



## Community Voluntary Action Ledbury & District

### Annual Report 2010/11

Charity Number: 1137377

Company Number: 7265811

Registered Address: 4b Hill House, Bye Street, Ledbury, HR8 2AA





## Chairman's Report 2010/11

As current Chairman of Community Voluntary Action Ledbury and District (CVALD), I would like to offer you my report. CVALD is a local charity working in Ledbury and the surrounding 23 parishes to enhance the life of the residents of this community. We aim to offer support to local community and voluntary groups as well as providing some services directly.

This year has seen many changes at CVALD. While continuing with the delivery and expansion of existing services, CVALD has moved to new premises at Hill House during this year, which has resulted in much easier access and vastly enhanced its visible presence in the town. Opening hours have also been extended, so that the offices are now open from 9.30 am - 4p.m Monday to Friday.

Our Chairman of Trustees, Dr Jann Robinson resigning in January. We would like to thank her publicly for her enthusiasm and dedication to CVALD. She has provided strong leadership and has herself worked hard to ensure the sustainability of the charity. She made a significant difference to CVALD during her time as Chairman.

I would also like to express my appreciation of our Chief Executive Mrs Tess Brooks-Sheppard. She has always been enthusiastic in her post, especially in researching and acquiring new funds and grants to ensure the financial viability of CVALD in these difficult financial times. All members of the team both staff and volunteers continue to show great dedication. Without them all CVALD could not make such a big difference to the community.

You can find out more about the work and activities of CVALD by accessing our website [www.voluntaryactionledbury.org.uk](http://www.voluntaryactionledbury.org.uk) or by visiting the offices in person.

Chairman Hazel Turner





## Chief Executive's Report 2010/11

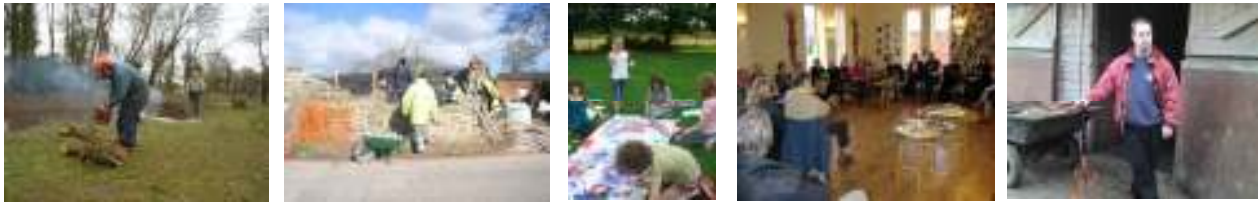
Community Voluntary Action Ledbury and District is a Council for Voluntary Service (CVS) covering Ledbury and the twenty three surrounding parishes working with individuals, groups and villages to build stronger and happier communities. As part of our work as a CVS we:

- Facilitate the development of community and voluntary groups through the R.E.A.C.H project.
- Represent the views of the local community by membership of the Interim Third Sector Board, Hereford Community Development Partnership, Volunteering Development Group, localities task and finish group and the Third Sector Support Review Working Group.
- Increase volunteering through the Volunteer Centre.
- Provide direct support through Ring and Ride, the Mobility Centre, Community Transport and the Resources Centre.
- Develop internal management and governance so that our charity remains effective, professional, sustainable and accountable.
- Develop internal financial systems so that the financial running of the charity is transparent and accountable to its membership and the community.

In this year the outcome of the Governments Comprehensive Spending Review and the effect of this on many members of the community and the voluntary and community sector has started to become clear. This year has seen challenges of reduced funding and a higher need for services by individuals in the community. During this time Community Voluntary Action Ledbury and District remains committed to offering appropriate, effective and sustainable services to Ledbury and the surrounding parishes.

The key to attaining and delivering a high quality of services and support to our community is down to teamwork. I have been impressed by how the staff and volunteer team have responded to the challenges of this year. The positive office move to Hill House has lead to a 35% increase in access to our services and a more professional working environment. Jane Abel joined us as Finance Officer during this year and has proven to be a very valued and professional addition to the staff team.

