

# **Gosport Voluntary Action**

**AGM – Tuesday 20 October 2020**



## GVA AGM Webinar Housekeeping:-

- Please mute your Microphone - unless you are speaking ('hover' – bottom left)
- 'Participants' is in the middle of the menu bar - next to 'Chat'
- 'View' can be altered as you wish and is in the top right hand corner
- If your full name isn't showing please click on ... 'Rename' (top of your picture)
- Questions – please type any questions or make any comments via 'Chat' (bottom of the Chat box. You can also send a private message.) Questions will be read out as time allows at the end of all the presentations
- GVA Members will be asked to vote via the 'Reactions' button (bottom right)
- NB GVA's AGM will be recorded – if you do not wish to be recorded please turn your Video Camera off now (bottom left).
- The recording will start shortly...



## Agenda

- **Programme & Introductions** – *Angela Gill (GVA Facilitator/SSP Project Manager)*
- **Welcome** – *Cllr Zoe Huggins, Mayor of Gosport*
- **Re-election of GVA Chair and Trustee** – *Angela Gill/Ian Reeves (GVA Chair)*
- **Chairs Report and Approval of Accounts** – *Ian Reeves (GVA Chair)*
- **Close Encounters: Impact to Date** – *Nicky Staveley (GVA Chief Officer)*
- **Surgery Signposting: An SSP Volunteer & Service User's Perspective** – *Angela Gill*
- **COVID-19: The Achievements of GVA's Team and Volunteers** - *Lisa Powell (GVA COVID-19 Project Manager)*
- **GVA's Recovery Phase: Post Coronavirus and Beyond...** – *Mandy Bright (GVA Community Engagement Manager)*
- **Questions & AGM Closes**



## GVA's AGM – 20 October 2020

Clr Zoe Huggins  
Mayor of Gosport



## Gosport Voluntary Action

### Re-election of Trustees by GVA Members

- **GVA Chair of Trustees – Ian Reeves** (+ Some proxy votes in favour)
- ✓ Proposer (First Member/trustee to type Proposer/full name in Chat)
- ✓ Seconder (First Member/trustee to type Seconder/full name in Chat)
- GVA Members please vote using the 'Thumbs up' Reaction if 'Yes'
- Any objections please lodge these via 'Chat' (if private to Emma Kemp)
  
- **GVA Trustee – Adam Corcoran** (+ Some proxy votes in favour)
- ✓ Proposer (First Member/trustee to type Proposer/full name in Chat)
- ✓ Seconder (First Member/trustee to type Seconder/full name in Chat)
- GVA Members please vote using the 'Thumbs up' Reaction if 'Yes'
- Any objections please lodge these via 'Chat' (if private to Emma Kemp)



## GVA 2019-2020

Ian Reeves, Chair, GVA



"The things that make me different are the things that make me" : Piglet



## Growing during 2019/20



Volunteer Enquiries (+51%)  
Volunteer Referrals (+41%)  
Groups directly supported (+75%)  
Advocacy Volunteer Hours  
(+100%)  
Befriending clients (+49%)  
Dustbusters hours (+11%)  
Walking for Health (184 walks)  
Lottery Funds (£39,522)  
Online Presence (1/4M views)

Grants gained (£545,958)  
Driving Force (suspended)  
Surgery Signposting (7)  
Attendances at Statutory  
Meetings (+57%)



"They're funny things accidents. You never have them until you're having them"  
: Winnie-the-Pooh



# Coronavirus Response

## The reset



- From Martin Snape House to remote working in days
- Partnering with
  - Gosport Borough to set up and manage a response line
  - New volunteers
  - Others to deliver food, prescriptions
- Financial and other support from residents and local organisations
- Flexibility from grant funders and early support from the National Lottery
- Significant support from staff
- New ways of working, remote, digital, telephone.

"I always get to where I'm going by walking away from where I have been"  
: Winnie-the-Pooh





## 2019-2020 Accounts

**Income increased by 35%,**

Close Encounters Partnership with Age UK Portsmouth

Loud & Proud joining GVA

Increase in Home services administration income

GVA also took the decision last year to move our HomeServices project to "restricted funding" so any surpluses in this project will stay with the project

**Expenditure increased by 16.8%**

Increased payroll and occupancy costs

**Deficit for the year of £37,674, this was budgeted for from reserves**

Expect in 2020/21 there to be a similar draw on reserves

**Assets of £981,655 which includes:**

£102,411 carried forward funds restricted for specific projects (eg Dustbusters, L&P, etc)

