue our "Taking Part" accredited courses. This was partly due to funding and partly to increased employment and, therefore, fewer people on Jobseekers' Allowance requiring team-building training.

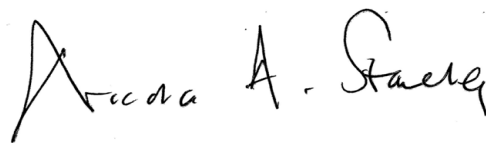
However, one of our greatest setbacks was the rejection of our second round application to the Big Lottery Reaching Communities fund to continue the excellent work of the Give, Gain and Grow Project. The Department of Health funding comes to an end in September 2016, so we are redoubling our efforts to find money to support this essential service.

The continuing cuts to public services have undoubtedly increased our workload. We have a waiting list for all our services that provide support to vulnerable adults. We also miss important players round the table when it comes to addressing new needs and working in partnership to solve them.

Once again, when we reflect on this last year, it is very clear that no matter what funding we receive, we could not have succeeded without all of the wonderful voluntary help that we have been given. We would, therefore, once again like to give our grateful thanks to all of our volunteers, trustees and staff, together with our partners for all of the support that they give in the delivery of GVA's services to the Gosport Community.



Margaret Wilkinson



Nicky Staveley

Gosport Volunteer Centre

MATCHING VOLUNTEERS WITH LOCAL COMMUNITY GROUPS NEEDING SUPPORT

- ♦ We cater for people of any age from 16 plus with a wide variety of skills and experience
- ♦ We can talk about what you enjoy doing, where your experience and talents lie and how much time you can give. We will help to place you in the volunteering opportunity that is right for you.
- ♦ The Centre is here to help organisations; whether you need assistance finding volunteers, advice on good practice or information on training for voluntary groups.

A VOLUNTEER'S STORY

My name is Hannah, I am 17 years old and I volunteer at the Gosport Brendoncare club. I am currently at St Vincent College in Gosport studying Health and Social Care, Communication and Culture and Law.

During the week I had some free time and I felt that volunteering would be using this time wisely. I am very pleased I decided to volunteer for Brendoncare as I have so much respect for the staff who dedicate their time to look after those in need of companionship.

I have got to know some of the members on a one-to-one basis and I am so fascinated by their stories! In addition, volunteering has also been beneficial to my Health and Social Care course, as we learn a lot about one-to-one and group communication in a health and social care setting.

One of the main reasons I enjoy volunteering for Brendoncare is that I feel it is rewarding to build relationships with individuals who might suffer from loneliness. It makes me feel happy knowing that individuals aren't lonely or isolated anymore, because they have the help of Brendoncare and the volunteers.

I am undecided on a career path as of yet – but I know for certain that I am keen to pursue volunteering for Brendoncare.

Hannah Parker (pictured)



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Making a difference



GOSPORT
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Total number of enquiries: **877** (previous year: 727)

Total number of interviews: **165** (previous year: 104)

Total number of referrals to organisations: **989** (previous year 1190)

Total number of volunteers confirmed as placed: **87** (previous year: 105)

Total number of unemployed volunteers placed: **40** (previous year: 34)

Total number of volunteer-involving organisations: **172**

At the Volunteer Awards Ceremony held in June 2015, 142 certificates were awarded.

Community Engagement Team

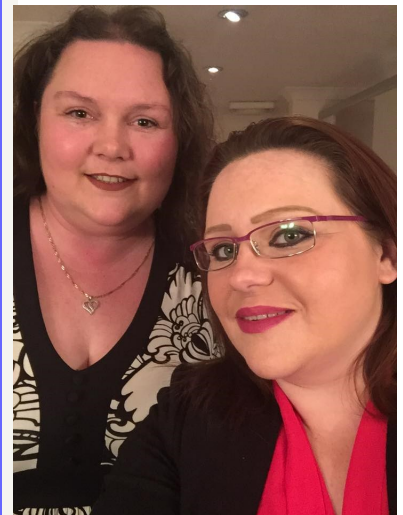
We aim to support existing community groups and voluntary organisations and to help develop new ones. We give advice on funding, recruiting volunteers, training and governance issues; and do our best to help groups to work in partnership.