Tess  
Chief Executive



## Ledbury and District Volunteer Centre



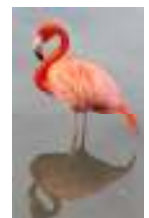
There were 302 enquires dealt with by the Volunteer Centre during this year. 115 individuals were given individual support to find somewhere to volunteer in Ledbury and District. There have been 169 volunteering opportunities available during the course of the year ranging from long term volunteering placements to one off activities.

Organisations involving volunteers were supported throughout the year via training courses, community lunches/ volunteer co-ordinator forums, newsletters, a Charity Fair and one to one support. In December the Volunteer Centre wrote two reports for the Volunteering Development Group one of which explored supported volunteering projects and the other exploring sources of sustainable funding for the Volunteer Centre post April 2011.

Ledbury and District Volunteer Centre achieved Volunteering England's' Quality Accreditation in December 2010. The feedback received as part of this process from both Volunteer Centre users and Volunteering England stated that the work done with volunteers and the portfolio produced by Ledbury and District Volunteer Centre was one of the best in the Country.

In March the Celebration of Volunteering held by the High Sheriff and CVALD acknowledged the wealth of volunteering that takes place in Ledbury and the twenty three surrounding districts. Awards were given to Pam Sarginson and WRVS community volunteers to recognise their outstanding contribution to the community.

'I was looking for somewhere in the local community where I could gain work experience for the future. I was aware of the Volunteer Centre from my parents telling me about it. The Centre was very welcoming and found me a perfect placement for my work experience which has been a very useful tool when applying for university. I would definitely use the Volunteer Centre again' Adam Jeffery



## Stepping Stone : Supported Volunteering Project

The Stepping Stones Supported Volunteering Project, funded by Lloyds TSB Foundation, provides additional support to individuals experiencing mental ill health, physical disabilities, chronic health conditions and learning difficulties to volunteer or move closer to volunteering and engaging more actively with their community. This project focuses on the needs of individuals and works with them to enable them to build skills, resources, support and confidence. The Stepping Stones project covers Ledbury and the twenty three surrounding parishes. This project began in April 2009 and was completed in April 2011.

During the two years that this project has been running 137 individuals with additional support needs have been supported to volunteer through this project. Of those supported 23 individuals were able to go on to do long term weekly volunteering. The types of support offered to individuals included one-to-one mentoring/buddying /coaching, taster volunteering sessions, activities to build confidence and self-esteem, a Mindfulness course in stress and pain management, literacy and numeracy support, as well as training and use of specialist equipment for those with physical impairments which acted as a barrier to the type of volunteering they wished to do.

'I found the mindfulness course very enjoyable and interesting. Participating in the Stepping Stone project very worth while, it gave me skills to understand what was going on in my mind and body and enabled me to play a bigger role in the community.' T.P

## A mini Project : Birds

The aim of this mini project is to enable individuals with significant support needs to be given the opportunity to have a positive volunteering experience and connect with others in the community. 102 individuals from 7 community groups with conditions such as Parkinson's Disease, Alzheimer's Disease, Brain injury, M.E, Fibromyalgia, visual impairment and psychosis took part in volunteering activities which all contributed to a drama performance by Ledbury Youth Theatre during Ledbury Poetry festival to raise awareness of local groups and volunteering.



## Community Development : R.E.A.C.H

The REACH project is funded by both the Big Lottery and LEADER/RDPE to provide assistance, information and support to small, volunteer led, voluntary and community organisations in four targeted areas of the County, enabling them to develop and manage projects which may have seemed beyond their reach.

The REACH project in Ledbury has helped and supported twenty six local groups to get started, develop projects, increase their capability and increase their sustainability. Through the help and support of our REACH development worker £3,498 of grant funding has been accessed by these groups.

### A Case Study of Support

The Allotment Association started as a voluntary community group in 2004, and has grown into a not-for-profit social enterprise which attracted a Big Lottery grant so that the Association could buy the land it was renting. During this year Elizabeth worked closely with Ian Smethurst from the Allotment Association to develop their work. In March Elizabeth helped the Allotment Association access Grass Roots funding to develop a website and make closer links with the community. In May Elizabeth helped the Allotment Association to develop a volunteering opportunity profile for a volunteer role in their educational 'Sow and Grow' project. This post was advertised through the Volunteer Centre, CVALD Newsletter and the Ledbury Focus. Volunteer interviews were held at CVALD offices and a successful candidate was appointed for the project. During November Elizabeth supported the Allotment Association by facilitating the distribution of tickets for their Gardner's Question time event. Later in the year the Allotment Association wanted to develop a community orchard in association with the Children's Centre and the local Primary School, Elizabeth supported this by researching grants which would enable the trees need for the orchard to be purchased.

