



High Peak CVS

Community & Voluntary Support

Annual Report 2019/20

Empowering our Community



Message from The Chair of Trustees



Dear Members and Friends

As Chair of Trustees of High Peak CVS, I am incredibly proud of the achievements of James, together with all our staff and volunteers during this very challenging year. We have a wonderful team.

High Peak CVS has begun to grow steadily and we have developed new services that are entirely appropriate for the mission and vision of our organisation.

Throughout the recent, ongoing pandemic High Peak CVS has stepped up to meet the needs of our community, unquestioningly, with resilience and demonstrating innovative approaches. We have supported vulnerable people and the community groups that they rely on in every way that we can from everyday advice to grant funding.

Undoubtedly the contribution of High Peak CVS and our partners has demonstrated to funders and statutory organisations that the voluntary and community sector is indispensable in ensuring the sustainability of High Peak.

Stay safe.

Karen

Board of Trustees

High Peak CVS is governed by a Board of Volunteers from various backgrounds and expertise to offer strategic guidance and support to the Staff Team:

Karen Rigg
Chair

Joy Brown

Kevin Scott
Vice Chair

Sue Howard

Martin Thomas
Treasurer

Carol Evans

Kathryn Dawson

Jo Baines

(Resigned 27.11.19)

In addition to those listed above we also welcome a representative from High Peak Borough Council onto the Board.

Message from the CEO

James Bromley



I am really pleased to be able to introduce you all to our Annual Report for 2019-20 which I feel proudly demonstrates the impact our work has on the local community.

Over the past 12 months our structure and capacity across the organisation has increased significantly which in turn has allowed us to offer a much more comprehensive service provision to our members and the local community. This is also a testament to the incredible work that the staff team and volunteers have done during this period of transition and I would like to say a huge thank you to them all for their hard work. Both new and existing staff members have pulled together incredibly well and I am proud of what they have achieved together.

In addition, the staff team are supported by an incredible Board of Trustees that governs our work through their own expertise and passion for the voluntary sector. Without them, High Peak CVS would simply not be here so I would like to add a big thank you to them for their continued commitment.

We have also faced many challenges over the past year which resulted in many changes to our current funding streams as well as the introduction of new opportunities. Our core funding through Derbyshire County Council, High Peak Borough Council, NHS Tameside and Glossop CCG and NHS Derby and Derbyshire CCG has stayed consistent which we are hugely grateful for.

As you may be aware we have been involved in the recent Derbyshire County Council funding review with the potential of significant cuts to voluntary services looming across the High Peak. As it stands this review has been paused but discussions are ongoing as to the future of this funding.

Despite the continuing uncertainty around funding our relationships with our statutory partners as well as our voluntary colleagues has never been stronger. Our High Peak Alliance, which consists of New Mills Volunteer Centre, Connex Community Support and The Bureau has demonstrated an effective and collaborative working relationship which utilises our resources and expertise for the benefit of the community. I'm excited about developing this partnership further in the coming months.

From both a personal and professional viewpoint I am delighted to have seen the growth of our Bereavement Support Groups during the year with significant funding received via the National Lottery which secures these groups for at least another 3 years. This group has proven to be

essential to those dealing with grief and even more so during the recent Pandemic.

COVID-19 has clearly created an unprecedented challenge for everyone, including High Peak CVS, but due to excellent relationships with our funders, we have been able to adjust our service offering accordingly so that we are central to the community response and can still support our members and service users effectively. The next 12 months will be as equally challenging as we start moving back to our original services while still supporting those affected by the pandemic. We expect an increase in demand for our services so this will need to be managed and discussions will be ongoing with existing and potential funders.

Again, I cannot praise our staff enough for the commitment and flexibility that they have all shown to our work in extremely difficult circumstances and they should be proud of themselves for the difference they have made. I would also like to take this opportunity to say thank you to all the incredible volunteers, emergency services, key workers, voluntary and community sector groups and everyone else that have worked together to support our most vulnerable Citizens. The High Peak really does have a phenomenal community spirit and we are proud to be part of that.

