



At the Heart of Our Community

Impact Report

2019/2020



Welcome to our 2019/2020 annual review of the impact GVA has made to the local community. A year ago none of us would imagine we would be in the midst of a global pandemic, and like many other charities and good causes, our year was split into the pre-coronavirus period and the phase of react and mobilise to the pandemic.

Pre-coronavirus, GVA focussed on delivering its **partnership with Age UK Portsmouth** to provide befriending and advocacy services to those who most needed support, continuing to grow the **Community Lottery** and raise additional funds for local good causes, providing much-needed support to residents through our **Dustbusters, DIY** and **Gardening** teams, and acting as the **brokerage hub for volunteers** in the Borough for our member groups.

As Covid-19 took hold in March, we switched these skills and services to work in **partnership with the Borough Council** to provide essential shopping, prescription delivery and befriending support to vulnerable residents, whilst having to switch our operation almost overnight into home-based working! The executive team and I are immensely proud of the tremendous response from staff, members, volunteers, residents who offered help and/or donations, local groups and businesses, and the Council. I would like to take the opportunity to thank everyone who supported us and enabled us to make this happen.

This report showcases what we do, and as we look forward our aims are to help the local groups re-establish and to review, recover and renew our services. The Covid-19 response has emphasised the benefit of local support and the value of partnership working, which we hope to build on in the future. I hope you enjoy reading about our work and that it inspires you to continue to work with us and support us in the future.



Ian Reeves, Chair of GVA



Key Achievements from Apr 19 to Mar 20:

- **2,388** older/vulnerable people supported by our projects
- **235** local groups directly supported
- **461** volunteer referrals made to local groups
- **1,800** Walking For Health attendances
- **196** volunteers supported us through the year
- **14,718** volunteer hours, valued at **£169,993**

Chief Officer's Report – Consolidation and Collaboration!



I believe that one of GVA's successes this year has been its ability to build strong partnerships with, amongst others, **Age UK Portsmouth** through our joint **Close Encounters** project, **Gosport Borough Council** awarding **Community Infrastructure Levy Neighbourhood Grants** for the first time and at the end of the year, the excellent collaboration in running the **C-19 Emergency Response Hub** with GBC.

We have also been able to consolidate our Executive Committee, building a team of members who bring many different talents and types of experience to the table. In challenging times, this expertise has proved invaluable and together with our Councillor Representatives and our Member Group Trustees, we have been fortunate indeed to have such strong and considered leadership.

Loud & Proud, Gosport's youth volunteering project, decided to join forces again with GVA in April and to become a project under its umbrella, rather than a separate community group. Its steering group is represented by John Jeffs on GVA's Executive Committee. This new co-operation enabled GVA to apply for several grants to continue L&P's work.

In April 2019, two Primary Care Networks were formed in Gosport and GVA was included as the Voluntary Sector representative in their "Engine Room" meetings during their transformation period. Despite every effort to demonstrate our **Surgery Signposting** (SSP) project's effectiveness in preventing frequent attenders from taking up GP time, the PC Networks decided against continuing funding to a volunteer delivery model. As a result, GBC generously funded SSP on an interim basis until more grant aid could be found. GVA continued to collaborate with **Community First Wessex** to run the **Hampshire Social Prescribing Network** for newly appointed Link Workers and their managers. Our **Voluntary Sector Health Forums** also continue to be well attended by groups who support residents' health and well-being and provide an opportunity for local CCG community engagement.

A further useful collaboration with HCC this year resulted in some of our member groups receiving a free session of legal advice from their **Legal Services Department** relating to Governance, Asset Transfer and other issues.

Age Concern Gosport is another partner, highly valued by GVA for their ability to help many of our older clients access financial support as a result of their expert form filling!

Gosport Discovery Centre also entered into partnership with GVA by running our **Taking Part** course for volunteers with support needs, who were wanting to develop stronger team working skills. This was well attended and reviewed.

The **University of Portsmouth** has also become one of our trusted friends, not only because of their evaluation involvement in the Close Encounters project but also because they have offered to undertake some of our smaller members' accounting independent examinations for free. This has already been of great help to one of our members: the Gosport Globe.

We were thrilled that GVA was nominated not once but twice for the **Queen's Award for Voluntary Service**, but disappointed to learn in February that we had not been successful, although we received an accolade from the Deputy Lord Lieutenant for Hampshire, who assessed GVA in November.

Our staff and volunteers make it possible for GVA to become a respected and trusted partner in the collaborations I have mentioned above. By working with these partners, we have aimed to strengthen GVA so that it is able to meet challenging times ahead with decreasing funding available, an increase in older residents requiring support for more complex needs and small voluntary groups who are ever in need of support and funding.

