

# Gosport Voluntary Action



Gosport  
Voluntary  
Action



*At the heart of the community*

## Annual Report 2016-2017

***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**

Margaret Wilkinson (Chair)

## **Other Elected Members**

Ivor Feist   Norma Butler   Heather Wood   Marie-Claude Barker\*   Janet Bushell   Deborah Miller\*   Ian Reeves

\*Resigned 28th February 2017

## **Ex-officio Representatives**

Cllr Austin Hicks   Cllr Zoe Huggins   Cllr Keith Farr   Cllr John Beavis

## **Company Secretary** Angela Weston

## **Bankers** Lloyds TSB High Street, Gosport, PO12 1BX

## **Independent Examiners** 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*

## **Chair and Chief Officer's AGM Report 2016/2017**

This has been a challenging year but we have taken prudent steps to safeguard GVA in the future by restructuring when staff leave the organisation in order to reduce employee hours and by trying to balance the books without eating into our free reserves. We have also signed a Collaboration Agreement with Community First Wessex and Community Action Fareham (CAF) and become part of the wider South-East HCC Cluster of CVSs, which means that we have passed over the cluster Lead to Community First Wessex.

We took the decision not to tender for the HCC Community Transport (CT) and Dial-A-Ride contract and to lend our CT buses to CAF, which resulted in them winning the year's contract from April 2017. This should create economies of scale and efficiencies and therefore a better and more affordable service for our member groups and residents living with a disability. Consequently, we regrettably had to make two transport staff redundant but are glad to report that one is already reemployed by Age Concern Hampshire.

In October, we were sad to say goodbye to some of Gosport Borough Council's (GBC) senior managers, with whom we had worked collaboratively for many years. However, we have met with David Williams, Chief Executive for both Portsmouth County Council (PCC) and GBC on two occasions since then and are beginning to look at how we can work more closely with Portsmouth Together (Volunteer Hub for Portsmouth). GBC Councillors continue to attend our Executive Committee meetings and we are grateful for their advice and useful input.

During the year we have created a new website for GVA: [www.gva.org.uk](http://www.gva.org.uk) and have replaced our volunteering database with Volunteer Plus, so that potential volunteers will find it easier to register with us and organisations can self-manage their opportunities and update organisational details. This was finally launched on June 1<sup>st</sup> 2017.

The Voluntary Sector Health Forum, jointly run by CAF and ourselves, took place 6 times last year. This meeting provides groups which support residents with health and wellbeing issues the chance to voice their concerns and wishes to the Clinical Commissioning Group, and is very well attended by about 40 to 50 representatives on each occasion. We also took part in a Gosport Outcomes Co-production group for future CCG commissioning.

GVA represents the voluntary sector at the reinvigorated Local Children's Partnership and also runs two Children, Families and Young People's Forums per year, bringing together voluntary and statutory representatives from organisations providing services in this area. These have provided the chance for people to understand how the new Family Support Service will work, agree funding priorities and to decide what partnerships are necessary to make best use of reducing provision.

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**

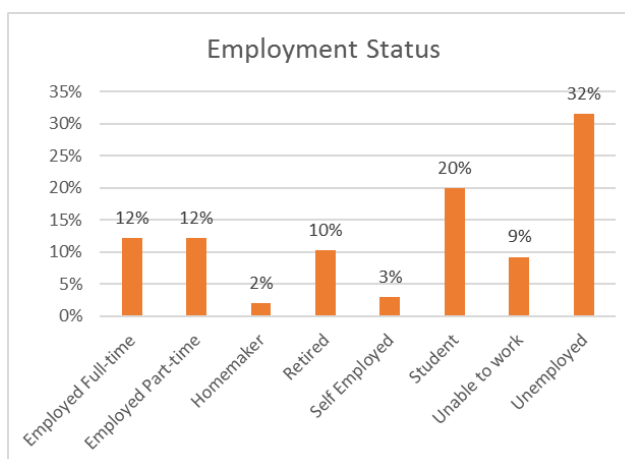
# Go Volunteer

Go Volunteer is Gosport Voluntary Action's volunteering service. Our main aim is to provide a volunteer brokerage service; matching individuals to volunteering opportunities within the community. We also support local organisations with marketing and best practice development. We support individuals, either via email, face to face or over the phone, to find a volunteering role that suits their skills, interests and the time that they would like to give. All of our 170+ volunteering opportunities can be viewed online [www.gva.org.uk](http://www.gva.org.uk).