Mandy Bright, as Community Engagement Manager, represents the voluntary sector's position and views on Gosport Community Voice, the Health and Wellbeing Partnership, the Early Help Hub, Harbourside Training and many other steering groups and committees. Together with **Jules Ward**, Community Engagement Worker, she is available to visit groups or to give advice and information where necessary and the team also organise funding workshops and information events and forums.

Emma May, our Administration Assistant, supports communications for the team by producing our quarterly newsletter, recruiting and supporting Members and by organizing our popular Network Lunches and Annual Conference.

The Engagement Team plan their work around Gosport Borough Council and Hampshire County Council's priorities, which support children and families, young adults and vulnerable people, as well as the general community engagement work. They support all of GVA's member organisations, linking them together with each other and with statutory services, so that the local community can benefit from the partnership working.

Marvels and Meltdowns was founded in November 2014 after discovering that there was no local support for the parents and carers of children on the Autistic Spectrum and, after an initial meeting to ascertain the need for support in the local community, the group grew fast and is now a registered charity with its own dedicated social and fundraising teams. They hold weekly meetings at 3 different venues to cater for their ever expanding membership and have recently added an evening group and a male carers group once a month. They also run 1:1 intensive support meetings to enable them to reinforce the positive mental wellbeing in their members, as they have found that by promoting this it makes an immense difference in their daily lives. GVA has been supporting the group by giving funding advice, providing a venue in Bridgemary, helping with promotion and with keeping financial records. We also invited them to take part in the Children, Young People and Families Forum, which was a great networking opportunity, and introduced them to HCC's Early Help Hub from which they are receiving continuing referrals. The Engagement Team will continue to support Marvels and Meltdowns as they go from strength to strength.



Tricia and Shandrika from Marvels and Meltdowns



26 strategic forums and meetings attended during the year to support the development of community strategies

We have given assistance to **43 groups** with partnership working, funding advice and best practice

8 training courses were run by Harbourside Training with **84 participants**. GVA also ran courses on Equality & Diversity, DBS and Safer Recruitment, Trigger Tool Training and Coaching & Mentoring

The Compact Community Conference 'Ideas and Insights into Managing Volunteers in a Changing World' was attended by **48 people representing 35 organisations**

172 mailings were sent out to local voluntary groups and organisations

12 new members were ratified by the Executive Committee on 5th October 2015



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Surgery Signposters

Since the late autumn of 2015, Gosport Surgery Signposters have been providing a signposting or gateway service, linking patients with sources of support and activity within the community and voluntary sector. We offer a **supported access to information service** that informs people of the range of support and activity that may be relevant to them, as well as a **supported information use service**. This means, if the patient wishes, we can offer follow up contact to assess and assist them in gaining and sustaining access to appropriate groups and activities. The range of people we serve include:

- People with mild to moderate depression and anxiety
- People with long term and enduring mental health problems
- People with long term conditions, including those with multiple conditions, those with untreated conditions or those poorly understood by medicine e.g. Chronic Fatigue Syndrome
- The socially isolated and/or lonely
- Vulnerable and at risk groups including low-income single parents, the recently bereaved and those newly arrived in the community
- Carers



The Gosport service is currently based at the Waterside Medical Centre - Mondays 3pm-5.30pm; all day Tuesday and Thursday; and Fridays from 9am-12 noon and 3pm-5.30pm. The Pilot Project is currently spreading its wings, with Gosport Voluntary Action taking a lead in Fareham, Havant and East Hampshire.

Referral Type and Total

Month	GP Referrals	Self-Referrals	Other Referrals	Total Referrals
November	13	4	1	18
December	9	3	5	17
January	16	3	7	26
February	12	3	4	19
March	11	1	7	19
Five month period	61	14	24	99

Number of Patients seen

Month	AM Total	PM Total	Grand Total
November	10	14	24
December	9	3	12
January	13	11	24
February	17	6	23
March	17	9	26
Five month period	66	43	109

Funded by Fareham, Gosport & South East Hampshire Clinical Commissioning Group

Alzheimer Café

Gosport & Fareham

The Alzheimer Café provided a meeting place for people with dementia and their family and friends in a safe, friendly environment. The café was open to anyone with any form of dementia, providing an opportunity to meet with other people with dementia, their families and professionals involved in this specialist area of care.