Little did we know at the beginning of March 2020, how essential these partnerships would become and how brilliantly our entire GVA team would rise to the occasion to run **C-19 Emergency Hub** with GBC. However, more about that next year...



Nicky Staveley, Chief Officer



At the Heart of
Our Community

Go Volunteer

Our volunteer brokerage service, Go Volunteer, supports individuals in finding suitable volunteering roles and helps local organisations with volunteer recruitment and best practice development.

It's been an extremely busy year for the Go Volunteer team, and we've seen a substantial increase in the number of enquiries, referrals and placements compared to last year. This is, in part, due to the generous offers of volunteering when the C-19 situation began in mid-March, however, with more people self-serving via our recently enhanced web search functions, we've been able to generate greater interest and more efficiently support people to take up roles where needed in the community.

615 enquiries

138 interviews

461 referrals

162 placements

21% said they had a support need

23% were looking for work

Volunteers' Week was an outstanding success again with the **Awards Ceremony** taking place at St Vincent College's Jervis Gallery on 5 June 2019. As the World War Two heroes of the D-Day Landing were remembered and given thanks for their sacrifices 75 years earlier, Gosport's present day heroes were recognised and celebrated for the time, care and dedication they

give to improve the lives of others and help the Gosport community. More than 120 people attended with 83 volunteers from 19 Gosport organisations receiving awards.

Further successes for the year include our monthly sessions at the **Jobcentre Plus**, seeing several job seekers taking up roles in the community, our rebranding and updated newsletters and an increase in our marketing, thanks to the support from our own wonderful volunteers.



In May 2019, Bethany was signposted to us via **The Wheatsheaf Trust**, looking for an administration or reception role, to build confidence and skills to help with finding paid work. Bethany was placed as a GVA Reception Volunteer, and months later was successful in her application for a paid role! Bethany said: "Volunteering in reception has been a great opportunity for me to improve my confidence, interpersonal skills and also learn new skills from others around me. I believe that if I hadn't have undertaken my volunteering role, I wouldn't have had the skills or confidence to apply for the job. I have thoroughly enjoyed volunteering and it has taught me so much."

"I went along (to the awards ceremony), not knowing what to expect, and was impressed with the thoughtfulness, detail, and efficient organisation that had gone into the heart-warming evening. I volunteer because I enjoy it, and was not expecting thanks, but I felt very appreciated."



Supported Volunteering

Our **Preparation for Volunteering** course is for people who wish to gain confidence and hopefully go on to volunteer, while our **Taking Part** course provides an opportunity to put



the theory into practice. These supportive multi-week courses are open to everyone aged 18+, with priority given to those with mental health conditions. **13 learners** completed this year's courses, mentored by

Preparation for Volunteering graduate Becky Stephens.



Gosport residents aged 25+ are invited to channel their inner superhero and join VoluntHeroes, tackling various volunteer projects in Gosport. Members of the group meet for two

Wates
GIVING

hours weekly to learn new skills, meet new people and develop their confidence. Some members have shared this is their only time of meeting other people and look forward to the group sessions. Another group member refers to the meetings as his 'work', demonstrating the value he places on VoluntHeroes.



The group have undertaken litter picks in the Town Centre and Bury Road area, as well as gardening for Gosport Gallery and Thorngate Halls. VoluntHeroes also worked with Loud & Proud to do team building and the old railway history walk. Other memorable activities include values and goal setting, a meeting with the Gosport Globe, participating in the Mayor's fundraising Dance-athon, contributing to the Holocaust Memorial

Day patchwork flame, cake decorating, glass painting and being the cover stars of GVA's newsletter!

One of the group members delivered a session to his peers on his interest in butterflies. He said he was very nervous and was not sure the group would enjoy his talk or that he could hold their attention for the allotted time of 15 minutes. His concerns proved to be unfounded with the group reporting back that they found the talk interesting and were engaged throughout. The group member said that he had enjoyed delivering the session once he started talking and his nerves very quickly subsided. This was a big step for a quiet person and he excelled.

Sadly, Sue Greene retired in March after 10 years with GVA and is greatly missed. However, we were glad to welcome Sharon Dalrymple-Bray in the role of Supported Volunteer Coordinator, her main focus being VoluntHeroes with the help of two volunteer support workers.



At the Heart of
Our Community

Community Engagement

Our team provides support, advice, information and practical help for groups in Gosport, to help them get started or move forward with new ideas and projects. We can help with setting up groups, best practice advice, funding information, volunteer recruitment and networking and training opportunities. We also represent the voluntary sector at strategic level in many different settings, making sure that community and voluntary groups have a voice at this level.

