

**Annual Review**  
2010 — 2011

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## Our Mission

- To help individuals to shape their own solutions for a better quality of life.
- To provide relevant and accessible Health and Social Care services in partnership with other organisations.
- To assist in the development of other voluntary and community organisations.

## Achievements 2009/10

- Over 2,900 people accessed volunteering opportunities in more than 300 organisations.
- At least 3,500 people made nearly 12,000 enquiries for information and support to the Disability Information and Advice Centre.
- 2,270 local people were helped by the Hearing and Sight Centre.
- 150 people used Ridleys nearly 4,300 times, making 673 workshop attendances and "dropping in" 3,573 times.
- 143 people attended the Expert Patients Programme Courses.
- Active for Life worked with 253 service users.

You can find us at the Guild Centre in Buckwell Street or telephone (01752) 201766 or visit [www.plymouthguild.org.uk](http://www.plymouthguild.org.uk)

## Forewords

### Nick Holman, Chairman's Foreword

"The sword of Damocles" hung over us in the first part of the year in the form of public service funding cuts. When it fell in the Autumn it was better than we had anticipated but brought some challenges to our priorities as an organisation and how we could run an even tighter but effective ship. It is to the credit of my fellow Trustees, the Guild staff and volunteers that we have come out of a significant restructuring of our activity in a stronger position as a team, enabling us to still provide a range of services to vulnerable people in the city.

We were not just sitting around waiting for the sword to fall, but at our Trustees and Managers annual seminar looked at opportunities and threats presented by the Big Society vision of Government, not least the spiralling demand for our services as the recession bites.

### We agreed we would:

- Strengthen the key role of our existing services in the city and in particular working on the long term sustainability of our Ridleys service.
- Work with other organisations in the city to encourage local businesses to develop corporate social responsibility initiatives in support of the Guild and the voluntary sector as a whole.
- Increase our capacity to bring in additional funding for our various services to enable them to meet the growing demand.

### George Plenderleith, Chief Executives Overview

Unfortunately this year we've had to make some staff redundant and were unable to keep on a number of project workers. This was due to three big projects coming to an end in the Volunteer Centre and one in DIAC. Neither has the Guild been immune to the general belt tightening most organisations are going through with the funding cut backs.

The good news is we have met the needs of even more people in the city (see page opposite) and received several awards that underline our strength overall as an organisation. We have retained our Investors in People Award for another 3 years, gained the PQASSO Award level 2, one of the few organisations to achieve this in the South West and rounded off the year by being the first organisation in Plymouth to achieve the Investors In Volunteering Award. The latter award reflects the importance of the volunteers, over 60 of them, to all that we do.

### Looking forward we will be developing:

- More volunteering opportunities with the City Council, NHS Plymouth, Police and Fire Services.
- Helping Expert Patients Programme participants towards work.
- Getting funding to develop our Active for Life Team.
- A Low Vision Community Liaison Worker post in the Hearing and Sight Centre.
- The Plymouth Area Disability Action Network.
- Social Services Community Workers based within the Ridleys centre providing additional support to their members.





## Ridleys

Ridleys at Belgrave House, Mutley Plain, provides a range of support to adults with learning disabilities

### Busy Hub

Ridleys provides a support service that offers individuals a safe place to socialise with others, the opportunity to work on their personal and social skills, information and guidance on any issues or concerns they may have. Staff and volunteers help individuals develop and foster relationships, through group activities and interaction with one another. The majority of referrals made to Ridleys are for assistance with this aspect of their life and it remains the most popular aspect of the service. We have seen a 29% increase in demand for our services in the last 12 months, with over 1,000 workshop attendances and over 4,600 attendances by members to the centre over the course of the year.

### Life Skills and much more!

Members are supported with life skills, informally whilst visiting the drop in, and formally within workshops. At the hub, members learn to make their own drinks, tidy up after themselves, improve their social skills and learn citizenship. A twelve week timetable of workshops and activities is planned to meet the needs of members. Workshops that have been delivered over the past year range from computing to healthy living and photography to cooking. This past year has seen a significant increase of 1:1 sessions offered to individuals, in particular, help with reading, cooking, basic numeracy and telling the time.

### Looking Forward

We are shaping up to the new world of self directed support and personal budgets, this will bring challenges and opportunities.

Planned activities include:

- A growing partnership with Social Services will see Community Workers based within the centre and providing additional support to our members.
- Further development of our links with the local community and retailers in Mutley Plain, using this activity to help us reach our more diverse communities.
- Develop and support members to be part of a pen pal initiative through links with Portsmouth.
- Continue to support all of the members to lead full and purposeful lives by maximising opportunities, improving life skills and independence, as well as increasing motivation and self esteem through good quality, effective support and advocacy.

