



# Amber Valley CVS Annual Report 2010 - 2011



## The difference we make



Amber Valley CVS Exists to Develop and  
be Part of a Vibrant Voluntary Sector



## Report from the Chief Executive



This year in the voluntary sector we faced as many challenges and changes as ever with the ending of long standing contractual arrangements, imminent re-organisation of the County Council and Derbyshire County PCT and a general expectation of economic recession.

I want to pay tribute to staff and board members at Amber Valley CVS for their constant calm through those uncertainties and their commitment to continue to deliver good support to groups, volunteers, families in our communities and older people in Amber Valley and Erewash through this time.

Our annual report shows that we have achieved real successes during the year in areas that are important to our member groups. We increased funding for groups. We increased the number of training sessions offered to volunteers. We increased the number of volunteer opportunities and volunteers recruited for other groups and volunteer led projects at CVS.

While I can say "Thank you" again to the many volunteers we see at CVS, our volunteer celebrations in June and December are a more satisfying and pleasurable way to pass on thanks and the pictures from them are displayed in our work place to remind us all of why we exist.

As an organisation we have collaborated with other CVS and volunteer centres to bring economy of scale and resource through the regular Health & Social Care Forum, from use of the VOICE project to engage with local councillors and MPs and with the exploration of a county wide database and performance management resource.

Next year we intend to explore how our building can be further used to support local organisations so if you are struggling to run your own facility, come and speak with us to shape our plans.

Lynn Allison, Chief Executive  
Amber Valley CVS

## Report from the Chair Person



This year, my fellow board members and I committed ourselves to being more available to staff members and more visible within the organisation. This means that, through attending staff meetings and spending time with staff during their working day, we have become more familiar with the range of activities that takes place at Amber Valley CVS.

This Annual Report gives a snapshot of the highly commendable work that has been undertaken to support the voluntary sector in Amber Valley.

Our strategy for the future is detailed within our extensive Annual Plan. This is available to all member organisations that may wish to know more about our strategy in an ever-changing voluntary sector environment.

As a board, we have taken a strong interest this year in reviewing and updating policies and practices within the organisation. My thanks go to all board members for the robust and learned discussions that have informed our development in this area.

We are fortunate to have been able to retain all the management team and the majority of staff throughout this last year. We are particularly pleased to observe staff members developing within the organisation. These members of staff now have the expertise to progress into more senior roles, as opportunities continue to evolve.

Neil Wilkinson, Chair Person  
Amber Valley CVS

## THE ADMINISTRATION TEAM



The CRB service that Amber Valley CVS provides has gone from strength to strength and by the end of March 2011 we were providing CRB support and guidance to 145 Voluntary groups.

The CRB service has in this year issued new application forms for CRBs. Emma and Vicki created training sessions and carried them out to all of the organisations, to ensure that they knew how to complete the forms correctly. Here is some feedback gained from our groups regarding the support they receive:

***“The CRB Clearance service provided by Amber Valley CVS is excellent, the staff are very helpful and the turnaround time from application to clearance is quick and efficient. We utilise Amber Valley CVS for CRB Clearance for both our staff and volunteers”.***

***“I would describe the CRB Service you provide as very courteous, kind, professional, always helpful and polite. DDREC are very happy with the service you provide and will seek your assistance in the future regarding the CRB. Keep up the good work it is appreciated and your services are valuable to our organisation”.***



The Administration Team have continued to support our member groups in gaining a vast range of membership services, these include: Photocopying, advertising via our window displays, e-bulletins and newsletters, equipment and room hire.

Please contact Reception on 01773 512076, if you wish to discuss any of the services we provide to our member groups.



## December 2011

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## January 2012

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## TRAINING AND DEVELOPMENT

From April 2010 - March 2011 Amber Valley CVS increased the number of courses delivered to 41, with over 200 attendees who gained new skills and also updated existing ones. We have supported learners with training including Safeguarding Vulnerable Adults, Minute Taking, Befriending, Presentation Skills, Managing Groups Finances and Stress Management. The Improving Reach and Train to Gain projects came to a close with 5 groups gaining PQASSO (Practical Quality Assurance System for Small Organisations) quality standard accreditation.