This has been a busy year, full of challenges and opportunities. We are always excited to hear from local people with ideas for new groups to address a particular need in the area and this year has been more diverse than ever. We have supported a broad range of groups across the spectrum of activities, from health & well-being to heritage, some of which have been dealing with very difficult situations including governance and financial problems.



We were also pleased to announce the launch of **GVA's Venue Finder**. This online tool will enable local community groups and residents to find suitable spaces to hire for meetings and events. The Venue Finder can be found at: www.gva.org.uk/venues

The team has always been proud of our partnership working and this year we were pleased to assist Gosport and Fareham Multi-Academy Trust (GFMAT) to run their very first '**Gosport Action Hour**'.

As part of the Community Curriculum, students from Year 7 (aged 11-12) had the opportunity to take a more active and engaged role in their community. On a blustery January day, 60 Bay House Students joined GVA staff, Friends of Stokes Bay, Friends of Stanley Park and The Gosport Wombles for a litter pick. Following a successful pilot, more community activities are planned for the future, hopefully in warmer weather!

Susan Davey had suffered with chronic pain for 20 years, and is one of 1.5 Million people in the UK living with Fibromyalgia. Having learned how to manage her condition, and aware of a lack of support locally, she decided to set up a support group to reach out to others in Gosport.

Susan met with the Community Engagement Team who advised on a range of issues including group structure and governance, volunteer recruitment and funding and as a result set up '**Fibro-Friends**.' Susan also presented at the Voluntary Health Sector Forum, promoting awareness of her



group and also used local media including Radio Solent and The Portsmouth News. Fibro-Friends quickly gained 250 members and has subsequently grown to offer support across Fareham and Portsmouth too.



"Thank you for all of the useful information and support, it is invaluable and much appreciated. GVA is a charity with lots of good people."

Our Services 2019/20

235



Local groups
directly
supported

140



Attendances
at statutory
meetings

7



Local
networking
events held



18 training & development events held, 357 learners attended



44 grant applications supported, totalling £545,958

The Community Engagement Team recognises the benefits of networking, and always aims to provide a range of events where the voluntary and statutory sector can come together. Our events have included the **Children, Young People and Families Forum (CYPF)**, **Voluntary Sector Health Forum**, **Community Buildings Forum** and our largest event, the annual **Community Voice Forum**. 2019's event celebrated 15 years of the Forum, with the theme 'The Power of Partnerships', and received very positive feedback. In particular, training on how to influence the media was rated outstanding, with a score of 96% from attendees.



"The information at each of these events is always very well chosen, and relevant to those attending, and is always beneficial."

"Well co-ordinated with a good range of speakers to cover the main issues for children and families."

"GVA has given us invaluable advice and support (with grant applications), and any success we have will be down to their input."



At the Heart of
Our Community

Loud & Proud

Group volunteering for young people aged 16 to 25 years



It has been another very successful year for Loud & Proud, who have further enhanced their reputation and standing in the community and become the 'go to' group to enlist in ensuring the smooth running of your organisation's event or activity, thanks to the continued hard work of the Project Leader Nicola Ure and the superb young volunteers.

Loud & Proud have engaged with people across the generations, ranging from helping out at all 8 **Gosport Summer Passport Scheme** venues for secondary schoolchildren, to organising **tea parties** for older residents (with Tamar House Residential Home and at Alverstoke Parish Centre), as well as supporting GVA's sponsored **Silver Sunday Walk** to combat loneliness. Other volunteering activities include assisting the **Gosport Employment and Skills Fair**, Marvels & Meltdowns, GADSAD, VolunHeroes, Gosport Rotary Club, Gosport Marine Festival, Alverstoke Michaelmas Fayre and the Gosport Half Marathon with their events, in addition to gaining horticultural skills by cultivating their own **allotment**.



21

young
volunteers

1,581

volunteer
hours given

108

events
completed

"You certainly lived up to your name; you did Gosport residents proud. We were really spoiled at the Tea Party, and so impressed with your kindness, care, dedication and willingness to give up your valuable time for your community. Long may you continue your good work."

Walking For Health

Gosport Walking for Health really went from strength to strength throughout 2019/20. Thanks to some very committed volunteers, and the recruitment of some additional Walk Leaders, we managed to double the number of walker attendances, walk leaders, and the number of walks (almost). Many friendships were formed, and many walkers became regulars who enjoyed the socialising as much as the walking. Walkers on the Lee-on-the-Solent walk even went out for a Christmas lunch with 20+ people attending. Walkers told us that they felt fitter; some required less treatment/physio, and others told us they felt less stressed and happier.



1,800 attendances

184 walks

870 volunteer hours

Lesley has been Walking for Health since September. Having been given the leaflet by Physiotherapy, Lesley was interested in attending to get more exercise. Lesley has found the walk very pleasant and the walk leaders very friendly and welcoming. Since attending the walks, Lesley has found that she no longer needs to attend physio and that she is walking more on a daily basis.