£833,957 of designated funds, (leasehold, project closure, future provision and development)

£45,287 unrestricted reserves

"To the uneducated, an A is just three sticks" : Winnie-the-Pooh



## Gosport Voluntary Action

### Adoption of GVA Accounts (+ Some proxy votes in favour)

- ✓ Proposer (First Member/trustee to type Proposer/full name in Chat)
- ✓ Seconder (First Member/trustee to type Seconder/full name in Chat)
- GVA Members please vote using the 'Thumbs up' Reaction if 'Yes'
- Any objections please lodge these via 'Chat' (if private to Emma Kemp)



## Looking Forward



"You can't stay in the corner of the Forest waiting for others to come to you. You have to go to them sometimes" ; **Winnie-the-Pooh**



**Nicky Staveley**  
Chief Officer,  
Gosport Voluntary Action

## **Close Encounters – Impact to Date**



## Close Encounters Partnership Project



## Recap on who Delivers Close Encounters?

It is a 3 year National Lottery Community Funded partnership project...

- Age UK Portsmouth
- Gosport Voluntary Action
- South Central Ambulance Service (referrals)
- University of Portsmouth (evaluation & also piloted undergraduate 3<sup>rd</sup> year paramedic awareness training)
- Age Concern Gosport (accessing benefits & 'Your Care in Your Hands' future life planning – via community & health group presentations/outreach... Pre COVID-19!)





## What are Close Encounter's Objectives?

- Improving older people's access to community support through companionship, information, advice and advocacy services
- Increasing community engagement by bringing local people together, enabling them to become more active participants within their community
- Making a positive difference to older people's wellbeing, providing resources to enjoy a secure and happy life





## How have we Achieved those Objectives?

- Close Encounters started delivering in **January 2019**
- A Steering Group including service users was established...
- Tackling **Social Isolation (55+)** – we engaged, delivered awareness training and developed a **referral system** for SCAS call handlers & clinicians re supporting **frequent callers**
  
- ✓ **Providing Advocacy Services**
- ✓ **Connecting older people to Befriending and Come Here and Talk (CHAT)**
- ✓ **Helping them to identify and join social clubs and fun activities...**
- ✓ **Enabling them to access a wide range of welfare benefits**







## Close Encounters Project Outcomes Thus Far...

- ✓ **Addressing Social Isolation** - 714 people were referred for help in Gosport and Portsmouth in the first 18 months
- ✓ Over **£1 million** of life empowering **welfare benefits** were secured
- ✓ **516 goals** were **achieved** with a further 200 in progress



## Some of the People Close Encounters has helped...



Portsmouth  
**ageUK**  
Working in Hampshire



## What do some of the people Close Encounters has helped say...



I could not have filled in all of those forms by myself and I was not even aware of what I was entitled to.

It's absolutely amazing. I've made four new friends, its great!

I am extremely grateful for all the help I have received, it has made such a massive difference to my life



## GVA's Surgery Signposting – Nov 15 – Nov 20

- Set-up in partnership with the local CCG in 2015, supported by HCC & Gosport BC

**800**  
People helped

**2750**  
SSP Volunteer  
hours

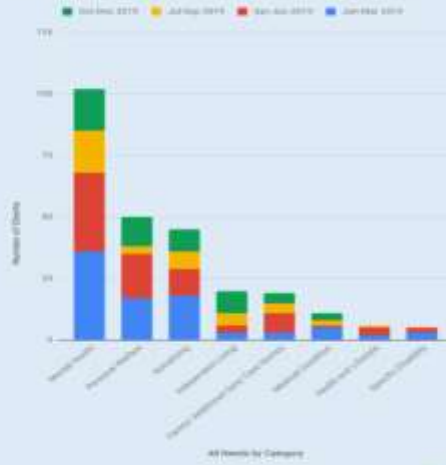


- From April 2018 additional SSP Enquiries & Referrals supported via GVA's SSP Office – **243**



## Surgery Signposting:

Breakdown of Client Needs by Overall Category



## What Does One of SSP's Regular Referrers Say...

*"As a clinician it is hard to know exactly what is available locally, or we don't have the time to properly discuss these in an appointment. The Signposters offer their expertise in this and their valuable time, which is a great way of supporting people to help themselves and really get them to connect with the local community and local services which can sometimes be hard. I really don't know what we would do without this service now."*

Adrian Federico, Clinical Practice Pharmacist (The Willow Group)



## Surgery Signposting: from an SSP Volunteer and Service User's Perspective...





Good morning all

My name is Lisa Powell and I'm currently GVA's Project Manager for the C-19 Community Response. I'm sure the whole team would agree that this project has been extremely challenging at times working on this project, but it's also been heart-warming and a real privilege to be part of the response and experience the strong community spirit that makes Gosport a caring and vibrant place to live.