We evaluate our training sessions so we can review and improve if necessary. Some of the comments by both volunteers and organisations included:

Comment from Minute Taking course "Relaxed, important update – keeps things fresh in everyone's mind".

Comment from the Event Planning course "Gave me an insight into licensing etc, that I hadn't thought about".

Comment from Befriending course "I felt that the Befriending course was pitched at the correct level to encourage and support new volunteers".

The training team are able to write bespoke training that is tailored to the needs of specific groups as well as generic training. For more information please contact either Angela or Jo on 01773 512076 or by e-mailing [angelaquinn@avcvs.org](mailto:angelaquinn@avcvs.org) or [joglossop@avcvs.org](mailto:joglossop@avcvs.org)



Befriending Course

### February 2012

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### March 2012

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## Derbyshire LINK

The third year of Derbyshire LINK has seen significant progress with our activity becoming widely recognised by many Health and Social care providers as an effective and influential body representing a wide spectrum of public issues and concerns.

This year our work has included ISO 9001 internal audits of Derbyshire County Council (DCC) Care Homes, an audit on the practice of the Mental Capacity Act/Deprivation of Liberty Safeguards within a selection of care homes operated by both DCC and private providers and the independent formulation of a report, on behalf of Derbyshire Local Pharmaceutical Committee, concerning the potential decommissioning of pharmacy based smoking cessation services.

As our priorities are informed by the views of the community, three key themes were identified for further investigation by our sub-groups, these being Hospital Discharge Process, GP Access and Provision of Podiatry Services. Reports on these topics have been produced and distributed to key service providers.

Additionally, we undertook some focus group work where topics researched included GP Access, the Autistic Spectrum Disorder and Chesterfield St Mary's Gate Mental Health Unit.

Finally, we carried out Enter and View visits using some of our trained volunteers. Reports following these observational visits to allocated premises were prepared and distributed to the main providers/commissioners of the services concerned.

Further details on our activities, including a list of outcomes achieved during the year, are contained in our Annual Report which can be found on the web site [www.derbyshirelink.org.uk](http://www.derbyshirelink.org.uk).

### April 2012

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### May 2012

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## VOLUNTEERING



### Volunteers Week Celebration



We have supported and advised over 300 volunteers into volunteering opportunities during the last year. Our work with volunteering organisations has again sourced a varied assortment of opportunities. AVEDASS (Amber Valley & Erewash Domestic Abuse Support Service) gained 3 volunteers for the schools awareness programme. Other opportunities that were filled included childline telephone operators and victim support volunteers

We also increased our befriending, home from hospital and phone buddy service volunteers, we currently have 39 volunteers working around the Amber Valley area supporting isolated adults.

7th to 11th June 2010 was National Volunteers week and we celebrated with our Volunteers to recognise the valuable time they give to help other's. Mayor Alan Cox joined us at David's Pottery in Alfreton to give recognition and thanks to our volunteers. Opposite are some of the photographs taken on the day.



One of our volunteers said "By volunteering I have met a lot of new friends and it gives me a purpose in life".

## June 2012

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## July 2012

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# Trustees Financial Report

## **Achievements and Performance**

### **Group development**

We are extremely pleased that our support to local groups has resulted in a 25% increase to £193,783, of funding for local groups. We continue to provide small grants for new groups and work with them to build their capacity. To support this, we have provided training to over 200 volunteers this year and supported more than 145 voluntary groups with CRB (Criminal Records Bureau) guidance and reports.

We continue to meet with local organisations to increase commitment to community cohesion and this year worked in partnership with Amber Valley Borough Council, Aldercar Community College, Amber Valley Housing Limited and Rural Action Derbyshire to deliver outcomes on "Connecting Communities".