David has also been participating since September, once a week to promote and improve his physical and mental well-being. David has met a 'magnificent' group of people, including the 'caring, considerate and friendly' Walk Leaders, and reported an improvement in his lower back muscles, as well as a reduction of stress and anxiety.

GVA took on Gosport Walking for Health in April 2019. After an extended handover period from Community First, we began to make the project our own with a recruitment drive for Walk Leaders and wider promotion of the scheme, resulting in an increase of regular walkers. We also established a route with **Gosport Leisure Centre** (launched by the Mayor of Gosport), secured funding from **Radian** and **Chapman Charitable Trust**, worked with **Gosport Borough Cricket Club** and their Community café, organised three Walk Leader training sessions, contributed to a pilot with **Energise Me** to encourage women to get active and walking, and recruited fantastic Volunteer Walk Leaders. One of these volunteers has also assisted with the development of **Walking Past**, an upcoming heritage programme, and a **Silver Sunday** walk.



At the Heart of
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Advocacy Service

Advocacy offers support, information and signposting to the over 55s in our community. The ability to go out into the community to home visit and support at appointments is one of our chief assets. A trust is built, allowing a greater understanding of the clients' needs and wants, enabling access to health and care needs including benefits, housing, home management and support to reduce isolation for example.

There has been an increase in complex cases this year, resulting in slightly fewer people supported, however, there is a considerable increase in volunteering hours.

Advocacy would not exist without Lottery funding and the small but committed team of volunteers building good working relationships with other services.

The benefits of improving well-being, enabling empowerment to achieve what one wants, free of many worries speaks for itself, while alleviating pressure on services across the board.

The start of the Covid 19 pandemic in March 2020 will present challenges and new ways of working will have to be found. Advocacy are still able to support during this time.



"I feel like my old self again; I love my new life."

WT is a 68-year-old lady with mild learning difficulties, in particular, lack of numeracy skills, therefore no understanding of money. With help from Advocacy, WT has been on holiday to The Channel Islands by herself. It had always been a dream of WT's to return to the Island where she spent a few years as a child.

Advocacy supported WT in obtaining her passport, choosing and arranging the holiday (i.e. times, dates, flights & hotel). WT arranged transport to and from the airport independently.

WT had a wonderful time, made a few new friends, and enjoyed exploring the local area, including getting lost! However, managed to resolve her situation. She is looking forward to her next trip.

"You are the only ones that listen. I feel more in control now; I'll do what I want from now (not what the children say)."

"(The Volunteer Advocate) always knows what to do, a wonderful lady and we can laugh about things."

Our Services

2019/20

An example case:

The Referral

An individual receives notice of a benefits assessment and approaches Advocacy for support. After a home visit, a suitable volunteer is assigned to the case and introduced to the client.



The Process

The Volunteer Advocate initially assists the client with form-filling and gathering evidence, and then attends the assessment to offer the client support, helping to arrange transport to the appointment if required.

If care needs are identified, the Advocate makes a referral to Adult Health and Care.

Once the basics are in place and finances in order, with the Advocate helping with banking as needed, the client is able to access other support if required, i.e. gardening, housework, etc. The Advocate approaches these services on the client's behalf if required.



The Result

The client is able to feel more confident returning to social activities (supported with introductions, etc. if needed), along with renewed interest in hobbies and a greater sense of autonomy.

137

people given info or signposted

68

supported

100%

success rate with benefits applications, appeals and tribunals

1,026

volunteer hours were given



At the Heart of
Our Community

Befriending Service

GVA's Befriending Service, now part of the **Close Encounters** project, delivered in partnership with Age UK Portsmouth, has been running well this year. The service helps isolated Gosport residents aged 55+, by providing friendly conversation and companionship on a regular basis, with a Volunteer Befriender, either face-to-face, via the telephone, or at a volunteer-hosted CHAT Group. There is still a great demand for befriending in Gosport, and therefore a continuous need for new volunteers. Our aim at present is to provide telephone befriending for clients who are currently on the waiting list for a home visitor, to ensure that they are not in total isolation whilst waiting for a volunteer visitor to be available. We continue to advertise the volunteer role through our website and are currently looking at alternative ways to recruit volunteers, as well as potential funding opportunities to cover advertising costs.

Befriending is now dealing with the current Covid crisis; all home visits have been substituted with weekly phone calls and all clients on the waiting list for home visits have been offered a telephone befriender to ensure that no one is totally isolated, due to friends and family being unable to visit at this time.