Danni made an appointment with Go Volunteer in November 2011 after hearing about the service from Job Centre Plus. Danni had previously worked in childcare but since being diagnosed with epilepsy, was unable to continue with the work. She was really keen to keep busy and meet new people in a safe environment, as her epilepsy medication often made her drowsy and she also has mental health issues. Different roles were discussed and Danni decided to progress with joining Loud & Proud, a volunteering group for young people. She became a member in January 2017 and has been volunteering with the group since then. She has been involved in a huge range of activities including fundraising, appeals and supporting various events throughout Gosport. Danni's confidence has grown, she has made many friendships and is really enjoying volunteering with Loud & Proud.



Danni with the Mayor Cllr Lynn Hook and Gary Elshaw



Graph showing employment status of interviewees

## Making a difference



**GOSPORT**  
Borough Council

1 April 2016 to 31 March 2017	Total	With Support Needs
Enquiries	770	38
Interviews	164	29
Referrals	384	16
Placements	94	13

**At the Volunteer Awards Ceremony held in June 2016, 98 certificates were awarded.**

# Community Engagement Team

The Community Engagement Team works to support existing community groups and voluntary organisations and to help develop new ones. We give advice on best practice, 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 Employment & Skills Partnership, and many other steering groups and committees. Together with **Jules Arthur**, Community Engagement Worker, she is available to visit groups or to give advice and information where necessary and the team also organise funding workshops, information events and networking forums.

**Leah Little**, our Administration Assistant, supports communications for the team by recruiting and supporting Members and by organising our popular networking events and annual conference as well as co-ordinating the annual Volunteer Awards.

## Live Well With COPD

Chronic Obstructive Pulmonary Disease (COPD) is a terminal illness and an umbrella term for a variety of lung diseases from the bronchial tubes to the lungs themselves. Each disease has its own unique symptoms but all cause the body to be starved of essential oxygen, leading to extreme breathlessness quickly followed by the inability to breathe. This is a very traumatic and frightening experience to those who suffer, leaving the individual feeling lost and alone with no-one to turn to. Gosport, Fareham and surrounding areas have a very high incidence of COPD but very little, if any, support. Live Well with COPD (LWCOPD) was formed in July 2016 to fill that gap in the support and education of COPD through monthly meetings at the Gosport Leisure Centre and to raise awareness of the disease within the area. LWCOPD has grown in the past year with up to 100 members and has recently formed a targeted exercise group so those with COPD can remain active and improve breathing techniques and therefore quality of life. Members have reported being able to do more and enjoy life once again. Through the monthly meetings members are updated on treatments and research, taught how to self-manage the disease and to control exacerbations, or flare ups as they are commonly known, to reduce the number of GP visits and hospitalisations. As individuals learn more about what COPD does and its causes, the better armed they are to deal with the associated problems. It is not the end of life disease many think it is when first diagnosed, it is the beginning of a new one.

For more information contact [enquiries@lwcopd.co.uk](mailto:enquiries@lwcopd.co.uk) or call: 07468 054992.



Funded by  
Hampshire  
County  
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GOSPORT  
Borough Council

Number of strategic meetings - 59

Forums and networking meetings - 55

Assistance to groups - 41

Funding workshops - 4

Community Voice attendees - 45 representing 31 organisations

Number of mailings to groups - 127

Number of new groups ratified - 19

# Surgery Signposters

The Surgery Signposting Service has now been running for 22 months in Gosport and the service is now also available in Havant, Bordon and Fareham. The service is co-ordinated by 2 paid GVA staff in partnership with NHS partners in surgeries, the Clinical Commissioning Group and other local NHS staff. Our funding from the local CCG finished at the end of March. However, funding was secured from the Multi-Specialty Community Project (MCP) to continue at least until September 2017.

The service is still primarily based in GP surgeries, 3 of which are in Gosport. The aim is to support Primary Care staff, by spending time with patients to understand the non-clinical issues which are affecting their health and happiness and to give them information about the organisations that can help them. We are now working with the MCP and other NHS work groups to have our volunteers supporting specific areas such as: care homes and mental health.

We have recruited and trained over 20 volunteers. The volunteers have now seen over **350** patients and signposted them to organisations which have helped them to access the support they need to improve their health and well-being.