### **Volunteering**

We have recruited over 300 volunteers this year and advised them of volunteering opportunities within Amber Valley and around Derbyshire. Our partnership working with Victim Support and NCHA saw AVEDASS (Amber Valley & Erewash Domestic Abuse Support Service) gain volunteers for the schools awareness programme delivery, childline telephone helpline support and victim support volunteers among others.

More people are talking out about health and social care issues as Derbyshire LINK Champions with support from both our volunteer brokerage and training.

### **Training**

Our training plan is reviewed on a quarterly basis with the emphasis on subjects that improve the functioning of local groups or which will increase skills of volunteers. This year we partnered DCIL (Derbyshire Coalition for Inclusive Living) to deliver computer skills training to those with disabilities. We continue to offer a wide range of training, responsive to requests that local groups make to us, including minute taking, safeguarding, planning events.

### **Community Support**

We continue to offer direct support to communities in our district through befriending support, Home from Hospital, SOS Family Support and Help at Home. The latter two support services are also offered in Erewash. This personal contact with members of our community means we are able to identify good service delivery and gaps in service. We are then able to provide this information to statutory organisations and other funders in a meaningful way.

### **Contribution by volunteers**

We remain committed to having volunteer support in as many aspects of our work as possible. To this end we have regular support with administration tasks, including inputting to CVS and Help at Home databases. We offer volunteering opportunities within the SOS team to give support to families and to deliver awareness sessions in schools about domestic abuse. We also recognise the support of our board with issues such as human resources, finance, publicity and strategic planning.

# Statement of Financial Accounts

## AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE LIMITED

### STATEMENT OF FINANCIAL ACTIVITIES

31 MARCH 2011

	Note	Unrestricted funds £	Restricted funds £	Total funds 2011 £	Total funds 2010 £
<b>Incoming Resources</b>					
<b>Incoming resources from generated funds:</b>					
<i>Activities for generating funds:</i>					
Membership, training and services		28,189	-	28,189	30,555
Investment income	2	892	-	892	1,144
<b>Incoming resources from charitable activities:</b>					
Help at Home Income		271,389	-	271,389	239,956
Grants and contracts	3	30,578	488,769	519,347	569,436
Other income	4	5,037	-	5,037	6,873
<b>Total incoming resources</b>		<b>336,085</b>	<b>488,769</b>	<b>824,854</b>	<b>847,964</b>
<b>Resources expended</b>					
Charitable activities	5	285,236	494,542	779,778	798,789
Governance costs	5	5,758	-	5,758	5,575
<b>Total resources expended</b>	5	<b>290,994</b>	<b>494,542</b>	<b>785,536</b>	<b>804,364</b>
<b>Net incoming resources for the year</b>		<b>45,091</b>	<b>(5,773)</b>	<b>39,318</b>	<b>43,600</b>
Transfers between funds		-	-	-	-
<b>Net movement in funds</b>		<b>45,091</b>	<b>(5,773)</b>	<b>39,318</b>	<b>43,600</b>
Balances brought forward		328,885	148,305	477,190	433,590
Balances carried forward		<u>373,976</u>	<u>142,532</u>	<u>516,508</u>	<u>477,190</u>

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.



# Balance Sheet

## AMBER VALLEY COUNCIL FOR VOLUNTARY SERVICE LIMITED

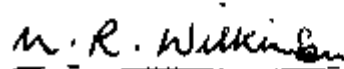
### BALANCE SHEET

31 MARCH 2011

	Note	£	2011 £	2010 £
<b>Fixed assets</b>				
Tangible assets	7		64,219	69,814
<b>Current assets</b>				
Debtors	8	8,985	18,186	
Cash at bank and in hand		478,385	444,454	
		487,370	462,640	
<b>Creditors: amounts falling due within one year</b>	9	(35,081)	(55,264)	
<b>Net current assets</b>			452,289	407,376
<b>Total assets less current liabilities</b>			516,508	477,190
<b>Net assets</b>			<u>516,508</u>	<u>477,190</u>
<b>Funds</b>				
Restricted	11		142,532	148,305
Unrestricted funds:				
Designated funds	12	165,000	155,000	
General funds	12	208,976	173,885	
			<u>373,976</u>	328,885
<b>TOTAL FUNDS</b>	13		<u>516,508</u>	<u>477,190</u>

These financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime.

