



At the Heart of Our Community

Annual Report

2017/2018



Chair & Chief Officer's Report

This year has been busier than ever for Gosport Voluntary Action (GVA) with an ever-increasing number of clients for our Older People's Services, constant pressure therefore to recruit volunteers and our member groups in urgent need of support with financial, volunteer and trustee recruitment issues.

However as you have come to expect, GVA continues to provide the highest level of service to our community. Some of the particular highlights are



- Successful Recruitment of 4 New GVA Trustees, who have brought enthusiasm and varied skills and experience to the Executive Committee and will strengthen GVA's offer.
- An Awards for All grant for the "Splash" Project, which is designed to encourage inclusive volunteering by working with voluntary and community groups to enable them to offer increased opportunities for volunteers with extra support needs.
- We delivered very well against Hampshire County Council's Development Plan and the outcomes of all our different funders, including Gosport Borough Council, the Big Lottery Fund and the Clinical Commissioning Group.
- We established a working group for the introduction of the General Data Protection Act (GDPR), which was ready to meet the new regulations in May 2018.
- The Community Voice Conference in November was on the theme of 'Community Treasure - The Value of Diversity and Inclusion' giving 36 organisations the opportunity to network and to find solutions to issues they face in a workshop setting. It received the best feedback in 15 years of running the event.
- We did eat into reserves but not at the rate at which it had been forecast.
- GVA's staff have established a good working relationship with officers at Portsmouth City Council (PCC) as well as at GBC.
- GVA continues to be a valued representative for the voluntary sector on many strategic groups, including the NHS Multi-Speciality Community Provider group and the Employment and Skills Forum.

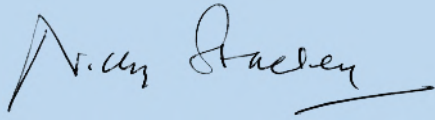
GVA is, as ever, extremely grateful to all our funders, supporters and volunteers for making it possible to exceed expectations, shore up our defences in uncertain times and continue to provide services and assistance that are respected and valued.



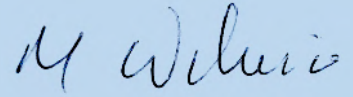
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Finally, it would be impossible to do what we do without a really committed and hard-working staff team and the extraordinary support received from our Executive Committee, many of whom take on responsibility for specialist areas within GVA. We are lucky indeed to have both; thank you!

Nicky Staveley
(Chief Officer)



Margaret Wilkinson
(Chair)



Our Key Achievements

1 Apr 17 - 31 Mar 18

New GVA branding and website

33 local groups directly supported

14 events for groups hosted

391 volunteer referrals

138 volunteers supported us

16,687 volunteer hours given, equivalent to

£183,557 in value

235 people helped by our Surgery Signposters

1107 people supported with our older/vulnerable people services, including:

366 passengers driven with Driving Force

Community Engagement



The Community Engagement Team has had another busy year, offering support on a range of subjects such as funding, governance and best practice to **33** local groups. One particular success was the award of **£11,000** to **CHAT**, from the People's Health Lottery to assist in their quest to promote supportive decision making by offering a listening ear, signposting and information on a range of subjects. CHAT also developed to offer a range of social activities to tackle the issue of social isolation.



Continued support to **Live Well With COPD**, featured in last year's annual report, resulted in the group achieving registered charity status and formalising their agreement with the Clinical Commissioning Group (CCG) to provide pulmonary rehabilitation exercise classes for COPD sufferers, with huge health benefits.



GVA's former supported volunteering group, **Give Gain and Grow** became independent and continues to offer craft and gardening volunteer opportunities to those with support needs. Ongoing support has also been provided to **Loud and Proud**, an interdependent group to GVA, ensuring they remain sustainable for the future, including securing an annual donation of **£1,000** from a local couple.



Networking has always been an essential part of the Engagement Team's role and this year has been no different. A range of events and forums have been held, providing an opportunity for local community and voluntary organisations to highlight the amazing work that they do and make valuable connections across the sector and with statutory partners. This year we have run two **Children, Young People and Families Forums**, attended by 71 representatives of **40** local groups.