This is a case study from a Gosport patient whose name has been changed:

*“John is in his seventies. Until recently, he has spent his time caring for his wife, but she is now in a care home. John now has a feeling of being lost and of loneliness. A discussion took place as to the sort of activities that would be of interest. The Gosport Men’s Shed offers the opportunity for sociability for men of 55 and over, and who are interested in very ‘hands on’ activity using machinery and tools. However, by further exploring his interests and hobbies, the activity offered in the range of the University of the Third Age was much more John’s ‘cup of tea’.*

*Further, John believes his financial, business and management skills might be of use in volunteering, and he got in contact with Gosport Voluntary Action about opportunities to volunteer. Finally, for those evenings when any such activity is not being undertaken, and a long evening is bringing an uncomfortable sense of loneliness, a leaflet on Silver Line was given.*

*John is an excellent example of someone not experiencing mental health or other health problems associated with loneliness, but who is at risk of being so. The alert and early intervention of a GP referring John to the Surgery Signposting service, and the Surgery Signposters connecting him with the right activity and social support in the community and voluntary sector, could well prevent any such development.”*

This is just one of the many patient stories from someone who has benefitted from using the Surgery Signposting service in Gosport.





# Timebanking

Timebanking @ GVA is a project set up to encourage people to offer their time and skills to the local Gosport community. You can offer as much time as you want to give, and if you are registered on the Timebanking website and you need some help, you can put in a request.



You will be joining a much wider Timebank community and the best place for information on how it works is to check out the Timebanking UK website.

<http://www.timebanking.org>

In March, in conjunction with the Trash Café, we held a Craft Fest at the Jervis Gallery. People came together to offer their craft skills and were able to have a go at learning something new.

To join the Timebank or find out more information, contact Sue Greene 02392 604694 or via the Timebank GVA Facebook page.

## 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 or substance abusers. Historically we have run a Preparation for Volunteering course 3 times a year, however due to funding this has been reduced to 2. After the course we place learners in voluntary roles where possible. We signpost clients toward other opportunities e.g. groups / courses which frequently result in positive outcomes. We have had 22 attendees over the year and interviewed 70 clients regarding enquiries and placements into volunteering and paid work.

Aside from the course, we are constantly interviewing clients with support needs who wish to be signposted toward voluntary organisations or helped to move on. Our doors are always open to past clients and we see many individuals returning as a result of change in their lives or health or generally seeking to change direction.

We are currently in negotiation with outside agencies for further funding and continuation of the Preparation for Volunteering course.

Gosport Discovery Centre has generously supported the courses this year.

Chris came to us via Ravenswood House, a semi-secure residential hospital. Chris had been suffering from depression. He came on our Spring Preparation for Volunteering course and settled in with the group immediately. Chris really came out of himself and became a very popular figure – contributing well to every session. Week by week his confidence grew exponentially. Back at Ravenswood, Chris was regarded as a ‘trustworthy’ – i.e. given more individual responsibility. He was able to follow his special hobby, gardening, at which he excelled. Chris was further encouraged by his carers. He was allowed to move into ‘individual living’ in one of the two flats at Ravenswood. At the end of the 8-week course here at GVA, Chris applied to Shore Leave Haslar as a volunteer gardener. He now volunteers there three times a week and is held in high regard. Hopefully, Chris’s next step will be moving on to completely independent living. Meanwhile, here at GVA, Chris is known as ‘Mr. Positive’. Well done, Chris!



# Give, Gain and Grow

The Health and Social Care Volunteering Fund which had supported Give, Gain and Grow for two years came to an end in September 2016. Despite the best efforts to find sustainable funding, it became clear that the project would have to close, or that a different way of working would have to be found.



Volunteers with Give, Gain and Grow decided they would form a committee and take on the running of the project themselves. In order to support this development, GVA helped raise small amounts of funds to get the group off the ground.

GVA also enlisted the support of the Good Mental Health Cooperative to organise workshops which helped the development of the new committee.

GVA is pleased to report that Give, Gain and Grow is now based in Rowner and offers a weekly craft group and two weekly gardening sessions.

Number of volunteering hours delivered	1,129
Number of service users engaged with the project	51



Give, Gain and Grow members on the Wear a Hat Day walk for Brain Tumour Research in March 2017



# 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.

They serve the community — their 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 12 members – 7 female, 5 male.