I am also really pleased to have seen the introduction of the Social Prescribing service in the High Peak to complement the service already running in Tameside and Glossop by our Friends at The Bureau. This is a priority across NHS England and High Peak CVS will be leading this service across the district, which will help support some of the most vulnerable people to access local community services.

So, along with our new services and new team members our commitment to developing our services to our members remains key to our future and we will continue to work closer with health authorities to identify the needs of the community and advocate for the incredible voluntary sector we have in the High Peak.

Thank you all for your continued support and please take some time to read in more detail about our work on the following pages,

Take care *James*

Impact By Numbers

304
Member Organisations



426
High Peak Groups and Organisations on the Derbyshire Community Database

56 groups receiving intensive 121 support



47 individuals and Families Receiving Direct Bereavement Support

26
E-Newsletters sent

657,532
Views on Our Website

Total Funding Brought in for Members

£26,883.54

Total Grants Distributed to Groups

£21,272.04

Staff Team



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Introduction to High Peak CVS

High Peak CVS act as an infrastructure body with the aim to promote and assist any charitable purpose for the benefit of the community and, in particular, but not exclusively, the prevention and relief of poverty plus the development of education, health, social and community advancement.

Our work often focuses on the most disadvantaged and marginalised groups as well as those facing social exclusion, isolation and loneliness.

We are committed to developing the capacity of voluntary and community groups to make their valuable work as effective as possible. This includes individual support for groups just setting up as well as ongoing support to existing groups who face challenges or who seek to expand their work. Through contact with groups our team offers information, funding advice, bespoke informal training, networking, mentoring, advocacy, promotion and development as a part of our support services.

Our Mission is to improve the quality of life for individuals, groups and communities by enabling a vibrant and sustainable voluntary and community sector that is valued throughout the High Peak.

We commit to empowering groups and individuals to seek and create their own solutions for a healthy and inclusive High Peak.

The Voice of the Voluntary Sector

The importance of the voluntary sector has never been more evident and High Peak CVS continue to represent the voluntary sector in a wide range of areas particularly in association with public sector statutory agencies. This includes pressing for adequate investment to ensure the continuation and expansion of their work.

High Peak CVS actively represents and advocates for the voluntary sector in a number of strategic policy platforms including 3D (Third Sector Support for Derbyshire), Derbyshire County Council Local Response Forum (Tactical Group), Derbyshire County Council Community Response Forum, PLACE Alliance, Community Resilience Forum, Health and Wellbeing Partnership, Primary Care Network, Joined Up Care Derbyshire and other Partnership groups and forums that look to shape the future of community support.



We also continue to be an active member of NAVCA, a National Body that works to influence change across the Voluntary Sector.

All of these are key strategic platforms that offer us an opportunity to link in with priorities and work collectively to involve the voluntary sector in key decision making processes moving forward.

One thing is clear. Volunteers, community frontline services and charitable organisations are essential to the support and wellbeing of our local community alongside our Statutory colleagues and we will continue to listen to the needs and concerns of our members and ensure these are conveyed to the key decision makers to enable them to make informed and appropriate decisions that will impact our High Peak Community.

Partnership Working

Partnership working is a key priority for our organisation as we aim to support the Voluntary and Community Sector to be an influential and equal partner within partnerships relevant to the High Peak. We have an active involvement in



a number of partnerships as listed previously and as part of our group engagement, we feed back to statutory bodies responsible for setting health objectives across the High Peak.

We are incredibly proud to be part of the High Peak Alliance which consists of our partners at New Mills and District Volunteer Centre, The Bureau in Glossop and Connex Community Support in Buxton. The partnership aims at offering a collaborative and joined up approach to community development and support across the whole of the High Peak and by sharing expertise, knowledge and resources we are able to offer a comprehensive support network to our members.

This Annual Report will aim to highlight our main activities which focus on improving the quality of life in communities by supporting the development and sustainability of voluntary and community groups and addressing identified community needs and are undertaken to further our charitable purposes for the public benefit.