*My name is **Aileen** and I am 66 years old. I originally commenced nurse training and joined the army nursing. When my children were old enough, I retrained as a secretary, which is what I did until I retired 3 years ago from the civil service. To begin with it was great, but after a year I was getting fed up and really missed the company of my colleagues. I was unsure what to do as I didn't want to vegetate. I love walking, reading and am an avid sci-fi watcher. As you may have noticed, all these things tend to be solitary activities. I wanted to do something more meaningful.*

My late mum who lived in Scotland is always in my thoughts; she was very poorly, housebound and very lonely, and looked forward to her cleaner coming in, who by the way talked more than cleaned! So, I thought if there was something I could do to cheer up a lonely person, it would be great. My daughter told me about the befriending service and I signed up for it and got paired up with a lovely lady.



"1-2 hours out of my week is nothing, but it's her whole week. The smile on my lady's face when she opens the door is priceless."

"I'm amazed at the difference your services are having (at Melrose Gardens). Such a blessing"

Our Services

2019/20

A CHAT Group Story

Mrs M moved to Gosport from Winchester to be near her granddaughter, who works full time. Her granddaughter was concerned that her grandmother knew nothing of the area and had no friends locally, so she referred Mrs M to the Befriending Service. Mrs M said she felt worried to go out alone as she may get lost, so we suggested joining a CHAT Group, which she was keen to do.

A new group was started on 8 July and Mrs M was one of the guests – a perfect opportunity to meet new people. As it was an entirely new group, Mrs M could feel fully included, which may have been more difficult at an established group, where friendships may have previously been formed.

We contacted Mrs M the day after the meeting and she was very pleased with how the it had gone, saying she had learned something of the history of Gosport, which she enjoyed. She said she may ask at the next meeting if anyone would like to exchange phone numbers and ring each other. She is feeling part of the community and is looking forward to the next meeting.



220

people were
helped by our
service

74

volunteers supported
our service

8,795

Volunteer hours
were given



At the Heart of
Our Community

Dustbusters

This has been a record-breaking year for Dustbusters, our not-for-profit domestic cleaning service for older/vulnerable residents of Gosport. Our focus has been on recruitment and expanding the client base, with a target set for 250 customers. This was exceeded in January, when we reached a total of **257 clients**, with a full workforce of 43 Dustbusters. This is a big achievement for Dustbusters, taking into account the challenges presented by the age, vulnerability and changing circumstances of the client base.

Due to this focus on recruitment and promotion of the service, we have continued to observe a steady increase in the amount of new clients year after year. This year, Dustbusters has taken on 114 new customers, which is an increase of 29 new clients compared to last year. Dustbusters has continued to welcome referrals from a growing range of agencies in the community, such as Mental Health Teams, Extended Primary Care Team, Red Cross, Hants Health & Social Care Team, Adult Services, and wardens of sheltered accommodations, and we continue to liaise with other GVA projects such as Advocacy, Befriending and our gardening and home maintenance service. Each year, Dustbusters is also seeing an increased amount of self-referrals that have come from word of mouth, which is testament to the service's positive reputation throughout the community.



Annette has been with Anita for 5 years and a wonderful friendship has blossomed in that time. When we asked Anita what she enjoyed about being a Dustbuster, she said: "The complete job satisfaction and friendship from helping people. Feeling appreciated and seeing the difference we make to people's everyday life. Being self-employed was a bit scary at first, but it's not as complicated as some might think. I'm glad I didn't let that put me off."

When we asked **Anita** what difference it made to her having weekly visits from Annette, she responded with: "It would be very difficult to remain living independently if I didn't have the weekly visits from Annette".

Our Services

2019/20

A Customer's Story

Dustbusters have a particular service user that needed a rapidly increasing amount of support. Her family are all out of the country and she lives alone with weekly visits from a Dustbuster.

Her Dustbuster had raised that she seemed rather disorganised and forgetful, and she had been calling the office more regularly than normal. All staff in contact with her noticed a fast progression in her memory declining, with an increasing state of confusion. She had multiple falls in a short space of time. Dustbusters reported these concerns to her daughter, who agreed a safeguarding record of concerns should be logged, which was completed. Christmas was fast approaching and concerns of her loneliness in this period were growing, Dustbusters liaised with her daughter, who arranged some respite care over the Christmas period.

The service went the extra mile to ring her daily, to remind her of the medical appointments she had before going into respite. Private taxis were arranged at first, but we soon registered her for GVA's community transport service, Driving Force. A volunteer driver was arranged to take her to respite and collect her two weeks later. On the morning she was due to go to respite, we organised a Dustbuster to go in for an extra hour to support her with her bags, and empty her bins and fridge. This extra support eliminated the risk of loneliness, self-neglect and frequent falls over the Christmas period, when her support in the home would be less available.

