

Report from the Chief Executive...

Congratulations to all Amber Valley voluntary and community groups who have continued to meet, deliver, develop and thrive in this financial year. It has felt like we were on a "Helter Skelter" - running to the top for new commissioning then a fast slide into new commissioning or activity.

A great big "Thank you" to all the volunteers and staff who contribute time and passion for health, social care, conservation and sporting activity for adults, opportunities to take part in uniformed groups activities for young people and then flying into new arrangements and projects.

Following the Investment Review by Derbyshire County Council and Derbyshire CCG's, most provision within the voluntary sector was found to be meeting current and future needs with re commissioning of services being completed within this financial year.

It is still a tough time for some organisations to adapt and gain new funds and we are pleased with the impact we have had by **helping groups to receive £64,124** in the financial year.

Amber Valley CVS also adapts, with social media being used alongside more traditional web site, phone and face to face connect with and **contact 300 member groups** and over **500 local groups**.

We have promoted an average of **200 volunteering opportunities** for local organisations with constantly feed information about volunteer enquiries to you.

In addition, we manage nearly 90 Befriending volunteers and responded to **99 Befriending referrals** as well as supporting vSPA activity which received **145 additional referrals** this year.

We have also continued to work as a partner on the Locality Health Partnership, Children's Planning and Commissioning group and with other Derbyshire CVS and volunteering organisations.

We were pleased with and thoroughly enjoyed showing our appreciation of all that volunteers do during the Christmas Celebration, Volunteer Week Celebration and regular volunteer drop in sessions.

As well as the core, bread and butter functions of a CVS and volunteer centre, we are proud of the added extras, or jam and cake that we can give to communities, through campaigns to the public;

- We commemorated the Queens 90th Birthday and Battle of the Somme with our volunteers and in our newsletter.
- We gained a huge amount of Food Donations for local families, food banks and community kitchens.
- Knitted, decorated Twiddle Muffs were gathered from volunteer groups and distributed to Befrienders and Care Homes supporting those with dementia.

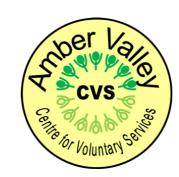
Finally thanks to Amber Valley CVS staff and Board for continuing to deliver targets set 3 years ago throughout all the changes in and around us.





Lynn Allison
Chief Executive Officer
Amber Valley CVS





Looking Back—Changing Lives through Volunteering

Back in January I met with a lovely lady who was looking to make a positive change in her life for the New Year. She has some learning difficulties which meant she had been unable to work all her life, but nearing the age of 50 she felt ready to make a leap towards more independence. After spending some time volunteering for someone she already knew to help build her confidence, now seemed like the perfect time to take the next step and look for somewhere new. The appeal of learning some new skills and making lots of new friends was enough to convince her that Leonard Cheshire Disability would be a great place to spend some time.

By applying to volunteer through Amber Valley CVS I was able to provide some extra support such as helping her to find a suitable bus route and timetables, which helped to alleviate any anxieties that she had. I was confident that the warm welcome at Leonard Cheshire Disability would make her feel comfortable and we parted in good spirits for the future.

Leonard Cheshire Disability

A few days later I received an excited phone call full of stories about new bus journeys and budding new friendships made during the first days of volunteering. It was extremely rewarding to hear her high spirits and also listening to her Father talk about the amazing change in her already... This all goes to show that volunteering really can change lives.

Kirsty Barker-Community Organiser

Looking Back—Fritchley Community Association

The Fritchley Community Association would very much like to thank Amber Valley CVS for their kind donation of £250. In particular a special thank you to Collette Watson for her assistance in helping create the FCA constitution.

Specifically, the £250 donation will help support an FCA funded Queens Birthday Celebration Street Party on 12th June between 3.00pm and 6.00pm for the community of Fritchley. This will be a great family event in celebration of the Queens 90th Birthday. There will be street entertainment including Punch and Judy for the children supported by Crich Brass, The Fritchley Choir and Green Garters. The community will be invited to wear red



white and blue to support Royal colours. Chapel Street in Fritchley will be closed off for the event to allow tables to be placed in the street where the community will be invited to bring food and drink to enjoy a traditional party atmosphere.

Once again the FCA thank Amber Valley CVS for their support and look forward to working closely with them in the future.