The **Voluntary Sector Health Forum** continues to be a well-attended and useful forum, enabling health related community groups to have a 'direct line' to the CCG. This year the forum highlighted topics such as 'Getting Active and Keeping Well.' Two forums hosted by GVA attracted 69 attendees from **49** organisations.

GVA also hosted its first **Community Buildings Forum**, attended by 13 representatives from **9** organisations that have premises used by a variety of local groups. A range of topics such as GDPR, Prevent and Fundraising were covered.

The Engagement Team works hard to identify gaps in local service provision and enable the community to meet that need. It became apparent that many groups were trying to support Gosport's homeless/rough sleeping population, but services were not joined up. In November, a **Homelessness Forum** was held, bringing together 23 representatives from both statutory and voluntary sectors. Several presentations highlighted the good work being done locally and also some of the challenges. GVA assisted GBC in developing a directory of services supporting those in need.

Also In November, GVA partnered with GBC to host a very successful **Community Voice conference**, 'Community Treasure – the Value of Diversity & Inclusion.' 56 people attended from a broad spectrum of **36** organisations. The event attracted excellent feedback.



GVA has continued to forge new working relationships with a range of agencies including Hampshire Fire & Rescue and HCC Local Resilience Forum. The Engagement Team has represented the Voluntary Sector at meetings including the Gosport Health & Wellbeing Partnership, Employment and Skills Partnership and Local Children's Partnership, where the team form an integral part of the panel awarding the 0-19 funding for children's services; a challenging role in times of ever decreasing funding.

In September, **Heritage Lottery Fund** gave a presentation to **6** local groups, all of which had viable project plans for development.

The Community Engagement Manager qualified to deliver 'Healthy Conversation Skills' training as part of the **Making Every Contact Count** initiative. Alongside other trainers from the Gosport MECC network, 3 training courses were delivered to **26** local people.

33

local groups
individually
supported

14

community
networking and
information
events

150

local groups
represented at
events and
workshops



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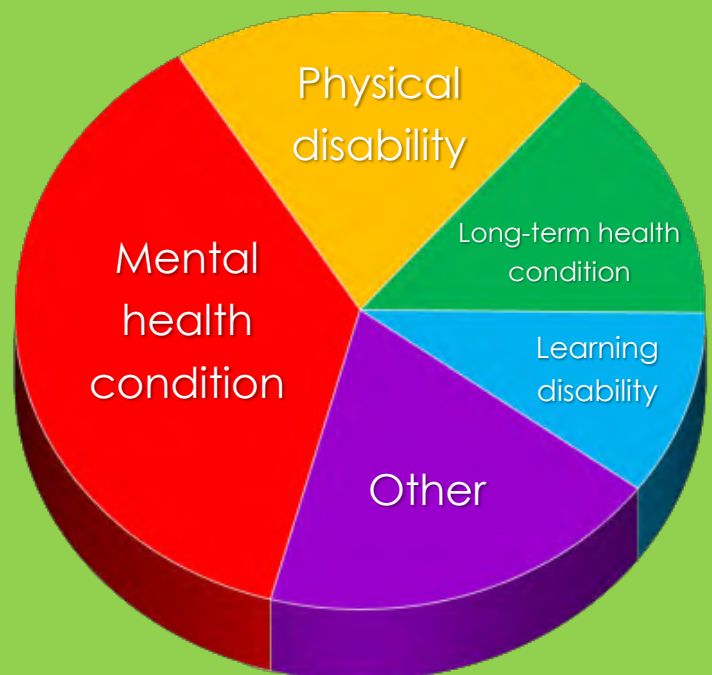
Go Volunteer

Our volunteer brokerage service, Go Volunteer, supports individuals in finding suitable volunteering roles and helps organisations with volunteer recruitment and best practice development. This year has been busier than ever, with the development and launch of our new website which has an integrated volunteer brokerage platform, enabling individuals to register as a volunteer, search and register their interest for roles online. It also allows organisations to self-serve on the website and update their details and roles online. The new platform has revolutionised our way of working and although we have seen a decrease in enquiries, we have seen an increase in interviews, referrals and placements. We believe our new localised system is a much more effective way of supporting both individuals and organisations in our community.

