

Provision of volunteers and volunteer management support From April 1st 2015 - March 31st 2016 the North Herts and Stevenage Volunteer Centres:




**NHCVS COMMUNITY TRANSPORT SCHEME**

**4812 Trips** were carried out in total

## FURNITURE LINK



**1249 items** given a new home  
**31 tonnes of furniture** saved from landfill



**7445** Playscheme support provided



**Welfare & Distress Grants**  
52 grants, totalling £9434 was given to local people in need, through the Welfare and Distress Fund



**Community Coffee Bar**

**Total NET income was £2,063.30**  
2,947 cups of coffee and 1000 slices of toast sold

## North Herts Time Bank

Time Bank membership up to April 2016	Exchanges from April 15-16	Hours booked from April 15-16
356 Time Bankers	682 Exchanges	388 Hours

**454 DBS** checks carried out



# Impact Report 2015-16



## TYPES OF SUPPORT

Member groups of North Herts CVS can benefit from a number of support services including advice on funding, governance, safeguarding and HR, information on constitutions, and group development support.

During the course of the year NHCVS provided the following to our member organisations:

- 104 hours of email and phone support
- 403 hours of 1 to 1 support to 45 groups and organisations.
- 12 Information bulletins to 835 contacts

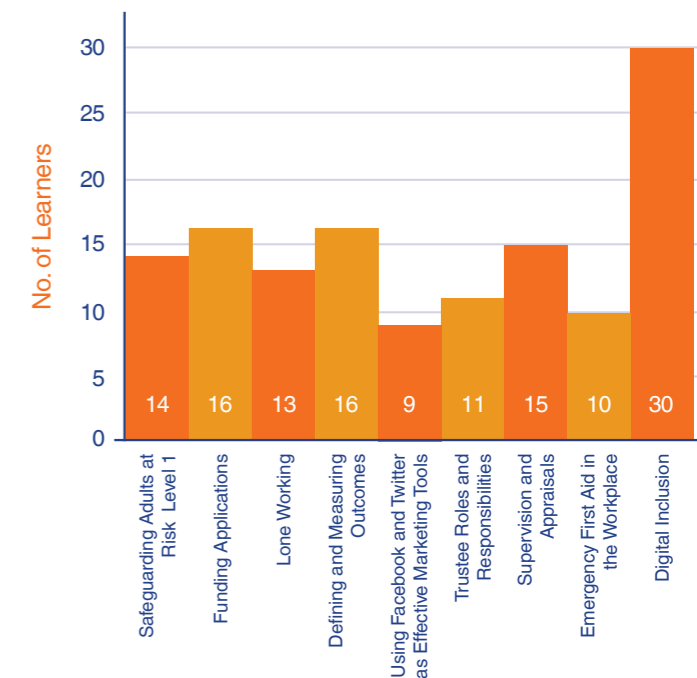
## WEBSITE & SOCIAL MEDIA

**Twitter tweets** Inc. Retweets **641**  
Total Twitter followers: **1286**  
Top tweet earned: **2549 impressions**

**Facebook posts:** **285**  
Total Facebook followers: **250**

**52,292 total** website views for the year  
Our website has received...  
**15,094 visitors** between April 2015 and March 31st 2016, an increase of **30.1%**

## TRAINING EVENTS & SEMINARS



We ran 8 training courses on a variety of topics. We also ran 52 hours of Digital Inclusion training to 30 learners during this period to individuals and small groups.

## SUPERVISION AND APPRAISALS:

"Very helpful to meet other people from organisations. Great bunch of people to learn from. Was very happy with the training - it was delivered well. Very good course - interactive learning. Trainer did a great job of keeping conversation on point."  
Sam

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## STATEMENT FROM NHCVS CHAIR, SAUL ACKROYD

The last year has seen significant board changes for North Herts CVS on level with Ann Blackmore leaving both as Chair and a Trustee and, as Vice-Chair, I have stood in. Andrew Phillips and Sue Ross have joined the Board. Neena Raj has moved on and has been replaced by Rebecca Fatharly. Jon Brown joined the community car scheme.

Demand for our CVS services remains high with Anne Taylor

effectively supporting our member groups who face so many challenges. Training has once again been popular with Stoneyhall proving to be a useful venue and valuable meeting room space.

Our other projects and services have continued to do well and I hope the Impact Report for 2015/16 demonstrates the diversity and range of our partnership working. Numerous short projects have been undertaken such as the Sloppy Slipper campaign and Handyman service which are incredibly useful, improve our knowledge and provide closer connections to our local communities. The Dragon's Apprentice Challenge continues to provide important links

between schools and local business mentors. We would also like to say farewell to our successful Time Bank and thank all the volunteers who have selflessly given their time over the years to help others.

