

# **Peterborough Council *for* Voluntary Service**

*And its Projects*

Annual Report 2009 - 2010



### Peterborough CVS Trustee Board

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Vice Chair : David Copeland, Peterborough Mediation

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Moez Nathu	PARCA
Amanda Douglas	Independent
John Cheetham	Peterborough Deaf Children's Society
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Mr Shaikh	Senior Citizens Central Ward
Sandie Burns	DIAL
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# A word from our Chair

Peterborough continues to have an active and committed voluntary sector and over the past year PCVS has continued to encourage the development of the sector within Peterborough. This year as in previous years PCVS has continued to increase its membership and continues to actively support and represent its members ensuring that the voice of the sector and those that they represent continues to be heard.

Government locally, regionally and nationally continues to highlight the importance of the third sector both as a service provider and as an important source of community involvement and engagement. However the economic climate has meant that funding cuts have impacted upon development at a time when the number of people accessing services has increased. Indeed funding across all our activities continues to be demanding and we thank our funders for their continuing support.

Despite the demands that the sector is facing PCVS continues to develop and evolve. Achievements during the year include the development of the new website, the opening of a new business school and expansion of the volunteer centre as well as the continued success of the Volunteer Awards night.

I would like to take this opportunity to thank all the staff and volunteers for their hard work, enthusiasm and commitment during a very demanding year. I would particularly like to thank John Cunningham and Sarah Fletcher who provide excellent support and advice to the both PCVS staff and the board. I would also like to thank the management committee for their continued support and commitment and for the time that they personally give to PCVS.

***Debbie Whatford, Chair of Peterborough CVS***



# The glorious people of Peterborough

Nicola our administrator said "write something for the annual report and for a change make it interesting". A case study. So here goes.

Last February my colleague and friend John Fox who coordinates Shopmobility said "are you going to the big do in the Town Hall?" Now normally I try and avoid events where I am in the company of my betters. It brings out the worst in me: sarcastic remarks, inappropriate giggles the whole nine yards. I know its childish but I also I know I am 57 so I am not going to change now. But I thought "John will look after me" so off we went.

It was an impressive event over 100 people all immaculately groomed. The important and self important of Peterborough. The MP said what a privilege it was to represent Peterborough; politicians and important city officials said how they were looking forward to Peterborough becoming the European Capital of this, that and the other. There was much clapping and all in all it was an uplifting and heart-warming event.

Afterwards we were meant to go for a wine and sandwiches buffet. But in truth all the hot air in the town hall had affected my digestive system so I decided to waddle back to my office. So while the rest of the conference went in search of cholesterol and contacts I walked across Cathedral Square. And it was there I met Paul.

Paul was sitting on a bench despite the fact it was a bit chilly. Next to him was his wife in her wheelchair. She has many ailments and is going blind. Paul gave up work to look after her. He is in his fifties and, now that he is dependent on benefits, not well off. When he gets a break from his caring duties he sometimes gets on a bus - not to go anywhere in particular but merely for the pleasure of having time to himself and not having to think and

be responsible for anything or anyone. Paul was in Cathedral Square because he had taken his wife out for a change and a break from the four walls of his home.

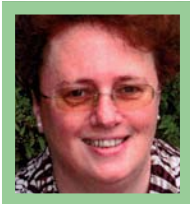
Paul and I chatted. He told me how wonderful Christine Atkinson and our Carers Project was. How it was a "life saver". And then I knew why I like my job . Indeed why I love my job. I get to meet people like Paul. Paul in all probability will never be described as important but he is what makes Peterborough glorious. He does not care for his wife because he has to or because it is his duty. He does so because he knows it is the right thing to do. And in the course of a year I get to meet 100's of people like Paul:

Irene our volunteer receptionist who every week turns up whatever the weather not because she is paid but because she wants "to do something to help people". Mark who is learning disabled but lives independently and will not let abuse or fear break his independence. Our Shopmobility volunteers who week after week work in cramped unpleasant conditions so that the old and the immobile can shop because as one of them said to me "that's their right". Angela a young carer of 13 whose family life was horrific who came and told me she wanted a job with us because she could do a better job than I was doing. Sadly she is undoubtedly right.