Elizabeth enabled me to go forward with this idea as she did a lot of the preliminary work.

We found the support available from the REACH project to be very helpful.

This project is part funded by the European Union (EAFRD) and Defra through the VITAL Herefordshire LEADER Programme



LOTTERY FUNDED



## The Coneygree Ledbury Community Grant Fund

The Coneygree Grant program in Ledbury and District is administered by Community Voluntary Action Ledbury and District until April 2012. The source of funding for this grant has come from the Day Care Centre Charity which officially closed in February 2011. The Coneygree grant fund was formed so that these monies could be used for the same Charitable objects, purposes and section of the community for which it was originally intended. CVALD has worked in partnership with the Herefordshire Community Foundation to develop this money in to a long term sustainable local grant.

The purpose of the Coneygree grant is to support local community and voluntary groups to provide care and fellowship to individuals, as well as rehabilitate those with mental or physical health problems through their activities. There is special focus given to groups working with older people.

Grants can be of between £250 to £5,00 and no group can receive more than maximum allocation in total over the total period of the program e.g. a group could have a grant of £250 in 2011, a further £250 in 2012 but would not be eligible for any further funding in 2013.



## The InVolve Project

The aim of this project was to enable and facilitate meaningful and rewarding volunteering experiences for individuals with learning difficulties. This was a partnership project between Salters Hill, St Owens Day Service, Ledbury & District Volunteer Centre, Herefordshire Volunteer Centre and Herefordshire Council.

The project takes a Person Centered Approach and focuses on the needs and skills of potential volunteers. This project explored the barriers to volunteering for individuals with varying degrees of learning difficulty and actively worked together to overcome these. Five individuals with learning difficulties were successfully placed in volunteering roles in Ledbury and the surrounding District during this 4 month project.



'I like everything about volunteering for the Canal Trust and I like working as part of a team' Tom

'I am looking forward to making new people through volunteering with Ledbury in Bloom' Marianne



## Community Transport : Ring and Ride

This service is funded by Herefordshire Council and is a social transport scheme provided for individuals who are unable to use existing bus or train services to make their journey, either because there is no suitable service available or because of the frailty or physical impairment of the individual.

During the last year Ring and Ride covered 62,500 miles equalling 6,800 trips. The demand for this scheme remains constant . 275 individuals were given access to transport through this scheme who otherwise would not have had it. Many of these regularly use the service which has become a life line. With the closure of a number of bus routes planned in our area it is anticipated that the demand for this service will greatly increase in 2011/2012.

This service is able to help individuals within the community due to the hard work and dedication of many of our volunteer drivers and desk volunteers. Sadly this year we said good bye to Roger Parker during November. Our thanks and best wishes go to Roger on his retirement from Ring and Ride.

## A Case Study



Kelly Bicknell is a young lady with learning difficulties who wanted to help in the community and to develop her skills and confidence. Kelly enjoyed the company of animals and wanted to volunteer at the Dog Rescue Centre in Malvern.

Kelly is unable to drive and there were no bus routes which go past the Centre. Kelly approach Ring and Ride who were able to find her a driver so that she was able to volunteer each week for 6 months.

'I was diagnosed with breast cancer in July of this year, and this meant a lot of appointments not only in Worcester but to hospitals in Bromsgrove, Redditch and Cheltenham. I really don't know how I would have managed this without the wonderful services of Ring and Ride' A.T



## Community Transport : Minibuses

In the year 2010 to 2011 the Community Transport minibus service was used by 30 community groups and organisations. These varied from elderly groups and individuals with physical impairments to family and children based organisations, as well as local schools.

Community Transport provided two minibuses for a shuttle service when Ledbury held its annual carnival in August 2010.

In addition to groups Community Transport was accessed by individuals and families with mobility difficulties to enable them to attend social functions and respite care on 21 occasions. Community Transport has developed strong links with local social workers, residential homes and hospitals in the area.