This year our members have attended **25** events, **13** meetings and **11** sessions on the allotment and, in total, racked up **925** hours of volunteering



"Although I have decided to leave Loud and Proud as things are getting busy for me right now, I will always hold dear the memories I have had volunteering with them. Loud and Proud truly shaped me into the man I am today and I am forever thankful for the support they gave me, the friends I have made and the sense of purpose Loud and Proud gave me. It has made me more confident than I ever thought I would be. So thanks to all of you".

Sam Whittingham started on January 1<sup>st</sup> 2015 and has just left Loud and Proud aged 23.



# 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 **448** passengers on **785** 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



We are 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. Throughout this year we continued to provide transport for the Age Concern Day Centre at Bury House.



A team of 10 volunteer minibus drivers undertook a total of **485 trips, totalling 9007 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.

In 2017, the Executive Board of Gosport Voluntary Action decided to cease running Community Transport for the Borough of Gosport and our Sub-Committee for Transport signed a partnership agreement with Community Action Fareham (CAF) who successfully won Hampshire County Council's contract for Fareham and Gosport.

Many thanks to all our volunteer minibus drivers who took community groups all over Hampshire on days out and to regular meetings. You have helped so many people this year get out and about and enjoy themselves!



# AWARDS



LOTTERY FUNDED

In October 2013, GVA received funding from the Big Lottery for 5 years to launch the AWARDS project. This project is now in its fourth 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 crises that arise as a result of changes in benefits, housing or health.

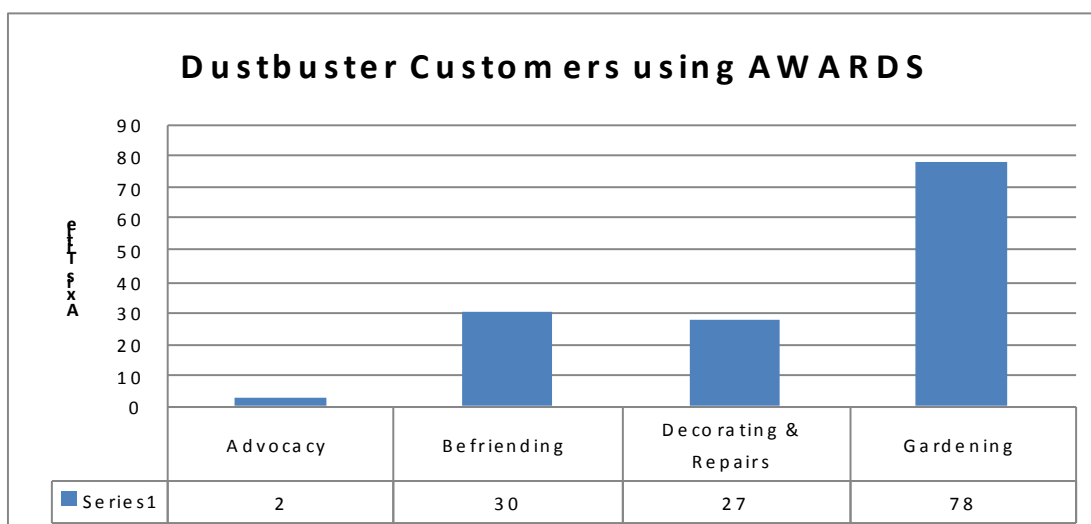
**Nicky Williams** was the AWARDS Manager for Older People's Services for this year and led the project, supported by the AWARDS staff team. In addition, Nicky co-ordinated the Gosport Gardens & Decorating and Repair team and managed the Dustbusters team. Nicky left in December 2016 and Dawn Ward now leads the project.

**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.

**Emma May** is the AWARDS Support Administrator whose role is to provide administrative support to the team and to compile, produce and distribute the AWARDS newsletter three times a year.

**Vicky Westbrook** is the AWARDS Support Worker, she conducts home visits for the Befriending service and support the three strands of the project Befriending, Gosport Gardens and Advocacy.



Graph showing Dustbuster customers who also use the other AWARDS services

## Befriending Service

During the year of this report we have received over 100 client referrals. We have had applications from 26 potential volunteers though not all of these went on to volunteer. We continue to have a waiting list for the Service. The valuable support we receive from many of our volunteers who readily agree to take on more than one person, means we are able to offer 'friendship' to a good number of those referrals.