Val retired after an exceptional 32 years with our transport service, which from April 2016 has grown as we have integrated the Lister community car scheme.

None of this would be possible without the skills, enthusiasm, commitment and mutual support of all of our staff. They do a fantastic job and I have been delighted to see that recognised by voluntary groups and the local press.



The Volunteer Centre introduced quarterly Volunteer co-ordinator network meetings with the aim of providing a platform where volunteer recruiters / managers have the opportunity to discuss volunteer management, and share their experiences and best practice.

The first meeting took place November 2015, the second in February 2016. 15 organisations attended these sessions.

Introduction to volunteering sessions have also been introduced, which aim to inform people about volunteering, so far 3 have taken place in North Herts and 3 in Stevenage.

*Thank you so much for your time today and sending all of the templates across. It was really useful to me and I do now feel confident in building a Volunteer Programme that has purpose and will be robust from the outset. Will certainly be in touch as and when I need further help."*  
Nicky

## STAFF MEMBERS AND PROJECTS

**Jacque Hime**  
Director

**Kate Lake**  
Deputy Director & Breakaway Playscheme Manager

**Savita Mason**  
Volunteering Coordinator

**Anne Taylor**  
Group Development

**Jon Brown**  
Community Transport Coordinator

**Kat Shepherdson**  
TeamHerts Volunteering Manager

**Abby Coften**  
TeamHerts Volunteering Marketing Manager

**Michelle James**  
Housing Intervention (Thriving Families) Worker

**Rebecca Fatharly**  
Information & Communications Officer

**Tom Burton**  
Technical Services Co-ordinator

**Tom Liedl**  
Helping Hand Service Co-ordinator

**Olivia Searle**  
Breakaway Playscheme Administrator

**Christine Dillnutt**  
Secretary to the Board of Trustees

## FAREWELL TO...

**Ann Blackmore**  
NHCVS Chair

**Neena Raj**  
Information Officer

## HELLO TO...

**Olivia Searle**  
Breakaway Admin

**Jon Brown**  
Transport Co-ordinator

**Rebecca Fatharly**  
Information & Communications Officer



## LYN PROJECT THANK YOU'S

We would like to thank Sue Lines and Ingrid Horgan of the Wilbury Community Forum for their contribution to the Love Your Neighbourhood campaign. They put in hours and hours to make the Health MOT event a success, and spread the word about the Houses of Parliament trip.

A big thank you to Coombes Community Centre, and Westmill Community Centre for holding the launch and closing events.

We would also like to thank the following partners; North Hertfordshire Partnership, North Hertfordshire Homes, North Hertfordshire District Council, Herts Police and Herts Fire and Rescue Service.

## A FAREWELL TO TIME BANK

Kat Shepherdson, TeamHerts Volunteering Manager



North Herts Time Bank was set up in 2010 as a way for people to swap skills and interests. The funding also provided sustainability to Royston Time Bank which NHCVS supported. Due to the success of the project, Hertfordshire County Council extended the funding to provide a project in Stevenage and East Herts District Council funded a project in Buntingford. However, the funding came to an end in March 2016 and we said a fond farewell to our successful Time Bank and welcomed its successor project, #TeamHerts Volunteering.

We were thrilled to win the contract to deliver the countywide service. The project focuses on different types of volunteering and celebrating the work already happening throughout Hertfordshire. Those interested in

Time Banking can still get involved, but it's now called Flexible Volunteering and the focus is on supporting organisations with ad-hoc support instead of individuals.



To find out more check out the website [www.teamherts.org](http://www.teamherts.org)

## LOVE YOUR NEIGHBOURHOOD HOUSES OF PARLIAMENT TRIP

*"It was what we expected and much better than anticipated."*  
*"It was more than expected and very rewarding."*



- Total money raised for local charities - £3160.95
- 6 teams were involved in total from North Herts and Stevenage
- 39 Students from 4 schools took part

Dragons' Apprentice 2015-16 with Scott Saunders and the winning team:

**Team Nirvana from the Priory School**

## NHCVS DEVELOPMENT WORK

Michal Siewniak, Community Development Manager:

This year has proved to me, more than ever before, that in order to achieve great things in life, we have to collaborate and work together. Many of our fantastic activities wouldn't have happened if it hadn't been for the power of cooperation.

The Love Your Neighborhood project brought together many of the local agencies and enabled us to use our skills, networks and expertise to make a really different in the local community. This project, like many others, helped to engage with many groups and residents, often described as hard to reach.