

North West Leicestershire CVS ANNUAL REVIEW 2008/09

Welcome to the annual review 'in brief' 2008 - 09. In it you'll find summaries of the North West Leicestershire Council For Voluntary Service activities and achievements during the year. It was a year dominated by the County infrastructure review, news of the loss of a significant part of our future funded activity and the consequent restructuring and planning.

In April 09 we said goodbye to Martin Gage, our Chief Executive, who decided to move on after ten years of dedication to delivering services for local communities. I would like to extend the thanks of the

"the service received from front of house staff was courteous and efficient, they were willing to help resolve any problems and met our deadline comfortably"

Jeanette Matchett
CRUSE
Bereavement Care

Board of Trustees to Martin for all his work and wish him all the luck for the future.

Our skilled and experienced staff team are our most vital resource. I want to thank the entire staff team for their hard work and dedication through this difficult year.

A fast changing sector and the financial downturn will mean that we have to evolve as an organisation in order to meet an evident continued need for the services provided from the Marlene Reid Centre.

We are pleased to welcome a new Chief Executive, Dave Ahlquist and to support him, the staff team, trustees, volunteers and all our many supporters in taking our work forward



The Marlene Reid Centre is the base for NWLCVS, as well as other like minded organisations. Formerly a chapel and school, it now offers a wide variety of office space and meetings rooms.



How did we do?

- Welcomed 6,890 visitors
- Dealt with 14,022 phone calls
- Provided 1,486 room hires



How did we do?

- 180 people supported with training & employment through Next Step
- 40 volunteers/trainees assisted with job search, welfare rights, advice & guidance
- 58 training courses completed
- 12 trainees successfully in to full time employment

**Stephen Wilson-Jennings,
Chair, NWLCVS**

Enterprise Training & Initiatives Team

The ETI team provides a diverse range of services including management of the Centre itself, training and furniture re-use & information, advice and guidance in association with Next Step.

The REACT training scheme offers volunteering and on-the-job training for the long-term unemployed in areas such as driving, manual handling, warehouse work, health & safety as well as support with confidence building, job search, application form filling, writing a CV, literacy & numeracy, interviewing, social skills & personal effectiveness.



The Woodwork Project



How did we do?

- Collected & delivered 10,000 items of furniture
- 250 tones diverted from landfill
- "Business of Excellence" (Furniture re-use Network)



Customer story

A 22 year old man was referred to us on a New Deal programme due to being long term unemployed. During his time with us he worked in the warehouse and also assisted on reception gaining NVQ2 in customer services in the process. With our support he successfully applied for a job with DWP and continues to do well.

The **woodwork project** allows us to provide intensive on the job placements for people with particular conditions e.g. Aspergers Syndrome & Autistic spectrum.

On going projects include flat pack 're-assembly', to build items such as wardrobes, chest of drawers, office furniture and many other items. We continue to repair some of the wooden items donated by the public to the REACT project. These are then sold as part of the furniture re-use project.

Community Transport



How did we do?

- 14,824 passenger car journeys (171,000 miles)
- 10,266 passenger 'dial a ride' minibus journeys (5,294 miles)
- 15 Minibus Driver Awareness (MIDAS) training courses delivered.

Community Transport, Coalville and District provides services to frail older people who have difficulty using public services, or where none exist. The **Dial-a-ride** service using four accessible minibuses, provides shopping services throughout the week in the Measham, Moira, Ashby, Ibstock, Whitwick, Donisthorpe, Appleby Magna, Thringstone, Ravenstone, Markfield and Coalville areas. Voluntary and Community Groups may hire a vehicle to transport members to day time group meetings or on social outings. The **social car scheme** - Volunteer drivers, using their own cars, transport frail older people to hospital appointments, doctors, opticians, chiropodists, dentists, pay bills or to visit sick relatives.

"...we would be in a mess without the scheme. We cannot thank NWLCVS enough, they have made a big difference to our lives"

Mr & Mrs Holt.

Play Schemes

Play Schemes enable children and young people of North West Leicestershire to develop through play and play opportunities.



How did we do?