From left to right: Phil Kirk, Marie Whittaker, Sally Midgley, John Midgley, Wayne Baker

Following on from our previous Newsletter article, we have some excellent news and official confirmation about the outcome of the NCVO Assessment day for our Befriending Project here at Amber Valley CVS

We now have the Accreditation Quality Mark for the next 3 years and can display the new NCVO logo on all our communications.

MENTORING AND BEFRIENDING
Approved Provider Standard

Gaining the NCVO Quality Mark will give the Befriending
Project the acknowledgment of a sound, safe project with good practices, policies and
procedures. The APS Quality Mark for Befriending services is also recognised nationally.



And so, a HUGE thank you to everyone who helped out on the day, but also to all of our Volunteers for their ongoing and valuable support all year round.

Now we have the official news from the NCVO, it's a 'Thumbs up' for definite!

Diane Naylor - Befriending Project Worker

Quality Legal Advice



Derbyshire Carers Association have worked in partnership with Rothera Sharp Solicitors to set up the clinics to ensure carers have access to quality legal advice. This is in response to carers telling DCA and Derbyshire County Council that they would value someone to speak to face-to-face about issues such as the Mental Capacity Act, care fees, Power of Attorney, information sharing and other legal issues that many carers have to deal with.

If you would like to visit one of the legal clinics, please contact the location of your choice to make an appointment. All of the clinics will run from 12noon to 5pm every Tuesday.

First Tuesday of every month: Derbyshire Carers Association Resource Hub, South Lodge, Boythorpe Avenue, Chesterfield S40 2BF.

Tel: 01246 222373 E-mail: chesterfield@derbyshirecarers.co.uk



Join our Board of Trustees

...and have a say on the important decisions they make for Amber Valley CVS

Amber Valley Centre for Voluntary Services (AVCVS) is one of the most recognised charities in the area. We have a prominent home on Ripley Market Place and have helped provide volunteers to organisations throughout Amber Valley....Our charitable objective is;

'We are proud to support our community and its people with voluntary action'.

If you share a passion for making a difference in people's lives, then we would love to have you on our Board of Trustees.

We are looking to recruit Trustees who will help us steer our Annual Performance Plan, enabling us to enhance the lives of people who live in Amber Valley.

The role of a Trustee, according to the Charity Commission is to:

- ensure our charity is carrying out its purpose for the public benefit
- comply with our charity's governing document and the law
- act in our charity's best interests
- manage our charity's resources responsibly
- act with reasonable care and skill
- ensure our charity is accountable

We would love to hear from you if you have any of the following qualities;

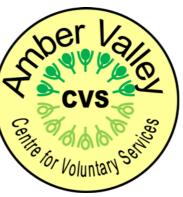
- Experience of health and social care
- Strategic and business planning knowledge
- Knowledge of local government organisations
- Have empathy with those in need within Amber Valley
- Vision, enthusiasm, excellent interpersonal skills and effective communication skills
- Managerial skills
- Accountancy, information technology, marketing and the Law

We operate as a non profit making organisation so you will need to have a business head but charitable heart to help make decisions about our finances.

Be prepared to be astounded at the range of activity which we are involved in and help to take us in new directions.

If you believe you have the necessary experience, skills, commitment and can add real value to the role of a Trustee of Amber Valley CVS, we welcome an application from you.

Please contact Lynn Allison, Chief Executive on 01773 512076 or e-mail lynn@avcvs.org for an informal chat and application form.



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Achievements and performance

In tracking our performance against outcomes for the organisation and the sector, we have been pleased with activity which meets our strategic headlines and also those that add value to our communities and the sector.

In providing support to develop and sustain local groups we have;

- maintained the Community Directory Derbyshire with 530 local groups
- retained 298 member organisations
- had contact with and given direct advice and support to 44% of our members
- led on DBS checks for Derbyshire voluntary sector, with 568 applications processed
- we have helped gain £64,124 of funding for local groups a decrease on previous years reflecting the difficulty we all face.

In encouraging an increase and diversity in volunteering opportunities, volunteers and voluntary action, we have;

- promoted 224 volunteering opportunities within local groups
- used facebook and twitter to an increasing audience of 385 FB / 867 twitter followers
- provided 457 onward referrals to organisation involving volunteers and interviewed 75 individuals directly.
- recruited and trained 24 new Befriending volunteers

We are enhancing the health, well being and safe guarding in our communities by;

- supporting continued independent living for older people with Help at Home
- ensuring the Help at Home workforce and Befriending volunteers have a DBS check and gain skills in working with the elderly and infirm with dementia and mental health awareness training.
- offering training to local organisations to improve access to volunteers with disabilities.
- managing 86 Befriending volunteers who provide a home visit and listen to 40 isolated adults with telephone support.