Again, this was yet another partnership and together with GBC we launched the community response project on 22 March, which was 1 day before national lockdown.

The helpline was opened, and a flyer sent to every Gosport household, detailing how to access the support. We updated our website with local information and a request for help as well as an opportunity for residents to offer to help themselves.

We were completely blown away by the response to this and had almost 500 generous offers of help!

Alongside the volunteers, everyone at GVA pulled together and did whatever was needed for the response project and we also adapted our existing services, so that we could continue to provide some support to those in need throughout lockdown.

We also launched fundraising efforts and further down the track we were extremely grateful to secure National Lottery Funding.

Our offer to residents was to match them with a police checked and trained volunteer, to undertake shopping or prescription collections or to have a weekly friendly phone call.

Shielding Gosport resident Michelle, was paired with C-19 Volunteer Danielle

"Danielle has been fantastic; she has given guidance through the whole process and has made me feel at ease when I felt nervous or anxious about using the service. It was really good to have a young volunteer, who I could relate to and Danielle asked how I was doing mentally and not just about shopping, and that goes a long way."

### Ongoing relationships

- Volunteers police checked, trained and briefed
- Matched with Gosport residents in need
- Enabling ongoing relationship between volunteers and residents
- Allowing residents to keep their independence as much as possible
- Linking with partner organisations and GVA projects

"To know there's someone out there who really cares about people like myself and are willing to do a service. If you know there is someone who you can get in touch with, that makes all the difference."  
Michelle

In early April we took on our first tranche of wonderful volunteers – one of which was our very own Mayor of Gosport, Councillor Zoe Huggins - and matched them with local residents who had requested help. Our plan was for a volunteer to support the same resident, for as long as necessary, so that an ongoing relationship was developed and the resident didn't have to go through their likes/dislikes/dietary requirements continually and it was then a much smoother process. After completing a shop, the volunteers would then arrange to phone the resident to plan the next task. This then allowed residents to keep their

independence as much as possible, and have their chosen shopping delivered to them when needed, and before crisis point.

We've also heard from so many residents how having the ongoing relationship helped with their mental health and wellbeing, and similarly the volunteers themselves have often found this too.

Danielle and Michaela are one example of this, as shown on the slide –Michaela was a local shielding resident and said to us ...It was really good to have a young volunteer, who she could relate to and that Danielle would ask about how she was going mentally and not just about shopping and that really helped.

The other picture on the slide is Pauline, who featured on the BBC South story about GVA's community support. Pauline is a 72 year old, double amputee with several underlying health concerns and she said for her, it was knowing that there was someone out there who cared, that made all the difference.



In the past 7 months, this is what's been achieved. Please note these figures relates to the current financial year, however, we thought it was important to include at this AGM. We've helped more 570 households and completed more than 10,000 tasks, which I'm sure you'll agree is just staggering!

One of the loveliest parts of the project, was the outpouring of gratitude from Gosport residents who were helped and we'd often share the letters and cards on our communication channel.

One quote shown comes from a card sent in to thank our staff member Beth and it said "Sometimes

in life when things go wrong, a ray of sunshine peeps through the clouds, and your phone call yesterday did just that, so thank you.”

**Current situation**

- Helping 70 households with shopping/prescriptions
- Telephone befriending for 40 residents
- Supporting to find long term solutions where possible
- Helping those in greatest need
- Building capacity, recruiting volunteers
- Video chat befriending

Of the residents who didn't feel able to return to the shops,  
**71%** said this was due to anxiety.

Offering Volunteer Shopping Buddies

We are currently still supporting 70 households and are working with them now to try and help find longer term solutions where we can, such as online help, shopping buddies to ease anxiety and phone ordering.

We're also about to launch a video chat befriending service, so if anyone is interesting in find out about this, please let me know.

We're continuing to recruit volunteers and build capacity so that we'll be ready if demand increases, which it hasn't with the second peak so far, but this could quickly change and we feel we'll be ready to

help again.





Finally, I would like to give our sincere and heartfelt thanks to Gosport Borough Council – it's a real pleasure working alongside your wonderful staff – all of the generous people and organisations who donated, to the National Lottery and to all GVA staff, trustees and volunteers, with particular mention to Mandy Bright, who managed the project so successfully from the beginning and to Suzanne Pepper, our trustee who has been an integral part of the triage and project team throughout.