The Alzheimer Café was a Gosport Voluntary Action project which started in May 2009.

We had a guest speaker each month. This varied from fun relaxation sessions to aid sleep and anxiety to helpful advice on Power of Attorney from solicitors.

The Alzheimer Café Gosport and Fareham agreed to end on a high with a farewell Christmas Party in December 2015. Unfortunately, the Café visitors had reduced in number for a significant amount of time. On a positive note, this was due to the substantial increase in Dementia Support Groups that have opened locally, supplying a wide variety of social activities, venues, days and times.



The Alzheimer Café received an initial start-up fund from Hampshire County Council and we are also grateful for generous donations from Gosport & Lee on Solent Lions, Fareham Darts League and others.



Supported Volunteering

The Project is aimed specifically at clients with support needs (mental health service users, clients with mild learning difficulties or physical disabilities, ex-offenders, substance abusers). We run a Preparation for Volunteering course 3 times a year, after which we place clients in voluntary roles where possible. We also signpost clients towards other opportunities, groups and courses which frequently results in positive outcomes.



We have run 3 Preparation for Volunteering courses with 30 attendees this year.

We have also seen a total of 75 clients this year helping them with enquiries and placements into volunteering and paid work.

Mark came to GVA in April 2014 looking to volunteer - having been out of work for 4 years due to ill health. He began volunteering with Portsmouth Food Bank that month and went on to start our Summer Course (2014). Due to recurring health conditions, Mark disengaged with all activities including the course and his voluntary role. In October 2014, Mark returned, having begun volunteering with the Food Bank again, and enrolled on our Autumn Course – which he successfully completed. He then progressed to the Give, Gain & Grow Mentoring Course which he also completed and was assigned a mentee to work with. In January 2015 Mark moved from the Food Bank to volunteering at a British Heart Foundation furniture store. Then in Spring 2016, Mark was invited to become a mentor on the Preparation for Volunteering Course, in which he proved to be an invaluable member of the team. Mark will be returning as a mentor on future courses. He continues to progress towards his personal goals, resulting in huge improvements to his general health and wellbeing. His positive attitude and cheerful demeanour make him a popular member of the Supported Volunteering Team.



Making a difference

Give, Gain and Grow

Give, Gain and Grow continued in its second year of funding from the Department of Health's Health and Social Care Volunteering Fund. There were a total of **60** people who were involved over the year, including volunteers with long term health issues, Volunteer Mentors, Activity Leaders and Support Volunteers.



Over the year the volunteers clocked up **1,982** volunteering hours and took part in a range of volunteering projects, as well as attending workshops. Volunteering projects included: events at the Discovery Centre, fundraising coffee mornings, certificate presentation evening, World Mental Health Day, Mid-summer Fayre at Grange Farm, Time to Talk Day and Wear a Hat Day



John Jeffs is pictured at the annual Wear a Hat Day fundraising day for Brain Tumour Research at which GGG raised £143.55!

Workshops included: Listening Skills, Mentor training, Support Volunteer training, Computer Skills and Coaching Skills.

We continue to work in three groups, the Craft group, the Wednesday group and fledgling Gardening group that has been meeting at Grange Farm. The sustainability of Give, Gain and Grow has been a major issue in 2015 and grant applications were submitted but unfortunately were not successful. GVA continues to pursue funding



Loud and Proud

Loud and Proud are a group of young people aged 16 - 25 in Gosport and Fareham, looking to give a good impression of their age group by helping people through volunteering.

We serve the community, our aim being to raise awareness of diversity amongst people in our society and the wide range of issues which affect them, whether it is physical disability, mental health problems, or confidence issues, and to show that there is a volunteering role for everyone. The group participates in a wide range of community volunteering events, frequently raising money for local charities and raising awareness for important topical issues.



Currently Loud and Proud are running with 16 members - 9 female, 7 male.

This year our members have attended **37** events and racked up **666.5** hours of volunteering.