**Joined Up Care
Derbyshire**



Impact of COVID-19

**Figures cover the period March 2020 to May 2020*

Although the true impact of the Coronavirus didn't start to reach us until the latter part of this year, the unprecedented situation created huge challenges for all of us and for High Peak CVS in adapting our services to meet the needs of our community. Our office was closed in March 2020 but our dedicated staff continued to work remotely and offer support to our members and the wider community throughout the lockdown. It is important therefore to highlight how this impacted our services and our community.

During the pandemic, High Peak CVS acted as the link between the community and the district wide response through the Derbyshire County Council Community Response Unit. Our links within the community have been vital to ensure vulnerable people have been referred into appropriate services as quickly and efficiently as possible. We saw a total of 525 referrals made to our services through the Community Response Unit or directly during this pandemic. Of these, 44 were Bereavement and Loss Related Support Calls.

In total we have 95 individuals that are still receiving ongoing support through our development workers, Social Prescribers or our partners.

In response to the Coronavirus situation, we made a total of 398 separate calls to groups and those potentially vulnerable individuals that may have needed some support or guidance during this period. We also sent out 9 E-Newsletters and circulated 2 email mailshots to our membership base of over 300. We have seen a huge rise in signposting enquiries from individuals, groups and organisations as we have positioned ourselves as the central point of contact for High Peak services and residents.

In addition, we have had 75 volunteer referrals from the Community Response Unit that have been linked to ourselves and our community partners.

“The CVS Covid Support Forum has been invaluable in helping to establish patterns and emerging needs in the High Peak, as well as being a network of support for coordinators.”

We have developed a substantial High Peak focused database linking in local services and support available to those that need it which will be developed further to meet identified needs during the recovery period. This was also an essential tool for other services and organisations to refer into for their own volunteers and clients.

We have worked closely with new and existing groups that have been on the frontline of Coronavirus response including shopping, prescription delivery and befriending. High Peak CVS set up a Community Forum for all of these groups to meet, share best practice and receive support and guidance. This has been a huge success and will continue for as long as the need is there.

“[High Peak CVS] support helped us to set up a volunteer network which has so far delivered 1,300+ food parcels to Buxton families as well as helping neighbours to support each other through the pandemic – whether by shopping or through a socially distanced chat”.

In response to this national emergency and in Partnership with Derbyshire County Council Public Health, High Peak CVS developed and administered a COVID-19 Support Grant to support those groups that have been affected by the pandemic and this will continue for as long as is needed during the recovery period. To date we have allocated over £3,495 to groups across the High Peak that are making a real difference during these difficult times.

Working closely with the High Peak Alliance we have adapted our services to support those with complex needs through additional befriending calls, bereavement support, signposting to COVID related services, food delivery and co-ordination, prescription collection/delivery and care packages and we will continue to do so during the recovery period in which we are expecting an increase in service requests across the High Peak.



Group Development and Support

High Peak CVS' primary focus is to build the capacity of voluntary and community groups to help them make a positive difference to their communities. To this end our team deliver high quality support to groups across the High Peak by providing information, advice, development support and training.

“High Peak CVS have helped us identify legal resolutions to issues related to HR, SLAs, constitutions etc”.

Our team has supported our membership base of 304 voluntary and community groups this year as well as providing advice and guidance to non-members. Our support ranges from providing advice and direction on matters such as initial set up, constitutional and governance issues, fundraising, marketing, linking groups with similar or related initiatives and services, or other useful contacts, forward planning and group dynamics. We work with groups from where they are, from an idea or a social problem or gap that needs a solution, all the way through to groups getting their voices heard at larger forums or expanding and taking on bigger projects to serve a community need. As a result, group members have developed confidence, skills and experience that have helped them to maximise the effectiveness of their group's activities, which in turn benefit many members of their community and their families.

“High Peak CVS gave us the confidence to believe in ourselves to act in the best interests of our community when it was most needed.