But most of all to each and every one of our C-19 Volunteers, who are all incredible - this would not

have been possible without you!



Good afternoon, I'm Mandy Bright, the Community Engagement Manager at Gosport Voluntary Action.

At the start of 2020, the Community Engagement Team set about planning our events and activities for the year ahead. We hoped to offer more training opportunities, visit more groups in situ to understand their specific needs and offer guidance and support. Then in March, everything was turned upside down.

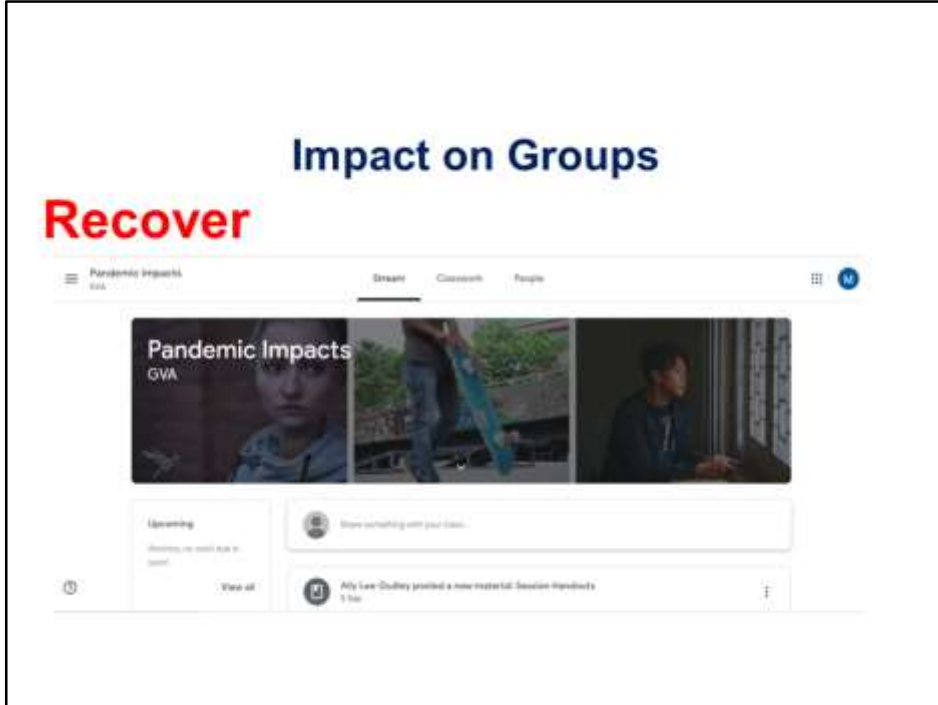
As Ian has already said, GVA staff were re-deployed to deliver the Covid Community Response project, and the Engagement Team were very much part of that. However, having successfully supported local residents in need, we were conscious that local charities and community groups had also been affected, and therefore turned our focus to engaging with groups to identify the impact C-19 had had on them and to assess their needs.



Ian has already used the methodology of ‘**Respond, Recover and Renew**’ in relation to GVA’s work, and this is also a useful way to describe the stages that local groups have been, and will be moving through as the crisis continues.

**RESPOND** - In Gosport, as we have come to expect from our amazing community, the response to assisting people in need was swift, and involved many people that had never volunteered before. There was a feeling of wanting to ‘do something positive’ and as a result, some new informal groups were set up, largely using social media as platforms for offering support. Neighbours pulled together to offer assistance to those who were shielding, another form of informal volunteering. Other groups who were unable to continue their normal business such as Gosport Borough Football Club, adapted to offer their support, subsequently becoming part of the Gosport Food Partnership.

However, many others community groups were completely unprepared and unable to continue in light of the restrictions imposed. In Gosport many of the huge range of support and social groups who offer friendship, activities and opportunities, stopped operating overnight. **Research from the Small Charities Commission found that 80% of groups surveyed had to alter or stop delivering services.**



**RECOVER** – In order to gain more detailed knowledge of the impact on local groups, the Engagement Team planned to hold a series of focus groups and undertake one-to-one discussions with groups regarding their current circumstances. Focus Groups also had an element of training, in two thematic areas – assisting Community Buildings to become Covid Secure, and assisting groups working with young people to understand the impact of the pandemic on mental health.