"I joined Loud and Proud in December 2015. We get involved in many exciting community fundraising projects. Since joining, I have taken part in many activities with the group, including beach litter picks, helping at a quiz night at a care home, helping with afternoon teas in sheltered accommodations, being part of the local Fairtrade products roadshow and helping at charity music nights.

I thoroughly enjoyed each different project and met a lot of new people. I was also introduced to aspects of the local community I was not aware of before. Being part of this group, makes me feel like I'm contributing to something important and that we can really make a difference in the diverse community of Gosport. My confidence has increased as a result. Working within the group also gives me invaluable experience of working within a team environment and a sense of accomplishment I wouldn't have felt otherwise. Overall, being a member of this group has been an amazing experience and I hope to be a part of it in the years to come.

Michael Carrick

Driving Force

Driving Force is a service that has been set up to help people achieve more independence at a very reasonable rate. Our drivers are all DBS-checked volunteers who use their own cars to provide door to door transport from clients' homes to medical or social appointments. We provide a low cost service for anyone who may be disabled, older or frail and have no other means of transport in the Gosport community.

We can help with:-

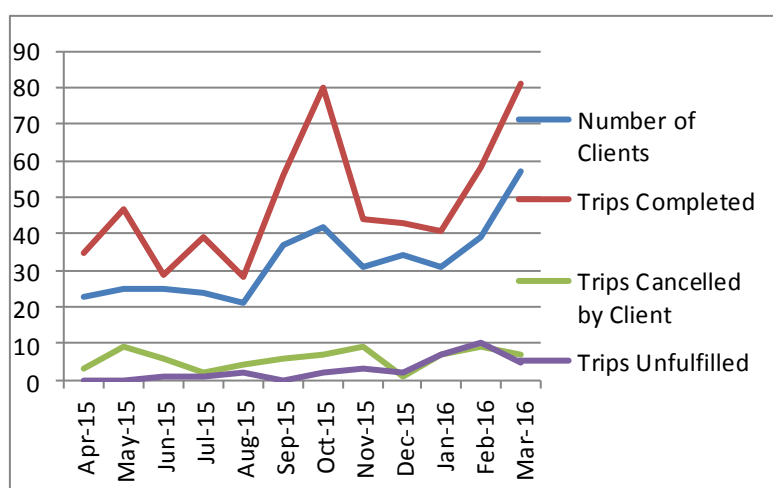
- Medical appointments
- Visiting clubs and friends
 - Shopping trips
 - Collecting pensions
- Transport to special needs schools

The Driving Force team consists of **14** volunteer drivers who have carried a total of **389** passengers on **581** trips over the 12 month period. We have a volunteer Booking Co-ordinator who handles all the enquiries and liaises with the team of drivers to assign them to a customer's request.

Regular users often build up a rapport with their driver and a relationship develops which is reassuring for our customers, particularly when attending hospital appointments.

We are extremely grateful to our wonderful volunteer drivers who supported Driving Force this year, as well as our Booking Co-ordinator, Agnes, who worked hard to fulfil as many trips as possible

DRIVING FORCE STATS FOR APRIL 2015-MARCH 2016



**Gosport
Voluntary
Action**



Part of the
**GOOD
NEIGHBOURS**
NETWORK

This year we became part of the Good Neighbours Support Service in Hampshire. GNSS grows and sustains groups in the Network by working with them to promote and develop services.

Community Transport

GVA has 5 Community Transport vehicles—three 15 seat and two 12 seat—all of which are available for hire to Gosport voluntary and community groups. All our buses are fully accessible.

We also continue to provide transport for the Age Concern Day Centre at Bury House.

We hire out vehicles to local care homes, support groups, churches, schools and activity groups for regular meetings, day trips out or evening trips to the theatre. On most occasions these groups will provide their own drivers, but GVA can also put groups in touch with volunteer drivers who are all experienced and MIDAS trained.

A team of 10 volunteer minibus drivers undertook a total of **500 trips, totalling 7382 miles** in and around the Gosport area and further afield occasionally. These journeys were mainly to or from local day centres, with some social trips to various destinations around Hampshire and Dorset.