Our Services in 2017/18

540 enquiries
184 interviews
391 referrals
113 placements

30% of people we helped consider themselves to have a disability



Of the people we helped:

34% were unemployed

14% were unable to work

"Being a volunteer has not only given me more confidence and improved my CV, it has also connected me with some great people. In between temporary work, I've continued to build experience through volunteering and I've now been offered a full-time administration apprenticeship."

Matt, previous volunteer with Go Volunteer



Preparation for Volunteering

Our Preparation for Volunteering course is for people who wish to gain confidence and hopefully go on to volunteer. This supportive 8 week course is open to everyone aged 16+, with preference given to those with mental health conditions. We are extremely proud of the learners who attended, many of whom went on to find volunteering roles and paid work. We ran:

2 courses and **16 learners** attended.

"Really pleased to hear a future course is planned. Cannot emphasise the benefits enough for the guys I know have attended. They all speak highly of supported volunteering at GVA. Thanks once again for your help, it really makes a difference finding an accessible community resource." Christopher Genter, OT, (Ravenswood House Southern Health NHS)

Gosport Timebank

The Gosport Timebank was launched in March 2017 and has been a way for people to exchange skills and help others in the community and be rewarded for it - in time. Over the year a Steering Committee was established, volunteers were recruited and community projects and workshop events were organised. Over the past year we ran:

8 Workshops and **4 community projects.**

We engaged with **20 Volunteers** who gave **696 hours!**



Splash! Dive Into Volunteering

In December 2017 we were delighted to receive a National Lottery grant of £9,978 for our new SPLASH! project, which aims to research and develop resources to remove barriers to volunteering for people who may have low self-esteem, health issues, disabilities or other reasons. SPLASH! volunteers will work with local organisations who currently support volunteers, in order to build on good practice and share experiences across the sector. We hope to literally make a SPLASH! to help open up opportunities for people who are struggling to make that first step.



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Advocacy Service



Our Big Lottery funded Advocacy Service is provided by Volunteer Advocates, who are independent of statutory services and local government. They represent the wishes of clients, without judging or giving personal opinions. The service is for Gosport residents, who are aged 60 years and over.

During the 2017/18 year, 6 volunteers supported the service (giving an average of 5.5 hours a week) and many cases have been resolved. Some clients need continuous support for various reasons including mild learning disabilities, lack of literacy/numeracy skills and no IT access/skills. Unfortunately safeguarding issues have been on the increase, fortunately though, the Advocacy Service has been able to offer support.

The main issues we helped with this year were:

- ✓ **Personal finance**
- ✓ **Housing**
- ✓ **Care packages**

Sometimes people need help with multiple aspects of their life.

We received referrals from

- ✓ **Adult Services**
- ✓ **Gosport Borough Council**
- ✓ **Health Professionals**
- ✓ **Surgery Signposters**
- ✓ **Citizens Advice**
- ✓ **Age Concern Gosport**
- ✓ **Self referrals**

"I couldn't be happier in my new home and new start. I understand more with the support of an Advocate"

Our Services

2017/18

A client's story....

The referral

Mr C, a man in his mid-seventies, was referred by the NHS with concerns of self-neglect and withdrawal from medical services. Mr C has mild learning difficulties, no literary or numeracy skills and lived alone in a two-bedroom council house. Due to ulcerated legs, he could not always access the bathroom or bedroom without considerable difficulty and on occasions, not at all.



How we helped

We arranged for an assessment and a stair lift, pendant and key safe were installed. Support with medical appointments was given and arrangements made for a Community Nurse to make home visits. It became evident that Mr C was being financially abused by the person who looked after his finances. A safeguarding concern was raised and Hampshire Constabulary informed.



A new start

Mr C has now moved to a one-bedroom bungalow, near friends, and he now accepts care and has four visits a day. He is no longer being financially abused and the appropriate benefits are in place. Mr C goes out twice a week on his mobility scooter and is interacting with the local community. He has a gardener on occasions and Dustbusters once a week, thus giving him a healthier environment.

92

people were supported

99%

success rate for benefits/appeals

1,422

volunteer hours were given



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Befriending Service



Our befriending service, funded by the Big Lottery Fund, helps isolated Gosport residents aged 60 years and over, by providing friendly conversation and companionship on a regular basis, with a Volunteer Befriender. We offer face-to-face befriending, telephone befriending and CHAT Groups, where a volunteer hosts, in their own home, a monthly meeting for four guests to enjoy an afternoon of chat, tea and cake.