Training is always an important part of our development support to groups and we continue to work with our colleagues at Derbyshire County Council and other partners to put together comprehensive and ad-hoc training sessions based on the requirements of our members. In addition we have also facilitated support to groups that were looking to take over Community Libraries across the High Peak and this is an area of work we will continue to support going forward.



Of our members, 56 groups have received significant,



specialised and consistent support during this period on top of key communication and advice offered through our website, social media and E-Newsletters which is shared with all our members as well as the general population.

Small Groups Advisory Board

It is vital that we listen to our members and local community to shape our vision and service to meet the needs of these groups. To help with this we facilitate a Small Group Advisory Board which involves representatives of local organisations that feedback issues, concerns as well as offer guidance on our work which is essential in informing our objectives and meeting the needs of our community.

Funding for Our Members

One of the biggest challenges that faces every community and charitable organisation is accessing funding to deliver their services. One of our key roles is to support our members in identifying and applying for appropriate funding streams to allow the short and long term sustainability of their organisation. Our Group Development Worker continues to assist a number of members with this process and in addition, our Funding Officer offers more complex support when appropriate.

“High Peak CVS does a fantastic job with the small groups, inclusive, supportive and directive. It's very positive working with the CVS and I wouldn't want to lose that support for our communities”.

As well as accessing external funding we also work with our partners at Derbyshire County Council Public Health to administer their 5 Ways to Wellbeing and Small Grants streams to local groups and organisations. We are delighted to be working closely with Public Health to ensure small groups can access this funding which has a direct impact on the health and wellbeing of the local community.

This year we have distributed over £20,000 to our local groups via grant administration and in addition we have successfully supported groups in securing over £26,000 through direct support, external grants and/or advice.

Bereavement Support Service



“We were all in a similar situation. I felt it was ok to be really sad, to cry, to be in pain. I never felt I was a burden to anybody and this was a relief as I had started to feel that with family.

I felt safe enough to just be upset if that's where I was that day. I could stay with it and we explored these feelings, others were doing the same, we were together with it. The group was the best thing I did for me and I felt a deep bond with the others, they all were lovely and came to matter to me a lot

After a hugely Successful Pilot scheme in Glossop, in November 2019, we were delighted to be awarded £123,933 from the National Lottery Community Fund to not only continue this group but to expand the offer to other areas of the High Peak. This 3 year funding has allowed us to work towards groups in Glossop, Chapel-en-le-Frith and Buxton with the aim of supporting those dealing with grief.

Our face to face peer support groups are aimed at adults dealing with bereavement that may find comfort from others in a similar situation. The set-up of our new Buxton and Chapel groups was delayed due to the Pandemic but during the period from April 2019 through to January 2020 we continued to support 47 bereaved people and their families, who were already engaged in our service.

“[The group made me feel] welcome, safe, accepted and understood. The feelings I've just described became shared feelings, other people were feeling them too, I started to feel in good company, the right company, like a new family who really 'got me'. It felt like a security blanket, much needed”

During the lockdown we have adapted our service to offer telephone support to all our participants as well as offer bereavement support to other members of the public and our colleagues across the voluntary sector. We have also successfully trialled our first virtual face to face support group meeting which received positive feedback and will continue as an alternative for face to face while restrictions are still in place.

“The group is so necessary and needed and has really kept me going. Life would have been so much tougher without it and I'm so grateful it's been there for me”.

Mental Wellbeing and Bereavement

High Peak CVS co-produced and delivered an online training session and forum around Mental Wellbeing and Bereavement which we have delivered in partnership with Derbyshire County Council to 28 volunteers and staff from a number of organisations and groups that may be affected by bereavement or related issues or, crucially at the moment, be supporting others that do. We are looking at ways of extending this opportunity to more individuals and groups over the coming months.