Making a difference

This year Community Transport has continued to provide minibuses for Gosport Stroke Club, the Live at Home Scheme, The Tuesday Friendship Group, Stoke Road Methodist Church and The Lee Music Society, as well as additional trips for Haselworth Primary School, Gosport Active Group for the Blind and the Hampshire and IOW Wildlife Trust.



‘GO SHOP’ SHOPPING TRIPS

In summer 2013 a grant was obtained by the project lead partner, The Gosport Older Persons Forum, to start a regular monthly shopping trip for older people from the Gosport community to Hedge End - Marks & Spencer and Sainsbury's. GVA have continued these trips throughout 2014 and into 2015 and added trips to Garsons, a garden centre in Titchfield, plus Whiteley Shopping Village at Fareham.

Hedge End, Garsons and Whiteley are very difficult to reach by public transport from Gosport and, without access to a car, would be difficult to visit. Our passengers are picked up from three points in Gosport (Bury House, Nobes Hall in Bridgemary and HEDCA in Elson) and one in Lee on the Solent. They are at each destination for up to three hours and are able to enjoy shopping, having lunch and meeting other people which is so important, particularly if you live alone. Our Christmas shopping trips are especially popular!



A fully accessible community bus and a volunteer driver are provided by Gosport Voluntary Action and promotional work plus bookings are made through our office at Martin Snape House.

***5 shopping trips
were organised during
the period April
2015 – March 2016
and carried a total of
36 passengers***

**Gosport
Voluntary
Action**



Making a difference

AWARDS

Gosport Voluntary Action's Answer to Independent living for the older and disabled person



In October 2013, GVA received funding from the Big Lottery for 5 years to launch the **AWARDS** project. This project is now in its third year, advocating and supporting older and disabled residents in the Borough of Gosport to continue living independently in their own homes. The **AWARDS** team offers a Befriending Service, Gosport Gardens & Decorating and Repair Team (DART) and a specialist Advocacy Service.

The **AWARDS** team attend various social clubs and events to promote the **AWARDS** service.

The steering group, which was introduced to monitor the project, meets on a regular basis providing help and guidance wherever possible.

Sent out three times a year, the **AWARDS** Newsletter identifies issues affecting older people, including short term crisis issues that arise as a result of changes in benefits, housing or health.

Nicky Williams is the **AWARDS** Manager for Older People's Services and leads the project, supported by the **AWARDS** staff team. In addition, Nicky co-ordinates the Gosport Gardens & Decorating and Repair team and manages the Dustbusters team.

Jean Legg is the Befriending Services Manager, who co-ordinates the project offering companionship to isolated and lonely older people.

Karin Aynsworth is the **AWARDS** Advocacy Co-ordinator who, with a team of volunteer advocates, gives people a voice in making choices within their lives.

Emily Proctor is the **AWARDS** Support Officer whose role is to provide administrative support to the team, conduct home visits for the Befriending service and support the three strands of the project Befriending, Gosport Gardens and Advocacy.

Befriending Service

Befriending is recognised by Health Professionals and Statutory bodies as a Service which adds quality to an older persons' life when, through no fault of their own, they may have become socially isolated or lonely.

Befriending gives vital support to people who are socially isolated or lonely and the opportunity to provide contact with another person to develop friendship.

Currently we have more than 20 clients waiting for the Befriending Service—our highest number to date. With a number of clients already receiving this widely recognised service, the demand is such that it is difficult to keep pace in recruiting sufficient volunteers to keep up.

Our committed volunteers say how much they enjoy what they do and many support more than one client, in some cases regularly seeing 3, 4 or 5 clients.

This year sadly we said goodbye to our longest serving volunteer, George, who had worked for the Befriending Service for almost 10 years and has now retired at the tender age of 92. He said he had thoroughly enjoyed every minute. He was a great ambassador for the service and he will be greatly missed. "Thank You George"



Client comments : *"She's become like a daughter to me" "I couldn't manage without him" "She has made me feel like one of her family"*

Volunteer comments : *"She's like a second mum" "I love what I do"*

Pictured are some of our volunteers receiving Award certificates from the Mayor of Gosport

Some client needs are such that they receive more than one of the services.