Our loyal volunteers tell us how much they enjoy the work they do and we are forever grateful and proud of each and every one of them.

Client Stories....

Having a visitor totally changed Mrs G's life. Recently bereaved she was referred to the Service. Mrs G had lost confidence and rarely left her home, she became very depressed. A visitor was introduced and they gelled immediately. Mrs G and the volunteer go on regular outings. Mrs G's depression lifted and she has gained confidence to go out alone. The two remain good friends.

85-year-old Mrs J is housebound, she has a supportive family who visit when they can, and has one child living in the USA. Mrs. J misses meeting friends to chat about family and other things. She now has a telephone call from a volunteer who also has a child living in the USA. Mrs J says it is so nice to chat to her volunteer who understands and they can compare their children's lives.



Our Services

2017/18

Of local residents surveyed:

51% have health issues

40% are housebound

39% have no family or no family locally

33% have limited mobility

25% have dementia and/or mental health issues

124

people were supported

70

volunteers supported the service

8,184

volunteer hours were given

"I've made a true friend"

"It gives me something to look forward to"

Comments we receive frequently

"It makes me feel part of the community again"

"Someone to talk to and have a laugh with when I'm too ill to leave the house"



At the Heart of Our Community



Dustbusters

Our aim is to offer a flexible service tailored to the individual need of our customers.

Dustbusters is our accredited not-for-profit domestic cleaning service. It is for residents of Gosport who are older, vulnerable and/or have a disability and would like to continue living independently in their own home. All of our Dustbusters have been chosen for their caring attitude and appreciation of the needs of older and vulnerable people. They have submitted two references and have all undergone a DBS check.

Quite often, by the time a client has decided to ask for our help, things at home may have already gotten on top of them. Through bereavements or health issues, they have just not been able to manage. Our Dustbusters are very understanding of this and frequently spend the first few weeks of service getting on top of things for the client before maintaining from week to week. The difference this makes to the customer's well-being is astonishing.

Our Dustbusters all receive Trigger Tool training and bring any concerns to the attention of the office, so that we can make referrals to other services that may be able further improve their quality of life.

"If I didn't have a Dustbuster it would be awful. I can't bend down or stretch—she is invaluable! I am very happy with Diane; she helps me stay independent and organised in my own home. She is always happy to do whatever I need." Mrs C

"Ray's work is outstanding, he comes at the same time every week and just gets on with it without needing any instruction. He's a lovely man." Mr H

"My dustbuster has become like an old friend and I look forward to her coming every week. She leaves the place looking lovely, nothing stops her helping me with whatever I need in the time she has with me." Mrs E

Our Services

2017/18

The main tasks we helped clients with this year were:

- ✓ **Hoovering**
- ✓ **Mopping**
- ✓ **Kitchens & Bathrooms**
- ✓ **Changing bedsheets**
- ✓ **Ironing**

We received referrals from:

- ✓ **Adult Services**
- ✓ **Gosport Borough Council**
- ✓ **Health Professionals**
- ✓ **Complex Care Team**
- ✓ **Age Concern Gosport**
- ✓ **Family members**
- ✓ **Self referrals**

204

people were helped
by our service

35

Dustbusters supported
the service

19,226

hours of cleaning were
provided

Did you know:

- Our most loyal customer has been using the service since 1999 (19 years)
- Two of our Dustbusters have been supporting the service since 1995