These financial statements were approved by the members of the committee on the 22<sup>nd</sup> Sept 2011 and are signed on their behalf by:



N Wilkinson

  
M Gee

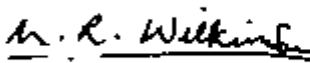
# Trustees Statement on Financial Information

## Plans for Future Periods

We intend to continue support for families in crisis by developing self help groups for parents and those affected by domestic abuse. With the board we are looking at options to expand our building with a view to offering accommodation to other voluntary organisations.

Market Place  
Ripley, Derbyshire

On behalf of the board of trustees

  
N Wilkinson  
Chairman

## Independent Auditors statement to the Trustees

We have audited the financial statements of Amber Valley Council for Voluntary Services Limited for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

### Opinion

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2011, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.


### Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees Annual Report

  
Kevin Parkinson FCA Senior Statutory Auditor  
Parkinson Matthews LLP

Cedar House  
35 Ashbourne Road  
Derby  
28 Sept 2011

Parkinson & Matthews LLP

Registered Auditor Chartered Accountants, Cedar House, 35 Ashbourne Road, Derby, DE22 3FS



## HELP AT HOME

Help at Home coordinators Jane Massey and Helen Hart focussed their efforts this year to ensure that the service we operate is of a high standard. They conducted numerous case studies with our clients which highlighted to us the added value our clients receive from this service. We were able to identify that our clients and workers build up strong relationships which the clients feel is invaluable to enable them to maintain their independence to stay at home. Here are a few comments that we received:

**“I would just like to thank you all for providing the Help at Home service to my Mother. She valued all the help she got over the years to help her stay in her own home”.**

**“The ladies radiate goodwill, I think the world of them and the service, it is excellent, I would be lost without it”.**

**“The service is great; it is not just about the cleaning, my domestic worker has become a friend”.**

**“My mum’s domestic worker gives me the peace of mind that mum is being well looked after”.**

**“My Help at Home cleaner brightens my day up, it is always great to see her”.**

**“My Help at Home cleaner is good company as well as a good cleaner”.**



The service has also become a member of the “Trusted Trader” scheme ran by Derbyshire County Council. This scheme can help residents of Derbyshire find honest and reliable traders who commit to doing a good job for a fair price.



**If you are elderly or disabled and have help from a family member to maintain your independence, and you would like to give them a day off, then call The Help at Home Team on 01773 512076.**

## August 2012

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## September 2012

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## FUNDING

Successful year of Funding Applications for Voluntary, Community Groups and Organisations

£ **£193,783.25p** £

Once again we have increased the Funding gained for local groups in Amber Valley. The funding total was increased by 25% compared with last year. We are extremely pleased that we have been able to support and advise groups with funding applications. The support has enabled our groups to continue their good work. We will maintain the support, advice and guidance service to help groups obtain funding whether it is a small amount or a larger application. We continue with our successful funding road shows throughout the year. New groups were formed and Amber Valley CVS was able to help with guidance on developing policies and constitutions.



"Good to meet funders face to face"  
Comment from Belper Funding Roadshow



### October 2012

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### November 2012

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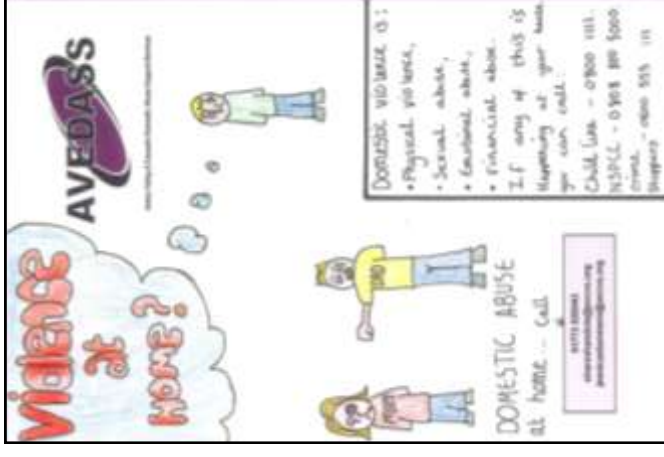
## SOS AND AVEDASS