Through partnership working;

- Our premises are well used by other agencies as a training venue and also to offer a local service. Chesterfield Law Centre, CAB, Futures Housing Options are regular users. We are also popular as a meeting venue for CVS and volunteer Centres in Derbyshire, with whom we liaise to raise the profile and voice of the sector.
- We are supporting the expansion of Derby Homestart with delivery to families in Amber Valley and working with Belper Blue Box project to engage with community members.
- We take the concerns of the voluntary sector to local and county strategic meetings to improve its profile.
- We speak about the sector at job centres, schools and colleges, partnership meetings including health, safer communities, childrens partnerships.

Adding value to our communities is the engagement of people in Duffield, Heage, Heanor, Belper to increase community cohesion, resilience and organisation of voluntary action.

We also provide 40,000 hours of support to older people per month providing, domestic support, gardening and a welcome face and ear through our Help at Home work force.

Statement of Financial Accounts

	Notes	Unrestricted funds £	Restricted funds	Total 2017 £	Total 2016 £
Income from:					
Charitable activities	3	409,531	129,745	539,276	566,665
Other trading activities	4	24,895	-	24,895	38,814
Investments	5	689	-	689	472
Other income	6	11,826	2,500	14,326	12,404
Total income		446,941	132,245	579,186	618,355
Expenditure on:					
Charitable activities	7	474,445	126,638	601,083	599,033
Total resources expended		474,445	126,638	601,083	599,033
Gains on investments		20,302		20,302	
Net (expenditure)/income for the year before transfers		(7,202)	5,607	(1,595)	19,322
Gross transfers between funds		(9,500)	9,500	-	-
Net movement in funds		(16,702)	15,107	(1,595)	19,322
Fund balances at 1 April 2016		443,480	42,549	486,029	466,707
Fund balances at 31 March 2013	7	426,778	57,656	484,434	486,029

The company had no new or discontinued activities during the year.

Balance Sheet

	201	2017		2016	
Notes	3	3	3	3	
12		44,807		48,755	
13		169,882		149,580	
		214,689		198,335	
14	10,816		12,230		
	291,408		305,353		
	302,224		317,583		
15	(32,479)		(29,889)		
		269,745		287,694	
		484,434		486,029	
		484,434		486,029	
46		F7.050		10.540	
	070.000	57,656	170 000	42,549	
	*		*		
	130,776		273,460		
		426,778		443,480	
		484,434		486,029	
	12 13	Notes £ 12 13 14	Notes £ £ 12	Notes £ £ £ £ 12	

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the board of directors and authorised for issue on27/09/2017... and are signed on its behalf by:

M Gee Trustee

Company Registration No. 04763194

Trustees Statement on Financial Information

Financial review

Detailed financial information is shown on page 8-9

Investment Policy

The Executive Committee are responsible for setting the investment policy of the charity. £150,000 of funds remain invested in a money market higher return account as a medium term investment.

Reserves Policy and Going Concern

At 31 March 2017 the charity had total reserves of £484,434. Of these reserves £57,656 was held in restricted funds, with the balance remaining of £426,778 being held in unrestricted funds.

The charity has designated some of its unrestricted funds for particular purposes. At 31 March 2017 the designated funds of the charity comprised:

Training Fund 5,000
Contingency Fund 80,000
Building Fund 75,000
Help at Home Fund 110,000

270,000

The Training Fund is to ensure the organisation has sufficient funds for staff development that would not be met by other project costs and to pump prime training initiatives that support development of the sector.

The Contingency Fund is set aside to cover any organisation costs or debts not covered by project costs, including directorate redundancies. It is also in case of long term incapacity or absence of a senior manager that requires costs for interim support of another professional.

The Building Fund is in line with our aspiration to refurbish the 'Cottage'. We are designating funds which could then be used as match funding in any future bids and to maintain the fabric of the building in the meantime.

The Help at Home Fund is to ensure that in the event of any difficult circumstances or disaster we are able to continue Help at Home activity to our clients by replacing essential equipment, personnel and work space immediately or meeting other liabilities.

General reserves (excluding tangible fixed assets) freely available for use by the charity amounts to £150,971.

The Trustees policy is to build unrestricted free reserves equivalent to 4-8 months directorate expenditure, which is currently running at the rate of £150,000 per annum. At the year end free reserves amounted to £150,971 which is considered prudent as there are indications that grant funding will decrease in 2018 and that we will have a Help at Home liability to meet.