They are a legion. If I had any other job these people would have better things to do than talk to people like me. Which brings me to our staff team who enable me to meet these folk. They do outstanding and dedicated work. I would like to say their work is appreciated but I don't think it is. No one can fully appreciate the stress of working for a charity trying to meet increasing workloads, increasing expectations and dwindling resources. Finally I must thank the management committee for the support they have given us and their continuing inability to spot my numerous inadequacies.

Next year we will do the best we can. It won't be good enough but it will a pleasure doing it.

***John Cunningham, General Secretary***



# Peterborough CVS

This year has been yet another busy year for PCVS.

We have completed 32 year end financial independent examinations of accounts, supported 13 organisations with the production of monthly salaries, these services avoids groups having to spend several hundred £'s each in costs.

88 member groups benefited from attending the monthly funding surgeries with guest speakers such as BBC Children in Need, Heritage Lottery, Big Lottery, Anglian co-operative, Grassroots, Lloyds TSB and Sports Connect. The funding surgeries are continuing to prove to be a valuable resource alongside the Funderfinder searches completed on behalf of groups.

Providing other support such as CRB checks and photocopying through to advice and guidance to a great many of our member groups has been a big part of our work.

The Small Groups Forum meetings have been a great platform for 171 groups to come together and have a stronger voice. Topics such as NHS Peterborough, Campaigning, Neighbourhood Management and Local media were covered. It was really great that Gillian Beasley Peterborough City Council Chief Executive was keen to support the forum. Sadly Terena Worlidge who facilitated the forum's contract came to an end but we will endeavour to continue this work for our members.

PCVS has provided the function of lead body for the Peterborough Infrastructure

Consortium (PIC) throughout the year. We were proud to see the start of the first block of learning for the Peterborough Voluntary Sector Business School in March 2010 where a staggering 83 learners enrolled (this work has been funded by the Big Lottery). This was the result of a lot of hard work from PCVS staff and in particular Gillian Flack.

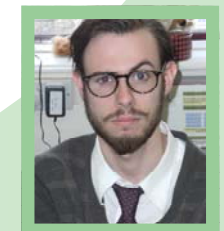
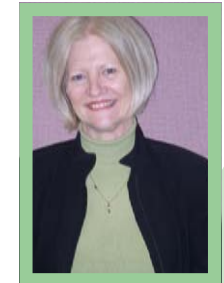
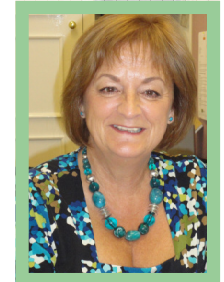
Representation and a strengthening voice is something the Peterborough Infrastructure Consortium is focusing on for the coming year, this has been helped by the formation of the 7 specialist networks led by our partners in the consortium. The showcase event in December was really positive, during the 'speed networking' sessions a real buzz could be felt in the room and afterwards a great deal of interest was generated. PCVS also represents Peterborough on behalf of the PIC group at regional infrastructure level; this ensures your voice is heard beyond the city!

PCVS and the Volunteer Centre worked closely with both voluntary and statutory partners to develop a volunteering strategy for Peterborough. The strategy sets out volunteering in Peterborough today and a number of key targets that we will all have to look at to enable volunteering to develop and provide a 'quality' volunteering environment for all.

This year has seen us set up new partnerships with Cross Key Homes and TNG supporting them with unemployment initiatives, this has complemented the work of our Volunteer Centre with the partner work directly with Jobcentre Plus and GPP's Back to Work and Business Club (funded by EEDA).

PCVS was part of the Future Jobs Fund partner application work and we had 3 placements start in February and March of 2010. It is good to benefit from the success of this work.

During National Compact Week in November PCVS worked with the City Council and NHS Peterborough to highlight the importance of the Compact agreement. This led to the formation of the Next Steps Compact working group and the refreshed Compact document for Peterborough.





# The Volunteer Centre

Peterborough Volunteer Centre acts as the hub for volunteering activity in the City, working with both organisations and volunteers. We provide training, referrals and comprehensive all-round support.

The Annual Volunteer Awards celebrated the achievements of local people with over 40 volunteers being presented certificates from the Mayor, all publicly being thanked for their wonderful contribution to our community. Rev Richard Paten received the Life Time Achievement Award for his many years of service to Peterborough. Attendees were entertained by the choir of Voyager school.