“I work as a volunteer befriender and this training was really helpful and not only helped develop the way I can support others but made me think about the importance of looking after myself. Thank you to both Jo and Liz – it was really valuable”



Blythe House
Hospicecare

Our service has been further enhanced by the excellent working partnerships with NHS Tameside and Glossop CCG as

well as Blythe House Hospice who support and partner on our delivery. We also led a scoping meeting with participants and our partners to discuss the potential of developing our model to support other areas across the High Peak.

Social Prescribing

In December 2019, High Peak CVS was awarded the Contract to deliver the Social Prescribing Service on behalf of NHS England across the High Peak (excluding Glossop which is delivered by our friends at The Bureau). This is an exciting and important development for High Peak CVS as we are confident this will be a long term project that will be key to linking voluntary and community groups to those individuals that need their support.

Social prescribing is a means of enabling GP surgeries to refer people to a social prescribing link worker. Link workers give people time, focusing on what matters to the individual and taking a holistic approach to people's health and wellbeing. They connect people to local partners, community groups and agencies for practical and emotional support.

Help can be offered with issues such as access to training, working towards employment, housing, debt management and social isolation and loneliness. Help with these things is often available through local authorities, charities, and local community organisations, but navigating this can often be overwhelming and social prescribing is available to support people with this.



"The Social Prescribing Team helped us navigate referral routes and to access the Community Response Unit along with information from the Council and other local responses".

In March 2020 we officially launched this service with the recruitment of our first Social Prescribers, however, the COVID-19 lockdown hit at the same time which led to the service adapting to support those deemed most vulnerable. Our focus was on contacting and supporting those identified on the NHS shielded list as well as people needing complex support referred through from the Derbyshire County Council Community Response Unit. This became an essential service and has helped build excellent working relationships as well as having a huge impact to individuals and their families.



Additional Projects and Services

Children and Young People's Wellbeing Network

This area of work has been identified as a key area to focus on and with support from our friends at Erewash Voluntary Action, and funded through Future in Mind, we were asked to lead and facilitate a number of network meetings around Children and Young People for the High Peak in line with similar events across Derbyshire. The aim is to bring together individuals/organisations that support children and young people in the High Peak and encourage to share skills, information, experiences, good practice and resources.

The focus is on providing a platform for individuals to share the work they are delivering, identify gaps and duplication in services and create an opportunity for a collaborative approach to working across the District.

The Interest in this was high and our first meeting saw 26 attendees from across the spectrum of organisations alongside a network of 65 individuals and organisations that have expressed an interest in working with us and being part of the Network.

Once again, COVID-19 has delayed the development of this but will look to start it up again in the new financial year.

Social Connectedness

High Peak CVS have been asked to lead on the Social Connectedness project through Derbyshire County Council Public Health and in partnership with our colleagues in the High Peak Alliance. The focus on this work is looking at ways of tackling loneliness and isolation across the district.

It enables our Health and Wellbeing Partnership to include social connectedness as a priority within their action plan, and will allow further development of partnership approaches to reduce the burden of social isolation within local communities.

This two year funding has allowed us to create a High Peak Connect Action Group consisting of a number of organisations from all sectors that are tasked with identifying gaps in service and offer solutions to supporting existing services towards social isolation. Although this is in the early stages, we have identified four key areas in which to focus which are Mental Health and Wellbeing, Children and Young People, New Parents/Families and Digital Inclusion.

This work has huge potential in making a significant impact across the High Peak and the Pandemic has only emphasised the need to offer support to those suffering from loneliness and we are looking forward to leading on this work going forward.

“Everyone feels lonely from time to time, and this is part of being human, but when people feel lonely most of the time, it can cause serious harm”.

Asset Based Community Development in Glossop

In partnership with The Bureau and supported by Tameside and Glossop Integrated Care NHS Foundation Trust (ICFT) we have continued to offer targeted support to groups in Glossop by building the capacity of voluntary groups to provide community based support.

The aim of this strand of work was to enable health and social care professionals to refer into voluntary sector support services and involved supporting existing groups as well as identifying gaps in provision and working pro-actively to develop services for the unmet needs.

The funding for this work has now ended but we will continue to work closely with all organisations and groups to ensure the local community have access to much needed voluntary sector services.