Plans for future periods

We intend to work with CVS and Volunteer Centres in Derbyshire to give a strong voice to secure grants and contract funding within the voluntary and community sector.

We will continue to support older, isolated individuals with Befriending and Help at Home but hope to alongside that expand Bespoke Befriending arrangements.

We will lead in the sector on DBS, providing access to disclosure certificates and offering advice on good practice.

Volunteers will be welcomed within the organisation and to the voluntary sector with a quality brokerage service and new volunteering opportunities.

We will collaborate to provide training opportunities to expand knowledge and skills for volunteering and jobs.

Related parties

The charity has strong relationships with local authorities, in particular Derbyshire County Council, Southern Derbyshire Clinical Commissioning Group, Place meetings and other Councils for Voluntary Service.

Opinion on Accounts

Statement on non-statutory accounts

The Profit and Loss Account for the year ended 31 March 2017 and Balance Sheet as at 31 March 2017 presented within this report are not the company's statutory accounts.

Statutory accounts for the company for the year ended 31 March 2017 from which the above documents have been extracted have been filed with the Registrar at Companies House.

An auditor's report has been made on the statutory accounts of the company for the year ended 31 March 2017. This audit report was unqualified.

Report from the Chairman

Once again it has been a very challenging year for the organisation having to operate within tight financial parameters and everyone has worked tirelessly to continue to provide the valuable and much needed service to residents within the Amber Valley and Erewash areas.

Overall our income for the year was just over £39k down on the previous year, but our investments performed very well, generating just over £20k and by prudent management we recorded a shortfall of £1595 which was very creditable in the circumstances.

We have also had to amend the way we pay our Help at Home staff when travelling between clients and have made a financial provision for the contingent liability for payroll costs which will accrue.

We are always looking to introduce new business initiatives and we are keen to expand our bespoke befriending service. Furthermore, we have embarked on the Home from Hospital project which enables people to settle back into their home environment following discharge from hospital.

We will continue to identify and pursue funding for other initiatives which will be beneficial to people within our areas of operation.

I extend my personal thanks to all within the organisation, including my fellow trustees, as we embark upon another exciting and no doubt challenging year in providing our valued service to people within the Amber Valley and Erewash localities.

Malcolm Gee

Help at Home—Looking Back on two very different lives

As the Queen Celebrated her 90th birthday this year, her first engagement of the day was a walkabout from Windsor Castle, while the crowds sang out their own slightly cheeky version of "Happy Birthday Queenie".

Closer to home, one of our Help at Home Clients, also born in April this year 90 years ago, celebrated with her family at the Local Golf Club, Morley Hayes.



The Queens cake was baked by Nadiya Hussain who won The Great British Bake Off. A lovely orange drizzle sponge, cut at a reception

held at the Towns Guild Hall with 20 other 90 year olds. The Queen congratulated them all on being born in a vintage year!

Our client, spending time with her family, remarked on the fact that some of her friends could not be with her, some not being well enough to attend and some living too far away. She stays in touch with as many as possible though.

Our Client of 90 has received the Help at Home cleaning service since March 2007. When she first started with Help at Home her husband Len was with her. Len has since sadly passed away. When first married, Len earned £5.00 a week and our client just £4.00 a week. They used to have a tin with different sections in it for the different bills to be paid. A household accounts book was kept by our client of every purchase made which has been kept up nearly to present day. A full diary was also kept every day and it all makes for interesting reading, so her daughter says.

Help at Home-Looking Forward

Looking forward Help at Home staff will be communicating with all our customers about their requirements over the Festive period., ensuring any seasonal essential shopping is completed on time and that their homes are clean and tidy for any family visitors during his time. Some customers may be away from home with friends and relatives. All customers will have a break in service as our organisation will be closed from Christmas Eve to New Year while staff attend to their own home celebrations.