304

people were supported

43

workers supported the service

21,037

hours of cleaning was provided

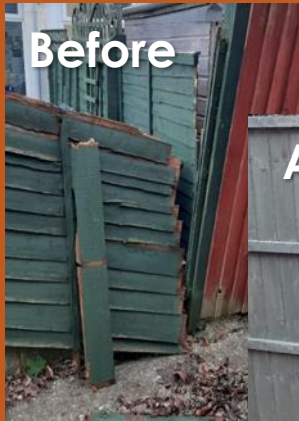


At the Heart of
Our Community

DART & Gardens

Gosport DART (Decorating and Repair Taskforce) & Gardens is our not-for-profit DIY and gardening service for residents of Gosport, who are over 60 and are unable to do their own gardening and DIY. DART & Gardens have had their busiest ever year, completing 4,586 hours of work, for just over 220 Gosport Residents, helping maintain their homes & gardens.

Our handy worker team have repaired & replaced a record number of fences this year, following storms.



Before



After

Mrs B is in her 80s, lives alone and is registered blind. Following strong winds this Autumn, Mrs B's fence blew down leaving the back of her home exposed to an alley. Mrs B visited our offices asking for help as she is unable to view a business telephone directory and wasn't sure where to turn.

Mrs B was extremely worried that someone would be able to get in through the back and asked us to help. John worked quickly to put Mrs B at ease, by ordering, erecting and painting her new fence to secure her property.



Before



After



Before



After

"Thank you for making such a difference to my Dad's life. He sounds so pleased with his gardener and the garden; he needs distractions and interests and something to cheer him up. The garden is looking amazing - the gardener must have worked so hard."

"This is just a quick note to thank you very much for the recent service you provided for my (Mental Health Social Care) client. John the painter has done a brilliant job and the room is almost unrecognisable. He was also very good with my client who has special needs. Congratulations on providing such a wonderful service to the most vulnerable in our community; I will certainly recommend you all to others."

A Gardener's Perspective



Reassurance: For our clients – that they will not have to leave their home because they are unable to maintain the garden anymore. For our clients' families – that their loved one is being visited regularly.

Empowerment: Having a manageable garden empowers our clients to do more in it, which in turn improves their health and mental well-being. It also gives them back control. Some clients love gardening, but are too scared to do it on their own, in case of a fall. When I'm there, they're happy to come out and join me.

Duty of Care: As gardeners, we have a duty of care and by visiting regularly can identify any deterioration in our clients' situation, which we can then report to the office. There have been situations where gardeners go above and beyond the call of duty as things have had to be done there and then. Simple things such as finding the client's glasses, changing light bulbs or retrieving things out of reach, to other situations where we have to act immediately to things which are beyond our remit, but there is no one else around to do it.

Our gardeners, over the last year, have worked hard to create this attractive space. Mrs S grows a variety of fruit, which she donates to a local church group, and can now relax in the shade and enjoy her beautiful garden.



Before



After

Our Services 2019/20

220

people were
helped by our
service

18

workers supported
our service

4,586

hours of DART &
Gardens work was
provided



At the Heart of
Our Community

Surgery Signposting

GVA's Surgery Signposting service (SSP) has operated from GP surgeries in Gosport for 5 years - helping local people, many struggling with anxiety, bereavement, and/or social isolation issues, to access health or community groups and voluntary organisations that help them to lead a healthier, happier and more connected life. People are referred by GPs, nurses, pharmacists, local community organisations and they also self-refer. They are offered a 40-minute confidential listening session with a trained/experienced Surgery Signposter volunteer, who puts them in touch with voluntary and community services in the area that meet their individual needs. The innovative project works alongside Health Connectors and a range of local clinicians & Care Navigators.

SSP has a proven track record and has a clear impact on freeing up GPs' precious time whilst empowering local people to improve their health and well-being. From April 2019 to 12 March 2020, a total of 139 enquires were answered by the SSP Coordinator, and from that 60 people were referred to the SSP Consultation Service.

Due to Covid-19, in March 2020 the service transformed to meet the needs of service users into a telephone triage & consultation service, coordinated in partnership with Age Concern Gosport. To protect GVA's Surgery Signposter volunteers, in early March 2020 it was decided that face-to-face appointments would become an enhanced telephone consultation and/or remote complex befriending support service. This has proved particularly valuable for those in isolation/shielding and also for those presenting with anxiety and mental health related issues.