C.H.A.T. Groups are popular and enjoyed by both guests and volunteers alike. CHAT Groups hosts take longer to recruit - our aim is always to endeavour to create more CHAT groups.



Supported by  
**The National Lottery**<sup>®</sup>  
through the Big Lottery Fund



A message we received from one volunteer “The person I visit says she has gained a friend. I feel I have too and always look forward to my visits to her”

A note sent in from a volunteer describes a chance encounter on a bus – ‘An elderly passenger (who was unaware I was a volunteer with the Befriending Service) sat beside me and began to tell me how good it was to get out to the shops. She was virtually housebound caring for her husband. She contacted the Befriending Service and a volunteer was introduced to the husband who shared his interest in sports, visits regularly and they both enjoyed the mutual interest giving the wife some free time’ The comment at the end of the note said ‘Another good friendship’.

**All of our volunteers tell us how they thoroughly enjoy what they do. Many join us saying they have spare time and want to fill it doing something worthwhile.**



**Befriender Janet Wager receiving her 5 year Volunteer Award.**



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

# **Gosport Gardens and Decorating & Repair Team (DART)**

Our customers are older people who are struggling to cope with their garden, finding it difficult to get little jobs around the house done or are unable to decorate their home internally or externally. Many of these customers are either frail or have a disability and rely upon the service to maintain their independence.

During the past year, we have assisted over 300 customers, many using the service on a weekly basis and covering work from decorating to leaking taps to overgrown gardens.

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



## **What our Customers have said:**

"She's pretty good you know, I'd like to say that she's better than me, but I daren't" Mr S

"If it wasn't for you, I'd have to sell my house" Mrs A

"My garden is the reason that I get up in the morning" Mrs T

**From April 2016 to March  
2017:**

**Just over 4,200 working  
hours were supplied by  
our Gosport Gardens &  
DART Team!**





# Advocacy

The Advocacy project works with people aged 60 years and over who live in the Borough of Gosport.

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

The Advocacy Co-ordinator is employed for 16 hours each week and is currently assisted by four Volunteer Advocates. With their previous experience, the volunteer advocates 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.



*The Advocacy Project worked on just over 30 cases between April 2016 to March 2017, with great success with DWP (Department of Work & Pensions) appeals.*

**Volunteer advocates John Beard and Elaine Nash receiving their Volunteer Awards from Mayor Cllr Linda Batty**



# Dustbusters

Dustbusters help and assist residents who live within the Borough of Gosport who are vulnerable adults, frail or disabled and struggling with their housework and/or their shopping. Dustbusters liaise on a regular basis with Adult Services and Gosport Borough Council; they refer their clients to us so that they may continue living independent lives.

The majority of our customers ask their Dustbuster to help clean their kitchen, bathroom, dusting and Hoover. Help with changing the bed is always a popular request, as changing a duvet can be quite difficult. This can be especially difficult if walking aids are used. Many of our customers also request that shopping be undertaken for them. The Dustbuster will happily take a shopping list and collect what is required from the customer's choice of supermarket. The Dustbusters always ensure that receipts are given.

205 customers benefit from our Dustbusters service and we currently have 29 potential customers on our waiting list across the Borough. We are continually on recruitment drives so that nobody has to wait too



"My Dustbuster Kim is brilliant! "

"I am over the moon with the service provided by the office staff and my Dustbuster."

"I would not know what I would do without the service; I am extremely happy and satisfied."

Review provided by Mrs B.

We have noticed an increase in the amount of safeguarding referrals we have made to Adult Services. The main cause being self-neglect. The Dustbusters themselves have identified many of these incidents. We have been fortunate enough to offer all of our Dustbusters Trigger Tool training without any funding. The training encourages people to support independence, reduce isolation and loneliness and be safe at home. The evaluation forms completed after training indicate that the Dustbusters felt that it was most useful in helping them identify potential risk and gave them greater awareness of what is a concern. Many of our Dustbusters added that they felt more confident in reporting anything out of the ordinary to the office.

# **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

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

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We are grateful for the support of Gosport Borough Council, Hampshire County Council and all our volunteers. Gosport Voluntary Action is a company limited by guarantee, registered in England and Wales Number 4191320 Registered Charity Number 1087177



Hampshire  
County Council