Each service offers a different type of contact –

Visiting Service offers a one-to-one friendship - a weekly home visit to chat or an outing to the shops for coffee or lunch, to a medical appointment, to a garden centre or to Lee front to watch the world go by.

Telephone Service is a regular call each week for a 'natter' and to make sure that all is well.

C.H.A.T Groups A small number of guests meet once a month for Tea & Cake in a Volunteer Host's home.

Our client group continually changes as more complex and severe health problems arise and volunteers adapt to the client needs with extra support or by signposting to other services available.

This Service can only continue with the support and goodwill of our amazing volunteers and by recruiting more desperately needed volunteers.

Befriending is the simple act of friendship with outstanding results.



Befriending is not a luxury - For many it's a lifeline



Gosport Gardens and Decorating & Repair Team (DART)

Our customers are elderly, frail or people with a disability, living in the Borough of Gosport, who are struggling to cope with their garden, find it difficult to get little jobs around the house done or are unable to decorate their home internally or externally.

We undertake a variety of jobs from leaky taps to decorating. If we are unable to help with a particular job then we will signpost the customer to Buy with Confidence for DIY or The Shaw Trust for gardening.

Our services are available Monday – Friday, 9am-3pm. Our office is located at Gosport Voluntary Action.



Some time ago we assisted Gosport Borough Council by providing a gardener to cut back shrubs which had become overgrown and had blocked a public path between neighbouring houses.

This took a considerable amount of delicate negotiation between various parties over a 4 month period to enable a positive outcome.

Since then this particular home owner has asked Gosport Gardens to provide him with a regular gardener to help keep his garden under control, which in turn has enabled him to build relationships with his neighbours.



Feedback from clients

'Very pleased with the work. Your handyman is a very nice and helpful person.'

'He did a very good job and he was a very good worker. The people from GVA have helped me to stay in my own home and they are excellent.'

'A wonderful idea. Workers are DBS checked and I feel safe with the workmen. It's economic and there was no call-out charge before doing the job.'

'A brilliant service. It makes me happy to look at my garden.'

Advocacy

The advocacy projects works with people aged 55 years and over who live in the Borough of Gosport.

The Advocacy Co-ordinator is employed for 16 hours each week

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side.

There are four core volunteer advocates who, with their previous experience, are able to work with clients on a variety of complex issues. The advocate will work with the client to bring the issue to a conclusion.

Two advocates worked with a client who was living in a ground floor Council flat. The flat was cluttered, unclean and also housed a cat. The client was at risk of losing her Council tenancy due to the state of her accommodation. There were many visits to the flat as the client began to get to know and trust us. Initially we focused on the cat and ensured that he had a working litter tray. Then gradually, following a deep-clean which the client paid for from money she had inherited, we were able to work with the client who gave a decision on each of her possessions to determine whether it could be thrown out, sent to a charity shop or cleaned and put in a safe place. Alongside this we also accompanied the client to a DWP tribunal and negotiations with the Job Centre. Our aim is to continue to assist maintaining the improvement with visits at longer intervals.

Making a difference

Another 'young' elderly gentleman, who had suffered a stroke and has impaired speech and communication difficulties, was assisted to sort out and organize his paperwork. Contact was made with his GP surgery to ensure medical follow up and a referral has been made to our in-house GVA Befriending service.