- 1,336 Children
- 11 Venues



Volunteering



How did we do?

- 200 volunteers registered
- 85 opportunities registered

Voluntary Action North West Leicestershire was busy during the year brokering volunteering opportunities.

Play Bus



How did we do?

- 1,140 children on the bus
- 996 carers
- 10 sessions a week in: Ashby, Castle Donington, Forest Way School, Greenhill, Measham, Moira, Thringstone, Whitwick & Worthington

Play Bus - A converted double decker Community Playbus, which runs to a timetable from Monday to Thursday during term times. The lower deck offers a child friendly play environment, whilst adults can access training on the upper deck. Parents and carers who come on the bus find it a friendly way to access additional services such as confidential Welfare Rights & Employment Advice plus the workers are able to refer to a wide range of other services.

Carers Support

Information, guidance and support for carers in North West Leicestershire are provided by the Carers Development Worker, Sarah Houlton-Ellingworth. Sarah can also assist any carers groups that need help in any way, including completion of grant applications or promotion of services etc.

Carers Forums meet locally on a quarterly basis and these provide the opportunity to:

- meet workers from both voluntary and statutory agencies
- discuss topics of interest and concern with the relevant person
- voice any comments or criticisms
- provide information on any new services or developments affecting carers.



How did we do?

- 57 Carers received grant aid to "Take A Break"
- 130 attended Carers Forums
- 55 new Carers referred

Customer story

Kevin was a full time carer for his wife Jennifer until he died in June 2008. The two of them attended the Ibstock Carers Group and attended many outings and events, including Trust and Wills Training and advice from our 'in house' Money Advice Service. Their daughter Michelle, a bright 33 year old, living with learning disabilities, came along too. Jennifer is now an active member of the New Horizons group (at MRC) for recently bereaved. Following an introduction from the project, Michelle went on a special activity weeks holiday funded by Ashby Rotary and recently got engaged to someone she met at the Friday Club (activity club for people with Learning Disabilities).



Money & Welfare Benefits Advice

Debt Advice is aimed at people who find their debt situation problematic. We can arrange an informal appointment to see a professional Debt Advice Worker, who can deal with all levels and types of debt. We can negotiate with creditors on behalf of clients. We can offer assistance with the completion of all benefit/allowance application forms, together with liaison with statutory authorities in order to resolve any issues of benefit entitlement.



How did we do?

- 345 Debt advice clients
- £1,140,996 debt dealt with
- 511 Welfare benefits clients
- £433,892 Benefits assisted with

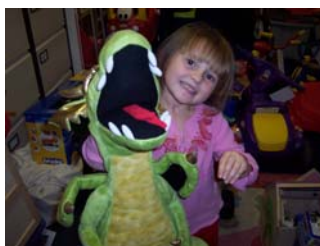
NWLCVS Toy Library

The Toy Library provides an accessible and inclusive service, offering up to date information, training, resources and the loan of toys, books and equipment to all areas of the community, thus enabling networking of children, parents, childcare providers and specialist services.



How did we do?

- Registered 50 new members



Customer story

Sofia was suffering nightmares involving dragon's under her bed. She borrowed our dragon to scare away her dragon's.

RESULT it worked!

Support for Groups



How did we do?

- One-to-One support to 14 new groups
- One-to-One support to 69 existing groups
- 20 information days & 70 information packs

Statement Of Financial Activities (including income & expenditure account) Year Ended 31 March 2009

	2009 total	2008 total
	£	£
INCOMING RESOURCES		
Grants, Donations and Project Income	875,574	925,505
Investment Income	1,625	4,314
Rents and Services	100,237	111,915
TOTAL INCOMING RESOURCES	977,436	1,041,734
RESOURCES EXPENDED		
Costs of activities in furtherance of the charities objectives	944,239	971,976
Resources expended on management and administration of the charity	103,256	107,998
TOTAL RESOURCES EXPENDED	1,047,495	1,079,974
Net expenditure for the year	(70,059)	(38,240)
Total funds brought forward	481,078	519,318
Total funds carried forward	411,019	481,078

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