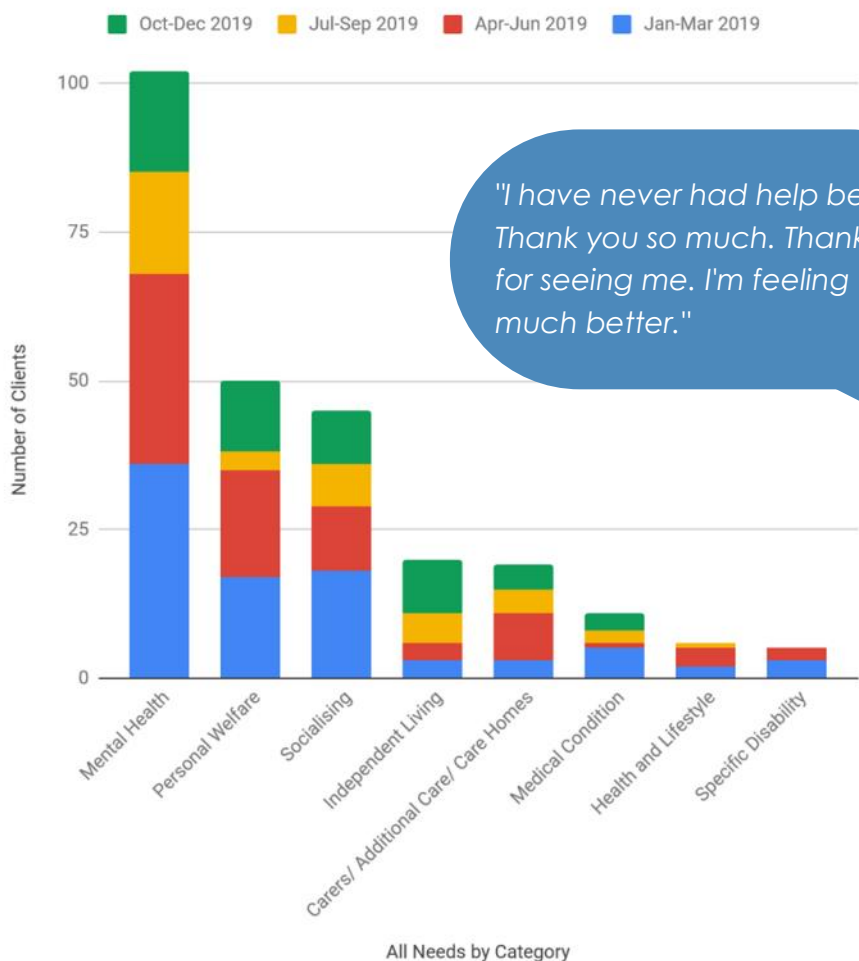
SSP Briefing at Gosport War Memorial Hospital for Occupational Therapists



International Social Prescribing Day at Gosport Discovery Centre

Our Services 2019/2020

Breakdown of Client Needs by Overall Category



"I have never had help before. Thank you so much. Thank you for seeing me. I'm feeling much better."

176

people supported

11

volunteers

682

volunteer hours

A Client's Story

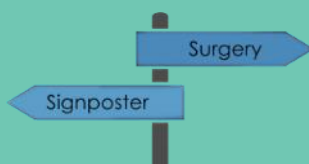
A retired lady in her 60s was referred by a nurse, having lost her husband 7 months earlier. He had COPD and died of an infection that she believed she had caused, resulting in feelings of guilt that were not substantiated.

At her SSP appointment, she was allowed time to talk and to cry. Potential activities were explored and contact details were provided. Organisations suggested included Brendoncare, Community Centres and Help in Bereavement.

When followed up, the lady had sought bereavement counselling, and joined both a flower art course and a weekly walking group as suggested. She asked to be contacted every few months.



At the Heart of
Our Community



Hampshire
County Council

NHS

Southern Health
NHS Foundation Trust

Driving Force

105

new passengers
registered for our
service

1,434

volunteer hours
were provided

507

trips were
provided by the
service

Driving Force is GVA's not-for-profit transport service for individuals who are unable to drive or take public transport. Our friendly volunteer drivers use their own cars to provide the service and are supported by our dedicated Volunteer Driving Force Co-Ordinator, Agnes Cooke.

Driving Force has had another successful year with an increase in trips (a variety of social, medical and shopping), all fulfilled by our Volunteer Drivers, and to Driving Force's credit, a lot of very happy clients. Over 500 trips were completed and 105 new clients applied and were accepted for trips.

John Newman, a Volunteer Driver for over five years, retired in 2019, saying he had really enjoyed working alongside us and for the harmonized teamwork.

Sisters Sylvia and Patricia have been Driving Force clients since 2018. Sylvia has a deteriorating eye condition and is accompanied to her appointments by Patricia. Patricia said Driving force has been a godsend: "Driving Force is a wonderful, worthwhile project for the public to use and the drivers are very helpful and respectful."