The Future for High Peak CVS

The primary role of High Peak CVS is, and will continue to be, to promote and support a thriving voluntary sector by building the capacity and effectiveness of local voluntary and community organisations. There are estimated to be around 850 voluntary and community groups who are active in High Peak. High Peak CVS has over 300 members and we offer services to both member and non-member voluntary groups. Our long term target is for every community and voluntary group in the High Peak to be a CVS member.

Our priority for the coming year is to utilise and maximise the use of the Community Derbyshire Database, increase our membership base and offer a new comprehensive membership package that meets the needs of all existing, and new, members.

“The Zink Project has been a High Peak CVS member for many years. Their advice and training has been invaluable in helping us to develop the policies, processes and strategies that have enabled us to grow rapidly and support more High Peak people living in poverty.”

In addition we are looking at new ways of engaging local businesses and encouraging support for the voluntary sector. This involves an innovative new Corporate Package that meets the Corporate Social Responsibility requirements of any company while also the flexibility to work alongside us for the benefit of our members.

We are also looking to expand our Social Prescribing offer across the High Peak to enable us to help even more people access community support and opening up the referral process to more agencies and organisations.

There are many challenges ahead for all of us but one thing is clear, High Peak CVS will continue to listen, develop and campaign for the benefit of the voluntary sector and the High Peak community as a whole.



Financial Overview

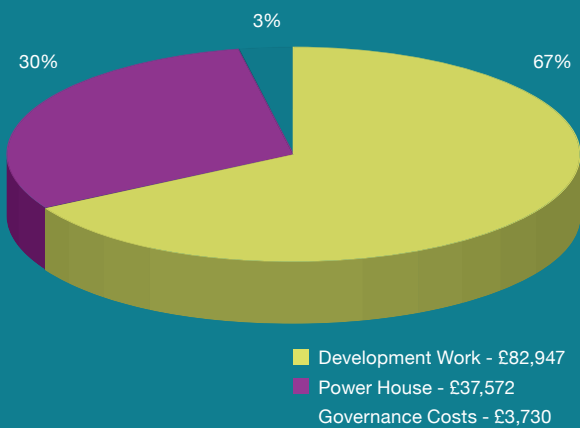
High Peak CVS relies on funding and support from various sources and we would like to thank all our supporters over the last year. Without the support and trust of these partners and donors, we would be unable to offer the services to our members that we are so incredibly proud of.

Our top five funders over the last year were – The National Lottery Community Fund, NHS Derby and Derbyshire CCG, Derbyshire County Council, NHS Tameside and Glossop CCG and High Peak Borough Council.

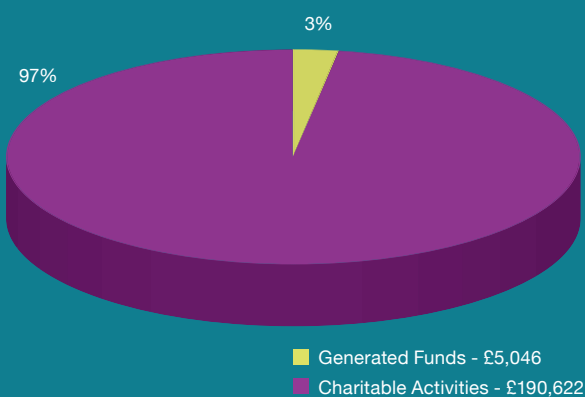
In addition, we were pleased to receive a donation from the Revival Church from their tithe giving. Acknowledgment from local groups like this for the work we do means an awful lot to our team. We have been lucky that our core funding has stayed consistent which has helped massively over the last year.

We are always looking at new ways of becoming more efficient and cost effective without affecting the level of service we offer. Funding always provides challenges and a difficulty in planning too far ahead but we will continue to work with existing and new funders to support our work and the groups and individuals across the High Peak.

Total Resources Spent - £124,249



Total Incoming Resources - £195,668



Thank you to our funders



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