In total 27 community and voluntary groups used Community Transport helping approximately 337 individuals during the last year, many of whom would not have been able to get out and about without access to this service.

Community Transport also offers a specific shoppers weekly service. This was set up with the individual users after Hereford Council withdrew funding. The service is available weekly on a Friday morning. Individuals are collected from their homes within the Ledbury town area and returned to their doorstep. This service is for individuals who find it difficult or impossible due to location or physical impairment to use local public transport. Over the last few months numbers have increased and there is a pool of 11 regular users. This service has enabled individuals to stay independent and in their own homes for longer than they otherwise might have and has provided a lifeline for vulnerable individuals especially in the snow and bad weather conditions.



I'm Bob and am celebrating my 65<sup>th</sup>. Simply put, without the transport I would not get out of my home, (some distance from Ledbury) and would not see my friends and be able to socialise.



## Mobility Centre Report 2010/11

The Mobility Centre, funded by the Eveson Trust, is located in The Master House in St Katherine's car park. The Mobility Centre is open from Monday to Friday from 9.30-2pm. The Mobility Centre provides electric scooters, crutches, pressure cushions, walking sticks, walkers, commodes, manual wheelchairs and other disability aids for local residents and visitors to Ledbury throughout the year. The Mobility aids can be used for short term use such as shopping in Ledbury or longer term use such as recovering from an injury or degenerating illness.

Ledbury Mobility Centre is a member of the National Federation of Shopmobility which enables the Centre to have up to date information about equipment which is then passed on to service users.

During the last year the Mobility Centre has offered practical support to 209 individuals with physical impairments both young and old. This service and support can only be offered with the assistance of the volunteers who help to run the Centre.

### Service Users experiences

Clare is a 34 year old woman who developed symptoms of M.S very quickly. After a period of time in hospital while this condition was diagnosed Clare returned home. Clare says ' I was very unsteady on my feet and I was struggling with my co-ordination. I felt like my world had collapsed when I came out of hospital. I had no idea how I was going to get around. The Mobility Centre staff were so supportive helping me to pick the right type of wheelchair and mobility equipment so I could stay as independent as possible. I was even able to take it away with me that day. I felt so relieved'. Clare was diagnosed with relapsing and remitting MS which means her mobility needs change so she is able to come to the centre or, when she is very unwell, have the equipment she needs delivered to her. ' It is such a relief to know this service is so close to my home'.

'Myself and Maggie are both wheelchair users and we wanted to attend the Big Chill as we both love music. We did not think that it would be possible for us to attend until we received the help, support and kindness of Ledbury Mobility Centre. By loaning us equipment you enabled us to participate like anyone else. Thank you so much' Joan and Maggie

## Financial Activities Statement For year ended 31st March 2011

	Unrestricted funds	Restricted funds	Designated	Total 2011
<b><u>Incoming resources</u></b>				
Grants and other incoming resources	£13,196	£78,490	-	£91,686
Activities in furtherance of Charity's Objects	£1,841	£42,946	-	£44,787
Investment income	£65	£-	£-	£65
<b>Total incoming resources</b>	<b>£15,102</b>	<b>£121,436</b>	<b>£-</b>	<b>£136,538</b>
<b><u>Resources expended</u></b>				
<b>Cost of generating funds</b>				
Charitable activities	£36,769	£98,088	£-	£134,857
Governance costs	£2,115	£-	£-	£2,115
<b>Total resources expended</b>	<b>£38,884</b>	<b>£98,088</b>	<b>£-</b>	<b>£136,973</b>
<b>Net incoming resources for the year</b>	<b>-£23,782</b>	<b>£23,347</b>	<b>£-</b>	<b>-£435</b>
<b>Total funds brought forward at 1 April</b>	<b>£30,768</b>	<b>£15,597</b>	<b>£41,750</b>	<b>£88,115</b>
<b>Total funds carried forward at 31 March</b>	<b>£6,986</b>	<b>£38,944</b>	<b>£41,750</b>	<b>£87,680</b>

This statement of financial activities complies with the requirement for an income and expenditure account under the Companies Act 2006. Full copies of the Financial Statements and Annual Report for 2010-11 are available on request.