The Awards remind us that in a time when volunteering is being used as a training ground it is vital to also keep the essence of volunteering alive and this event brings home all the goodness and giving that surrounds us.

We launched a Volunteer Specialist Network in November which will provide an opportunity for large national charities, small local community groups and other non-profit organisations to work in partnership on local, regional and national issues that affect their service users and delivery. This has been funded by the Big Lottery Fund via our involvement in the Peterborough Infrastructure Consortium.

The voluntary sector is now facing possibly its biggest challenge as organisations look to stretch budgets beyond cash limits to deliver much needed services and voluntary and

community organisations and volunteers are being called upon to deliver more and more.

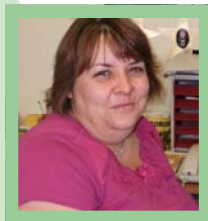
At the beginning of 2010 we saw the launch of two much needed projects within the Centre. Funded until March 2011 they will work towards supporting groups to enable them to cope with this demand.

The Volunteer Management Programme, funded by Capacity Builders enables us to support organisations develop quality volunteer management programmes. Mark Pickels who is delivering the programme has produced a Volunteer Managers Toolkit which aims to support any organisation, especially smaller voluntary and community groups involving volunteers provide a quality volunteering programme and ensuring volunteers feel valued. In the coming months he will provide one to one support to fifty organisations within the city to develop their volunteer roles, and ensuring volunteer policies and procedures and developed and put in to practice.

Our second project is working in collaboration with Jobcentre Plus Flexible New Deal and the Greater Peterborough Partnership to support anyone wishing to use volunteering to help with skills, career change and work related activities. Funded by EEDA, we have been able to employ a full time caseworker and part time administrator until March 2011. Our role is to match clients referred from the Job Centre to the appropriate voluntary role.

We owe a big thank you to our volunteers who work directly in the Volunteer Centre, Peter Gregory, Amit Arulanantham and Andrew Baker, between them they do a tremendous amount of administration including maintaining the do-it org web site, process enquiries, update organisation information and willing take on any other task asked of them.





# The Carers Centre

The past year has brought many challenges both for the centre and the individual. As we slip further into this recession, services are being cut or individuals are being told what they need is unavailable.

Looking back in our diaries the figures are scary at the amount of work that is being done. 299 home visits, 9 day trips, plus Xmas parties and Halloween parties. £1,500 raised for individuals to help them in their caring role, also funding for 3 families to go on holiday, two wheelchairs bought and other bits and bobs such as bedding, carpets, paint, sheds, and computers. 50 Carers assessment were completed along with 14 carers allowance forms, 49 Disability Living Allowance forms, 18 Attendance Allowance forms and 5 benefit tribunals. We were also successful with NLDC funding and facilitated free training courses for carers in book keeping, first aid, reception and administration duties, Information Technology, and lifting and handling. This is for the adult carers alone.

For the Young Carers, the year has been filled with a mixture of highlights and challenges. With doubts over the continuation of funding, the project continued to support and advocate for Young Carers in Peterborough. It benefited from an increase in publicity after being chosen as one of the Mayor's charities.

We continue to work in partnership with local authorities and voluntary groups to support the individual carers. So we continue to support the individual carers who save this country millions of pounds yet they are constantly emotionally black mailed as the powers that be knowing they won't give up the caring they do and desert the loved one who is dependant upon them. So after all of this why are carers still invisible and ignored?

# The Advocacy Project

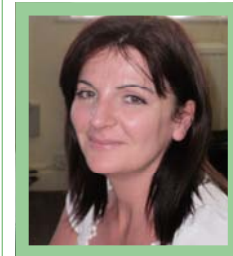
The caseload for learning disability advocates has continued to grow. Work is constantly evolving to meet the needs of adults with learning disabilities and ranges from benefits work, money management, court support and safeguarding issues.

We facilitate four self advocacy groups to ensure adults with learning disabilities get their voices heard and become more confident and independent. The Lava Lamp, which is supported by PCVS continues to go from strength to strength and has joined the national Stay Up Late campaign.

## Case Study

SB is a 34 year old mother with a learning disability. She has 4 children, the eldest also having a learning disability. In July SB's partner sexually assaulted her eldest child. SB needed advocacy to support her with police interviews, social services involvement, tenancy issues and transferring benefits and finances into her name. All children were placed under a child protection plan and considerations were made as to whether all the children needed to be removed and placed in care.