Amber Valley CVS's Signposting & Support (SOS) team provide a range of support to families and children. Amber Valley and Erewash Domestic Abuse Support Service (AVEDASS) support children who have experienced or witnessed Domestic Abuse. From April 2010 to March 2011 we have dealt with over 194 referrals, we have supported and provided help to families to obtain furniture, baby clothes and practical help with managing budgets, completing forms and information on community groups. On one occasion we approached a local skip hire business who were able to provide a skip and staff to help support a family with the clearance of their home and garden.



L-R, Collette Watson, Jamie Howe, Scott England, Collette England and John Brooks

Our AVEDASS team have supported 154 children through activities which have led to positive results in the child's emotional and behavioural well being. We also delivered 76 Domestic Abuse Awareness sessions in both Amber Valley and Erewash. The comments received from the pupils have been very uplifting, this is shown through the designs in the posters they have created.



## December 2012

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## January 2013

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# The difference we make

“My Help at Home cleaner brightens my day up, it is always great to see her”.

“You run some excellent courses, what a great resource”.

“Amber Valley CVS have always provided us with an excellent service that is second to none. We have been members with them for a number of years and they have always been very approachable and helpful whenever we need them. We value their support and we will certainly continue to use their services in the years ahead”.



“A good introduction to presentation skills, a great venue and useful handouts”.

“The service is great; it is not just about the cleaning, my domestic worker has become a friend”.

“I am writing to let you know what a nice person my Befriender is. Always on time, always pleasant and a lovely person. I am very grateful for your organisation and the service”.

Amber Valley CVS, 33 Market Place, Ripley, Derbyshire, DE5 3HA  
Tel: 01773 512076 Fax: 01773 748688  
Email: [admin@avcvs.org](mailto:admin@avcvs.org) Website: [www.avcvs.org](http://www.avcvs.org)

## Useful contact details

Name	Website	Telephone
Age UK Derby and Derbyshire	<a href="http://www.ageuk.org.uk/derbyandderbyshire">www.ageuk.org.uk/derbyandderbyshire</a>	01332 343232
Amber Valley Borough Council	<a href="http://www.ambervalley.gov.uk">www.ambervalley.gov.uk</a>	01773 570222
Amber Valley Community Transport	<a href="http://www.avct.org.uk">www.avct.org.uk</a>	01773 746652
Amber Valley CVS	<a href="http://www.avcvs.org">www.avcvs.org</a>	01773 512076
Amber Valley CVS - Help at Home Project	<a href="http://www.avcvs.org/hah_main.htm">www.avcvs.org/hah_main.htm</a>	01773 512076
Call Derbyshire (First Contact)	<a href="http://www.derbyshire.gov.uk">www.derbyshire.gov.uk</a>	08456 058 058
Crime stoppers	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a>	0800 555 1111
Derbyshire Carers Association	<a href="http://www.derbyshirecarers.co.uk">www.derbyshirecarers.co.uk</a>	01773 743355
Derbyshire County Council	<a href="http://www.derbyshire.gov.uk">www.derbyshire.gov.uk</a>	08456 058 058
Derbyshire Handy Van Network	<a href="http://www.derbyshire.gov.uk/community/handy_van_service">www.derbyshire.gov.uk/community/handy_van_service</a>	0845 850 8013
Derbyshire LINK	<a href="http://www.derbyshirelink.org.uk">www.derbyshirelink.org.uk</a>	01246 558924
Erewash Credit Union In Amber Valley	<a href="http://www.erewashcreditunion.org.uk">www.erewashcreditunion.org.uk</a>	01773 841400
Futures Homescape	<a href="http://www.futureshg.co.uk/homescape">www.futureshg.co.uk/homescape</a>	01773 573100
Mid Derbyshire Citizens Advice Bureau	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>	0844 375 2712
NAVCA (National Association for Voluntary and Community Action)	<a href="http://www.navca.org.uk/home">www.navca.org.uk/home</a>	0114 278 6636
NHS Derbyshire County	<a href="http://www.derbyshirecounty.nhs.uk">www.derbyshirecounty.nhs.uk</a>	01246 231255
NHS Direct	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	0845 4647
Police Non Emergency	<a href="http://www.derbyshire.police.uk/Homepage.aspx">www.derbyshire.police.uk/Homepage.aspx</a>	0345 123 3333
Rural Action Derbyshire	<a href="http://www.derbyshirercc.org.uk">www.derbyshirercc.org.uk</a>	01629 824797
Trusted Trader	<a href="http://www.derbyshire.gov.uk/community/trusted_trader">www.derbyshire.gov.uk/community/trusted_trader</a>	08456 058 058
Welfare Rights		0845 120 2985