# Staff and Volunteers

## Trustees

Chairman.....Hazel Turner  
Chairman (until Jan 11).....Jann Robinson  
Treasurer.....Graham Lloyd  
Trustee.....Tony Lafford  
Trustee.....John Meredith  
Trustee.....Maurice Harding  
Trustee.....Peter Watts

## Staff

Chief Executive.....Tess  
Finance Officer.....Jane Abel

## Volunteer Centre

Co-ordinator.....Tess  
Stepping Stones  
volunteer worker.....Tess  
Volunteer Centre  
Administrator.....Benedict Rose  
Administration Volunteer.....Jean Harper  
Administration  
Volunteer.....Suzanne Wright

## InVolve Project

Co-ordinator.....Tess  
Co-ordinator.....Tina Parker

## Birds

Co-ordinator.....Tess  
Community Arts  
Volunteer.....Jeanette McCulloch

## R.E.A.C.H

Community Development  
Worker.....Elizabeth Pimblett  
Volunteering.....Jean Harper

## Community Transport

Community Transport  
Co-ordinator.....Clive Edwards  
Volunteer Driver.....Ian Wheeler  
Volunteer Driver.....Sandra Locke  
Volunteer Driver.....John Tallis  
Volunteer Driver.....Malcom Lomax  
Volunteer Driver.....John Crowe  
Volunteer Driver.....Ken Thomas  
Volunteer Driver.....Bruce Foster

## Mobility Centre

Mobility Co-ordinator.....Reg Taylor  
Mobility Volunteer.....Alistair Snook  
Mobility Volunteer.....Bob Russell  
Mobility Volunteer.....Norman Hulland

## Ring and Ride

Ring and Ride Co-ordinator.....Reg Taylor  
Desk Volunteer.....Christine Bebbinton  
Desk/Driving Volunteer.....Maggie Clarke  
Desk Volunteer.....Lorraine Lumsden  
Desk/Driving Volunteer.....Liz Tallis  
Desk/Driving Volunteer.....Rosemary Ballard  
Desk Volunteer.....Pat Symonds  
Desk/Driving Volunteer.....Sue Wood  
Desk Volunteer.....Angela Cowan  
Desk Volunteer.....Rosealie Cross

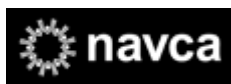
Volunteer Driver.....Ray Bardsley  
Volunteer Driver.....Rex Chamberlain  
Volunteer Driver.....James Clarke  
Volunteer Driver.....John Crowe  
Volunteer Driver.....Stan Darlington  
Volunteer Driver.....Jean Edwards  
Volunteer Driver.....Bruce Foster  
Volunteer Driver.....Barbara Goodhew  
Volunteer Driver.....Peter Goodhew  
Volunteer Driver.....Elizabeth Greenall  
Volunteer Driver.....Georgina Hicks  
Volunteer Driver.....Judy Hooley  
Volunteer Driver.....Chris Hopkins  
Volunteer Driver.....Helen James  
Volunteer Driver.....Bella Johnson  
Volunteer Driver.....Jean Jones  
Volunteer Driver.....Margaret Lockwood  
Volunteer Driver.....Brian Meadows  
Volunteer Driver.....Neville Meredith  
Volunteer Driver.....Colin Myles  
Volunteer Driver.....Cicely Palmer  
Volunteer Driver (retired).....Roger Parker  
Volunteer Driver.....Peter Pearson  
Volunteer Driver.....Harold Rix  
Volunteer Driver.....Adrain Silcock  
Volunteer Driver.....Jenny Silcock  
Volunteer Driver.....Terry Sullivan  
Volunteer Driver.....Ann Titmas  
Volunteer Driver.....Gordon Titmas  
Volunteer Driver.....Willem Van Meeuwen  
Volunteer Driver.....Robert Waddington  
Volunteer Driver.....Philip Weaver  
Volunteer Driver.....Arthur Wrench



## Contributors

Thank you to all our contributors and supporters both organisations and individuals during the last financial year:

Ledbury Horticultural Society , Colwall Parish Council, In memory of Gwen Rose, Ruth Kedward, Megan Bennett, David Tombs and Ledbury Day Centre Community, McKechnie Foundation, Homend Garage, Roger Allsop.



Eveson Charitable

Young & Co



CLEFTBRIDGE  
*Coaching Limited*



This project is part funded by the European Union (EAFRD) and Defra through the VITAL Herefordshire LEADER Programme



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