Driving Force continues to receive funds from the Gosport Community Lottery, raising a total of £335.60 since its launch.

Sadly, due to the Coronavirus outbreak, Driving Force was suspended on 17 March 2020 for the safety of all involved.





670
weekly
players

63
Good
Causes

£39,522
raised for
Good
Causes

£15,915
worth of
prizes won

The Lottery has continued to go from strength to strength this year. In July, **nine grants totalling £6,360** were awarded to local groups MHA Gosport Live at Home Scheme, Friends of Leesland Park, Gosport Wombles, Harbour Cancer Support, Partners through Pain, We CAN Read, Y Services, Gosham Rangers Football Club and Hampshire County Council's Autism Ambassador Su Seymour, for work ranging from one-to-one mentoring for young LGBT+ people, to a new over-60s cheerleading class!



In September, friends of the Lottery gathered at The Alverbank Hotel to celebrate the **one-year anniversary** of this highly successful fundraising opportunity. The Mayor of Gosport, Councillor Kathy Jones, expressed her gratitude to local businesses for generously donating special bolt-on prizes, while MP for Gosport Caroline Dinenage kindly revealed the grand total of funds raised for the Gosport community in its first year, an impressive £38,538!

In March, a further **£3,859 was awarded in grants** via the Gosport Community Fund, to Gosport Borough Cricket Club, Gosport Access Group and Disability Forum, Alverstoke Preschool and The Gosport Globe.

Our Online Presence



1,603 Page Likes
570 posts
249,980 post views



384 Followers
52 Tweets
59,918 views



33 website posts
39 new webpages



13 mass email campaigns

GVA has continued to build its online presence this year as a means of connecting with the Gosport community. Facebook is our primary social media platform, on which our combined projects have achieved an impressive reach of 249,980 post views this year.

We continually update our website, www.gva.org.uk with the latest information on our services and other local news.



Gosport Voluntary Action and Gosport Borough Council are working together to coordinate a community response to Coronavirus (COVID-19) in Gosport. The attached leaflet will be delivered to every household in Gosport in the coming days.

If you:

- are currently isolated, have no one to help and need practical support,
- or you are fit and well and would like to support others,
- or you are an organisation either offering help or require it, please complete the relevant form on our website at www.gva.org.uk/coronavirus or call our helpline on 02392 545588. On our website you will also find local information on delivery services and designated shopping times for vulnerable people.

Thank you to everyone who has already offered their time and support to those who need help.

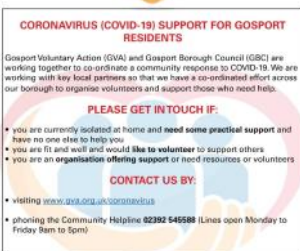
4,434
People reached

507
Engagements



10

4 comments 48 shares



Thanks & Acknowledgments

We are grateful for the continued support of Gosport Borough Council and Hampshire County Council (HCC). We have been very fortunate to receive grant funding to deliver a variety of projects, from sources including The National Lottery Community Fund, Wates Giving, HCC Local Solutions, Fareham & Gosport Clinical Commissioning Group, Bishop of Portsmouth's Lent Appeal, Radian, (National Lottery) Heritage Fund, Chapman Charitable Trust, the Partnership Foundation, Hampshire County Councillor Grants and Charities Aid Foundation (CAF).

Our sincere thanks goes to our many partners, members and supporters, including Age UK Portsmouth, Age Concern Gosport, South Central Ambulance Service, University of Portsmouth, The IBD Partnership, Gatherwell, Hampshire CVS Network, Gosport Rotary Club and the many businesses and organisations who have supported us.

Finally, GVA could not continue to support our community without the dedication and commitment of our talented and resourceful volunteers. We really appreciate all that you do.



Legal and Administrative Details

President of Gosport Voluntary Action: The Mayor of Gosport

Council of Management: Ian Reeves (Chair)

Other Elected Members: Adam Corcoran, Andrew Mair, Heather Wood, John Jeffs, Julia Golding, Chris Robson, Suzanne Pepper

Ex-Officio Representatives

Gosport Borough Council: Cllr Zoe Huggins, Cllr Lynn Hook, Cllr Keith Farr, Cllr Jamie Hutchison

Cllr Austin Hicks sadly passed away in 2019. We are very grateful for his service.

Hampshire County Council: Cllr Stephen Philpott

Company Secretary: Angela Weston

Bankers: Lloyds Bank plc, High Street, Gosport, PO12 1BX

Independent Examiners: Wood Hicks & Co, 9 –11 Mumby Road, Gosport, PO12 1BS



Impact Report

2019/2020



At the Heart of Our Community

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www.gva.org.uk



/GosportVoluntaryAction



@GVATweets

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