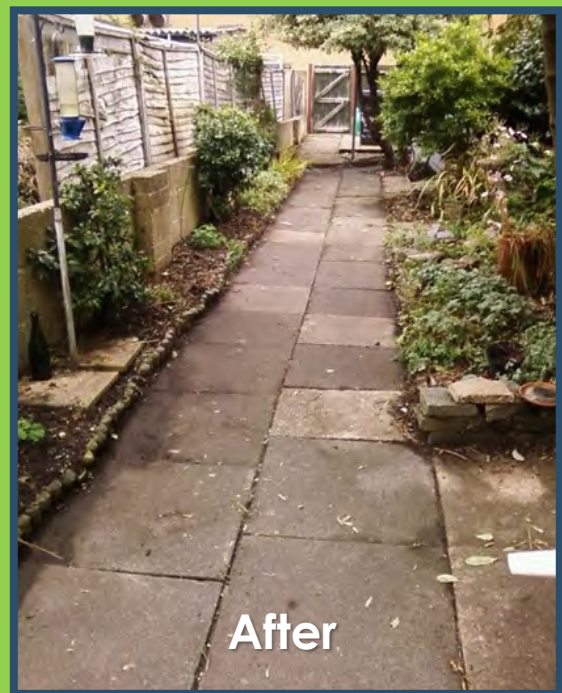


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DART & Gardens

Gosport Gardens, Decorating and Repair Taskforce is our accredited not-for-profit DIY and gardening service and is funded by the Big Lottery Fund. The service is for residents of Gosport who are over 60 and are unable to do their own gardening and DIY.

Mrs P of St Edwards Road had a wheeled walker and was unable to get down her garden path as it was too overgrown and her wheels were getting caught in the weeds and overgrown plants.



Mrs R of Magennis Close has said the only reason she gets up in the morning is for her garden. She loves it and feels very frustrated at not being able to do it herself any more.



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LOTTERY FUNDED

Our Services

2017/18

Our client profile:

81% are aged 65+

38% are aged 85+

38% have a disability

83% report positive, improved sense of wellbeing and remain living at home independently

321

people were helped by our service

18

workers supported our service

3,568

hours of Garden and DART work was provided



Surgery Signposting

Our objective is to help local people access community organisations that can help them to lead a healthier and happier life.

Our Surgery Signposter service operates from GP surgeries in Gosport. Clients are referred by GP's and are given a 40 minute confidential session with a trained Volunteer Surgery Signposter who can put the client in touch with voluntary and community services in the area, that meet their individual needs. The project has a clear impact on freeing up GP's time and empowering local people to improve their health and well-being.

Our services in 2017/18

235

people were supported

15

volunteers supported the service

1,200

volunteer hours were given

Top 3 areas of social need

Isolation and Loneliness

Mental health conditions

Frailty/long-term health conditions

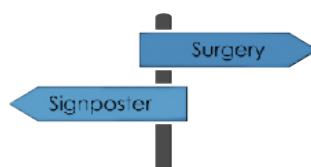


In November 2017, GVA facilitated the county's first Hants & IOW Social Prescribing Network Meeting at The Point in Eastleigh.

The Surgery Signposting project also supports Southern Health's Frailty Task & Finish Group at Forton Medical Centre - part of an integrated/holistic approach to new models of care.



At the Heart of Our Community



Fareham and Gosport
Clinical Commissioning Group

A Client's Journey

The referral

A 67 year old man was referred by his GP because his wife of 40 years had died 6 weeks ago

The Surgery Signposter identified the key issues were bereavement, no real friends, the need to re-build a life but being unable to know how and social isolation. The client was given details of local services, clubs and other support services.

The client explained he felt lost and had no family or close friends to share his grief with and for social support

The appointment

The follow up

The client had taken some steps to engage with local support services. The Signposter offered further support

The Signposter asked further questions about the client's interests and suggested U3A. The client was very interested but apprehensive of walking into a new group alone. Fortunately, the Signposter was a member of U3A and this encouraged the client to attend a session.

This positive outcome is part due to the GP's referral, the client's strength and the Signposter's expertise and dedication.

The Signposter met the client who looked well, relaxed and had made both male and female friends at U3A

The progress



This preventative social prescribing project is currently funded by the CCG (Clinical Commissioning Group) and it is hoped that the life-changing impact demonstrated by empowering local people to improve their own health and wellbeing and by therefore saving GP time, would secure funding so it can continue to support the successful, holistic Integrated New Models of Care.

Loud & Proud



Our Key Achievements This Year

72

events were
completed

16

volunteers
supported us

1,643

volunteer hours
were given

It's been an incredible year for Loud & Proud, our volunteering group for young people aged 16 to 25 years old. One highlight was achieving the High Sheriff of Hampshire Award in recognition of great and valuable services to the community.