Amber Valley CVS, 33 Market Place, Ripley, Derbyshire, DE5 3HA  
 Tel: 01773 512076 Fax: 01773 748688  
 Email: [admin@avcvs.org](mailto:admin@avcvs.org) Website: [www.avcvs.org](http://www.avcvs.org)

## Staff List

First Name	Surname	Job Title
Lynn	Allison	Chief Executive
Adele	Atkinson	Finance & Administration Manager
Elaine	Broadhurst	Assistant Development Worker (Volunteering)
Jasbir	Dosanjh	Derbyshire LINK Development Worker
Jo	Glossop	Training and Development Worker
Lily	Grant (Left December 2010)	Marketing and Communications Development Worker
Vicki	Harding	Directorate Administration Support
Helen	Hart	Help at Home Diary Co-ordinator (Erewash)
Janine	Higgins (Left March 2011)	SOS Development Worker
Nathan	Hutchinson	Receptionist & Administration Support
Jane	Jacobs (Left March 2011)	SOS Supervisor
Jenny	Jones	SOS Development Worker
Amy	King	Derbyshire LINK Development Worker
Jane	Massey	Help at Home Co-ordinator
Tanya	Nolan	Derbyshire LINK Development Worker for Seldom Heard
Jayne	Purdy (Left March 2011)	Administration Assistant
Angela	Quinn	Community Development Manager
Mandy	Rafferty	Home from Hospital Development Worker
Emma	Rodgers	Administration Support
Andrea	Walton	Office Cleaner
Collette	Watson	SOS Development Worker
Jacqui	Willis	Derbyshire LINK Development Worker
Michele	Woodley	AVEDASS Development Worker
Tammi	Wright	Derbyshire LINK Co-ordinator & Research Worker

We also now have 50 Help at Home staff working in Amber Valley and Erewash.

We would like to thank the many volunteers who have helped voluntary and community organisations in Amber Valley. Without your time and support many of these organisations would not exist.

### Trustees 2010 - 2011

- N Wilkinson
- M Gee
- Cllr A King
- L Millington
- P Ashworth
- D Lane
- P Arnold
- I Tannahill

Auditors:- Parkinson & Matthews LLP Accountants      Bankers:- Co-operative Bank

Our Major Funders are: Derbyshire County PCT, Amber Valley Borough Council, Derbyshire County Council with additional support from a wide range of other organisations. Amber Valley CVS is a registered charity (1102412) and Company Limited by Guarantee (4763194) registered in England (Registered office as below)

**Amber Valley CVS, 33 Market Place, Ripley, Derbyshire, DE5 3HA**  
**Tel: 01773 512076 Fax: 01773 748688**  
**Email: admin@avcvs.org Website: www.avcvs.org**