The advocacy project worked on 45 cases between

April 2015 - March 2016

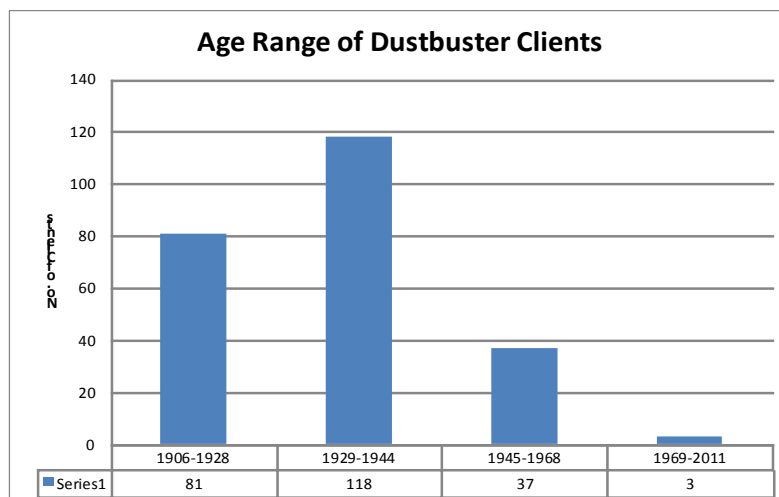


Dustbusters

Dustbusters liaises on a regular basis with Adult Services and Gosport Borough Council, who refer their clients to us so that they may continue living independent lives. Dustbusters help residents who live in the Borough of Gosport who are, elderly, frail or disabled and struggle with their housework or shopping.

Around 95% of our customers ask their Dustbuster to do the kitchen, bathroom, dusting and hoovering. Help with changing the bed is always popular as changing a duvet can be difficult, especially if you walk with a stick or Zimmer frame! We suggest the customer gets their Dustbuster to do the things that the customer struggles with and that includes things up high - like inside windows or taking down net curtains - and things lower down—such as skirting boards. Some customers can get to their knees but getting up again can be more challenging!

We have, on average, 250 customers receiving help from our service with 38 potential customers on the waiting lists across the Borough.



Whilst conducting a home visit, it became apparent that the customer was struggling to manage daily tasks due to ill health. She had no family near who could help and she hadn't eaten or drunk properly in days. Her paperwork and home were in complete chaos as she did not feel well enough to attempt anything.

Dustbusters contacted Adult Services who conducted an emergency visit, putting into place a care package for this lady. With Dustbusters providing the cleaning service and the care package in place, life improved for the customer.

Our customers all pay a monthly administration fee so they fund our project and we wouldn't be here if it wasn't for them!

Community Rooms managed by GVA

All of the facilities are available for use by community/ voluntary groups and local residents and can be booked through GVA reception on 023 9258 3836.

Old Railway Station Community Room



This historic facility in Spring Garden Lane, Gosport, consists of a self contained meeting room with kitchen and toilet facilities. It is available for training and meetings for groups and also for use by the local community. The Old Railway Room is suitable for up to 25 people.

Nobes Hall, Bridgemary

This small hall in Bridgemary is owned by Gosport Borough Council and managed on their behalf by GVA. It is available for hire by groups and organisations with local residents using the hall for parties and other activities. Nobes Hall is suitable for up to 34 people.



Home Office Support Suite



This is a small boardroom style meeting room with kitchen and toilet facilities in St George's Barracks, Gosport. It is suitable for up to 12 persons. (Please note - there is no disabled access).

Meeting Rooms — Martin Snape House

Martin Snape House has 2 meeting rooms. Our larger room can hold 30 people, whilst the smaller meeting room can hold 6-8 people.



Gosport Voluntary Action also hires equipment such as a projector and screen, laptops, a gazebo and display boards. Please ask Reception for a full price list.

Gosport Voluntary Action (GVA) is an independent charity and company limited by guarantee, established in the 1980s to provide a Council of Voluntary Action for the Borough of Gosport. Its membership is drawn from voluntary and community groups across the Gosport area. GVA is governed by an Executive Committee, which is largely recruited from and elected by its members.

Its aim is to improve the quality of life for Gosport residents by developing and supporting local voluntary and community activities and organisations; and by providing a range of services and facilities, particularly for older people and people with disabilities.

As the umbrella body for the voluntary sector in Gosport, we are there to:

- ♦ Provide support to local voluntary and community groups
- ♦ Support and empower individuals and communities to achieve their aims
- ♦ Assist with the development of new groups
- ♦ Offer affordable and appropriate training for individuals and groups
- ♦ Be a strong voice of, and advocate for, the voluntary and community sector especially when it comes to communicating need
- ♦ Facilitate networking and consultation
- ♦ Liaise between public, private and voluntary sectors
- ♦ Broker Partnerships
- ♦ Provide high quality services



Gosport Voluntary Action, Martin Snape House, 96 Pavilion Way, Gosport, PO12 1FG.

Tel no: 023 9258 3836

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