Through the hard work of John Jeffs, we've been successful in obtaining further funding and give our thanks to Hampshire & IoW Community Foundation, HMS Sultan Charity Chest, Tesco Bags of Help, Southern Co-operative and our local HCC councillors for their support.

Members continue to sit in on interviews, have their say on events and have the opportunity to be part of our steering committee. We are extremely grateful to all of our wonderful members who give their time to support and enhance our local community.

"A really BIG THANK YOU to all the Loud and Proud Team who helped us with the event to Celebrate 10 years as a Fairtrade Borough.

I can't praise them enough for the work they did and spirit in which they did it – and not just the specifics we asked them to do – which were all done cheerfully, competently and in a timely way, - but going the further mile and seizing opportunities to help with whatever needed doing. Great team work – we loved their door decorating; appreciated the manning of the entrance (a very chilly job conscientiously done), all the carrying, cake cutting, drink serving and help with clearing up. We particularly appreciated their taking on all the tasks which enabled us to be free to circulate and talk with guests. And we loved having their youthful enthusiastic presence." Sarah, Gosport Fairtrade Association



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Driving Force

Driving Force is GVA's transport service for individuals who are unable to drive or take public transport. The service has been set up to help people achieve more independence at a very reasonable rate. Our friendly volunteer drivers use their own cars to provide the service and are all DBS (Disclosure and Barring Service) checked.

We help with transport for reasons such as medical appointments, visiting clubs and friends, shopping trips, collecting pensions and attending special needs schools.

Much of the project's success is attributed to our Volunteer Coordinator Agnes with help from Emma, who has also been uploading information on our members to a new database.



366

passengers were
helped by our
service

731

trips were provided
by the service

2490

volunteer hours were
provided

"We would like to say a very big *THANK YOU* to all your staff and drivers who have looked after my husband William and myself, driving us to QA whenever required has been much appreciated. Very many thanks to all your very patient drivers who were a great support to us."



Legal and Administrative Details

President of Gosport Voluntary Action

The Mayor of Gosport

Council of Management

Margaret Wilkinson (Chair)

Other Elected Members

Sally Bigham, Norma Butler, Adam Corcoran, Andrew Mair, Ian Reeves, Chris Robson, Heather Wood.

Ex-Officio Representatives

Gosport Borough Council: Cllr Zoe Huggins, Cllr Austin Hicks, Cllr Lynn Hook, Cllr Keith Farr.

Hampshire County Council: Cllr Stephen Philpott.

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



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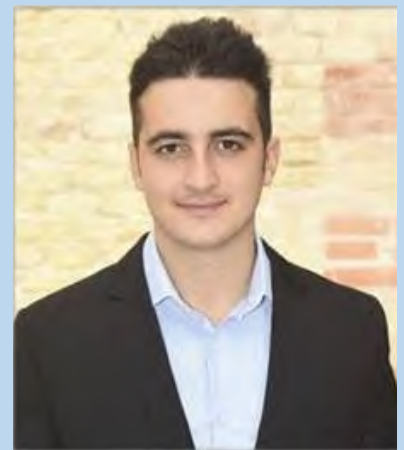
Thank You & Acknowledgements

We are grateful for the continued support of Gosport Borough Council and Hampshire County Council.

We have been fortunate to receive grant funding to deliver a variety of projects throughout the year, including The Big Lottery Fund, Awards for All, The Partnership Foundation, Hampshire and Isle of Wight Community Foundation and Waitrose.

We are grateful to the South East Hampshire Clinic Commissioning Group for their financial support to the Surgery Signposting Project.

Our sincere thanks goes to the IBD Partnership who have allowed us to host Interns from across Europe, who have ably supported our staff in a range of administrative tasks behind the scenes. A particular mention goes to Moreno Di Giacinto from Italy, who was responsible for redesigning the GVA logo and rebranding our literature.



Finally, GVA could not continue to support our community without our dedicated, resourceful and committed volunteers; their skills and talents never cease to amaze us - we thank you all for everything you do.



GOSPORT
Borough Council



Hampshire
County Council



Partnership
Foundation

HiWCF
LOCAL GIVING FOR LOCAL NEEDS

Waitrose
Community Matters



The IBD | Partnership
Business & Education Consultancy

Annual Report

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