In December all the children were removed from the family home due to poor living conditions, advocacy was provided to support with improving the home conditions and secure a £2000 community care grant. On going advocacy following sentencing has allowed SB to work with social services, understand the risks and concerns and address them accordingly. The risks to the children have now reduced and the home conditions are satisfactory. The younger children have been returned home and there is work being done to return the older girls when appropriate. The children are no longer at risk of going in to care and a plan is in place to support the family.





# Direct Payments Support

The Direct Payments Support Service is at present supporting 333 people across Peterborough to use their funding in lieu of services from Adult Social Care.

We provide an ever increasing number of clients with a payroll service to those that are employing their own carers. At present we are supporting 97 clients with payroll but we also have many clients waiting to be registered as employers with the Inland Revenue.

In the last year we have supported 115 clients to complete financial records many of these require a support worker to make a visit to the client's homes in order to collect bank statements and look at receipts obtained.

Since April 2009 there has been a 26% increase in Direct Payment recipients from 252 people in April 2009 to the current 329 in March 2010.

The amount of support needed by individuals will increase in the near future as Support Planning is introduced to the Individual Budget scheme. This will involve more in depth discussions with service users as to how they would like their care to be provided and the costing involved to enable them to fulfil all the their care needs.

We will also be providing all the traditional support involved with them having the funding as a Direct payment i.e. setting up a bank account, explaining what the funds can used for, supporting to employ carers, explaining what day care opportunities are and what these funds can be used for.

# Shopmobility

The start of 2010 was a very uncertain year for Shopmobility's future, when funding from our two main sponsors, Norwich Union and Peterborough City Council was challenged and our future hung in the balance. However I am very pleased to announce that Peterborough City Council rose to the support of Shopmobility and has increased its funding to keep this invaluable service operating, especially as their main objective is to make the City Centre more accessible for ALL.

Our numbers have increased this year to a staggering 5,848 users, which does not include the 2,000+ users that loan out our wheelchairs for long-term hire as well. So we are more than confident that there is a need for our services and that any City who wishes to attract more visitors to their City Centre to become more prosperous, needs such a scheme. I understand that many people are not aware of the service which we provide. I would like to see better advertising and signage for the location of Shopmobility within the City Centre".

Shopmobility has been in operation for 28years and is only truly successful because of the dedication and loyalty of its band of unpaid volunteers, who strive to keep the service up to a high standard. The volunteers are from a varied background and age group ranging from 16yrs to 92yrs, but with one common goal, to provide a professional service in a compassionate manner.

I take my hat off to them all; they are Shopmobility and worth their weight in gold.



# Thank you

Our very big thank you's go to...

- All of our volunteers, if we named you all we would double the size of our annual report!
- Our member groups and service users.
- Our Management Committee
- Our staff

We would like to thank our key funders...

- Peterborough City Council
- NHS Peterborough
- Queensgate Shopping Centre
- The Big Lottery Fund
- EEDA
- NLDC Funding
- Capacity Builders
- Avanta

### The Staff Team

General Secretary	John Cunningham
Assistant General Secretary	Sarah Fletcher
Development Worker	Jenny Collins
Small Groups Worker	Terena Worlidge
LAA Involvement Officer	Naomi Jones
Centre Administrator	Nicola Fenton
Administration Support	Gill Flack
FJF Membership Officer	Max Melton
Reception	Lorraine White & Mary Haddon
Volunteer Centre Coordinator	Annette Atkinson
Volunteer Management Officer	Mark Pickles
FND Caseworker	Liz Telford
FND Administrator	Michelle Hume
Carers Centre Coordinator	Christine Atkinson
Carers Support Worker	Debbie Mooney
FJF Carers Support Worker	Alex Amoss
Young Carers Coordinator	Janine Baxter
Advocacy Coordinator	Sarah Hillier
Advocate	Nicola Preston
BME Advocate	Sabina Giga
Group Advocacy Worker	Nicola Fenton
Direct Payments Support Worker	Chris Hendry
Direct Payments Support Worker	Karen Clarke
Direct Payments Payroll	Val Porter
Direct Payments Admin	Faith Boys
Shopmobility Coordinator	John Fox



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