During the guided conversations, questions covered key topics including Governance, Volunteering, Funding, Equipment & Premises and Health & Well-being. In total we have reached **35 representatives** from a variety of organisations who support children and young people, older people, individuals with support needs, and groups concerned with heritage arts and culture amongst others.



**RECOVER** – In line with national findings, financial concerns were highlighted as several organisations that have been unable to fundraise in the usual way. We hope to be able to work with groups to identify alternative ways of fundraising, and have already formed a partnership with Basingstoke Voluntary Action who through their Funding Finder, are able to provide a list of the most appropriate grants for groups based on their bespoke requirements.

The use of digital technology has been widely used by groups to adapt the way they deliver services, but not every group has the IT knowledge, confidence and equipment to operate in this way. GVA is scoping the provision of a ‘Zoom Room’ to enable committees to hold virtual meetings and AGM’s , and to keep in touch with their service users.

## Impact on Groups

**Recover**

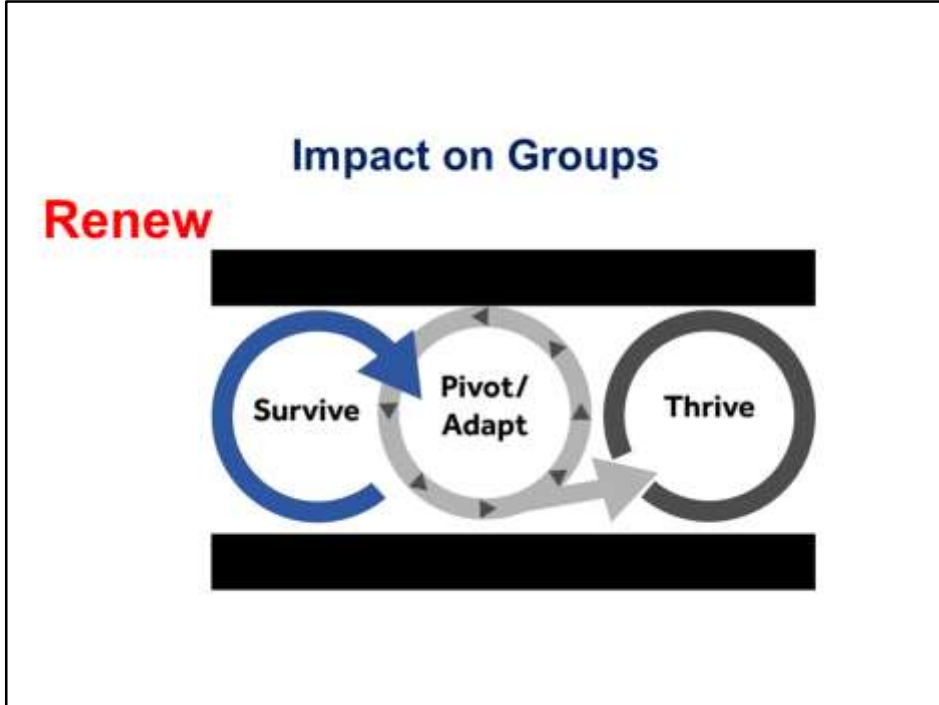


*"The effects (on well-being) have been very noticeable, there has been an increase in depression and mental strain. Some people have noticed they are forgetting words and finding speech more difficult, possibly due to a lack of activity and social interaction. Members have become hard to motivate"*

**RECOVER** - Adopting a one-to-one approach to engagement with groups has enabled us to discover the practical issues and the emotional effects that the pandemic has had on groups, their volunteers and members.

A local group predominantly run by and for people with chronic pain, was asked to clean down their hired venue after use. This was not physically possible and therefore the group has not yet been able to meet.

The Engagement Team have been able to offer of advice and support on a range of subjects to 'jump-start' community groups we have also signposted to other organisations that can assist. We have shared vital information regarding grant opportunities, useful information on Government Regulations and their interpretation for group activities, and much much more.



**RENEW** - the commitment to find a way through these challenging times was evident in all of the groups we have spoken to. For some it will be more difficult than others, and sadly there are likely to be some that will not be able to continue.

In the coming months the Community Engagement Team will continue to work with local groups helping them find a way to move forward. With our local knowledge, strong partnerships and above all a desire to support our local community groups that make such a difference to people's lives, we will do our very best to enable groups to survive, adapt and thrive.





## GVA's AGM - 20 October 2020



- **AGM Webinar Closes**
- **NB** Today's AGM Webinar & PowerPoint will be made available via **Gosport Voluntary Action's website w/c Monday 26 October 2020** – please let your colleagues know...



## Thank you and Goodbye