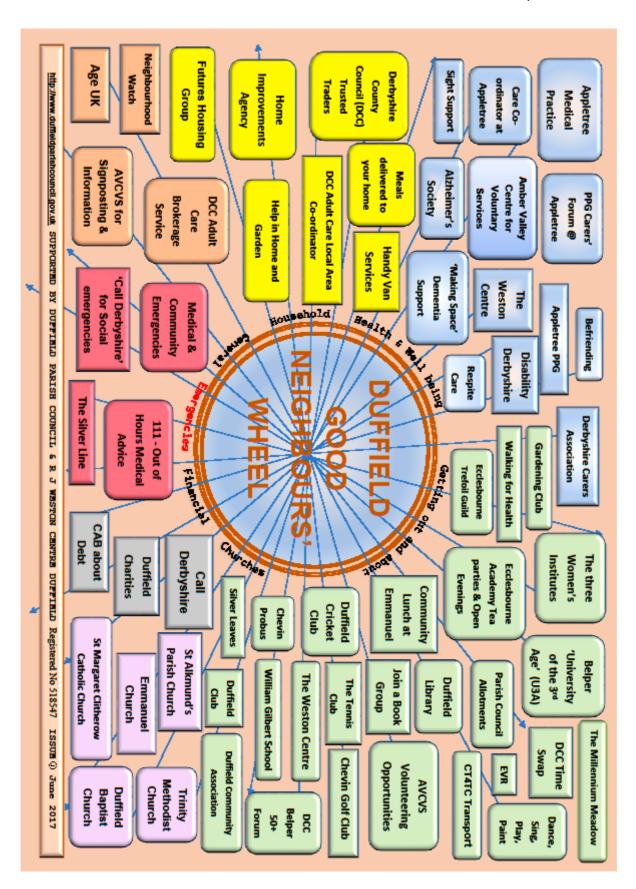
We will ensure that everyone has our good wishes for a joyful period and always look forward to catching up with them in the New Year.

Jane Massey - Amber Valley Help at Home Co-ordinator



Duffield Good Neighbours Wheel

Duffield Action Group have adopted from the Parish Plan activity to identify and support elderly and isolated in their area. As a result, information of all the services available in Duffield have been promoted on "The Wheel". The Action Group meet at Weston Centre and includes Care Co-ordinator, WI, local residents, GP, CVS and other service providers.



Home from Hospital

...a six week support service for patients who have been discharged from hospital and who have little or no support network. Each client is visited by a volunteer, once a week.

Kathy and Jean hit it off straight away, because of their love of dogs. They had a shared interest that was something different to talk about, other than Jean's health and her stay in hospital. On her visits Kathy told us that they reminisced about holidays that Jean had taken with her family and other leisure activities that she participated in.

"Hi, my names Kathy, I have been a Home from Hospital Volunteer for awhile now. Our aim is helping with the transition back to living in their own homes after a stay in hospital. The volunteer and co-ordinator visit the client prior to them leaving hospital. A common concern is how they will cope without the support of hospital staff, once they are home.

On our visits, over the first 6 weeks of being home, we can offer advice, perhaps other services that they might find helpful, a chat, cup of tea and a friendly face. Helping with mobility, building back that confidence if needed.



I have visited many people, all with different storys to tell. I come out of their homes smiling, hoping I've made a difference to their day—they have certainly made a difference to mine."



"My Mum met Kathy in hospital, who explained the Home from Hospital Service to her. I thought the service was very good. Kathy is a very friendly lady who has lots of patience.

My Mum enjoyed Kathy's visits each week and I felt happy and relaxed when I knew she was visiting. Thank you to the Home from Hospital service, it has definitely helped my Mum through a difficult time."

Please contact Philippa Woodbridge on 01773 512076

WANTED... Telephone Volunteers
For Crich Care Line and Amber Valley CVS
Call Hannah Curzon on 01773 512076
for more details

The power of social media

Over the past year, we have increased our audience on social media platforms such as Facebook, Twitter and Instagram. We interact daily with people, keeping them informed of



the work of Amber Valley CVS and other organisations within the borough.

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We use these channels when we need help with appeals and campaigns. One campaign that we ran leading up to the Christmas of 2016 was the Food Bank Appeal. We used our social media channels as a free tool for asking the kind people of Amber Valley to donate non perishable food items. We then distributed the gifts to Food Banks in the area, helping disadvantaged families and individuals who turn to food banks for help.

The first poster that we published (opposite) on Facebook was shared 21 times, resulting in over 1600 people seeing the appeal.

By having increased our number of Facebook followers by 100 and the same on Twitter since last December, we hope to reach out and tap in to the generosity of even more people this Christmas for our Food bank appeal.

Please 'Like' our Facebook page - www.facebook.com/avcvs
Follow us on Twitter - www.twitter.com/avcvs
Follow us on Instagram - www.instagram.com/ambervalleycvs

We hope you have enjoyed the articles, news and information in this edition. If you would like to promote your group, an activity or event in our Newsletter, please get in touch...



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