You can contact us on telephone (01752) 201766 or visit [www.plymouthguild.org.uk](http://www.plymouthguild.org.uk)

## Active for Life

Encouraging and enabling people to engage in physical activity to promote wellbeing and a healthier lifestyle

### Getting Active

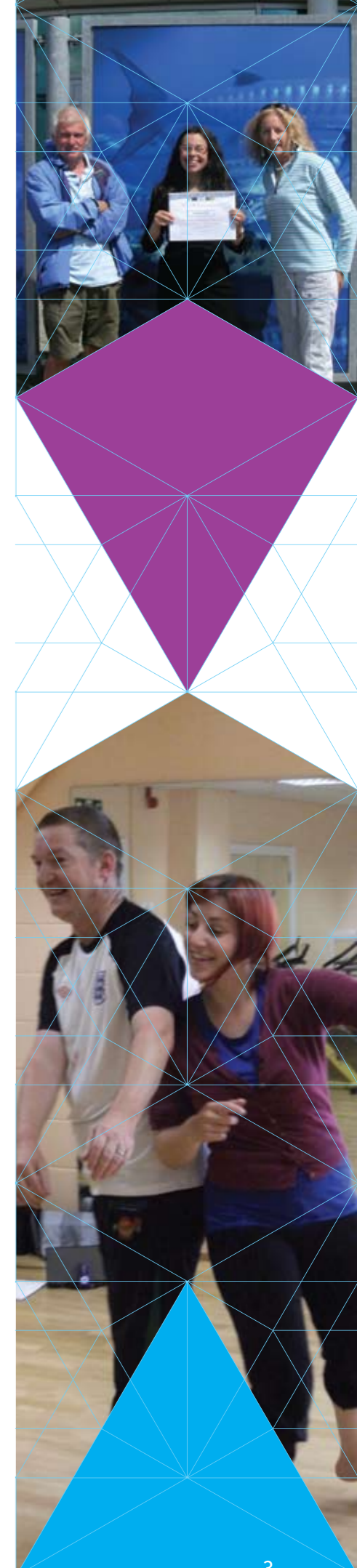
We support people with learning disabilities and adults with mental health problems, providing:

- 7 week taster session courses giving information about being active, the benefits of living a healthy lifestyle, healthy eating, and a range of taster sessions of activities selected by them; Badminton, cycling, swimming, walking and many more. We delivered 15 courses reaching 107 clients with 421 attendances.
- Our volunteer 'buddies' support people with mental health problems to access physical activities in the community and build confidence to attend activities independently. We supported 19 clients with mental health problems to access community activities this year.
- Two weekly walking groups are organised with walks of different difficulty levels and they are open for anyone to attend. 99 walks reached a total of 198 walkers with 944 attendances in the past 12 months.
- We provide information over the phone and regular information to people on our mailing lists. Support was given to 325 individuals through phone calls, appointments, drop in sessions and email.
- Boccia is a very popular bowling type of activity suitable for all disabilities. Active for life held 62 boccia sessions attended by 114 service users with 821 attendances.
- We attended 93 meetings, groups and events to promote Active for Life, reaching approximately 973 people in between all that activity, a very busy year!

### Future Plans

- Start a weekly healthy living club where people can come and get regular support to eat healthier, be more active and lead a healthier lifestyle.
- Support the successful Boccia club to become a sports club in its own right, run by the players with support from Active for Life and partners.
- Develop more weekly activity sessions which are easy to access for our clients.
- Get additional funding so we can extend our work and reach more people and support them to be active and take part in activities they enjoy.

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# Hearing and Sight Centre (HAS)

The Hearing and sight Centre offers an advice information and equipment service to people with a sight and/or hearing impairment

## Resource Centre

At the core of the service is the provision of an equipment display. The equipment is available on short term loan for trial purposes. We are agents for the British Wireless for the Blind Fund, and provide audio equipment free of charge to people who are unable to fund the cost of these items. In total 2652 people were supported through the Resource Centre last year.

We provided support to new and existing hearing aid users, 1531 people in total. In the last 12 months, this included the provision of advice on how to use hearing aids effectively, replacement batteries and re-tubing of hearing aids. Throughout the year various workshops and events have enabled 484 people with sensory impairment to view the latest equipment and to talk directly to the suppliers, professionals or organisations offering services to them.

Computer coaching provided by volunteers to people with a visual impairment has proved popular and successful. Three volunteers provide support to learn basic I.T. skills and confidence in the use of computers. There is the occasional home visit to support people to get used to using their own equipment; there is currently a waiting list for this service.

The Centre provides support to the Deaf Community whose first language is British Sign Language (BSL). Letters and forms are explained in BSL and clients are assisted to understand their content. One Deaf client living in private accommodation in Plymouth was assisted, through this method to move to Social Housing accommodation elsewhere in the UK.

An independent Resource Centre Monitoring and Evaluation survey was sent to 227 service users and achieved a 77% return rate. Lots of positive feedback was received, with all respondents agreeing that the service was good, accurate, informed and that enough time was spent dealing with their enquiry.

## The Hearing Support Visiting Scheme

The Hearing Support Visitor Scheme (HSV) gets its referrals from the audiology department at Derriford Hospital, 313 in last year. Trained volunteers make home visits to new hearing aid users to help them get used to operating the hearing aid and make the best use of it.

In January 2011 Monitoring and Evaluation questionnaires were sent out to people who had used the service during the year.

The results were very encouraging, one person summed up the general view, 43 Residential and Nursing Homes were also visited this year.

173 residents were supported to use their hearing aids. This was supported with a training session for Residential and Nursing Home staff to promote better working practice.

*"It was very welcome and helpful to have an expert calling on me"*

## Sensory Impairment Awareness Training and Talks

Sensory Impairment training days were provided to Plymouth NHS Trust staff and to Health Care students from Derriford Education Centre. The Peninsula Medical School sends 1st year medical students to the HAS Centre where communication techniques are discussed and volunteers and clients share their experiences of living with sensory impairment. A tour of the Resource Centre is part of the visit. Deaf awareness training is also provided to 4th year students at the Clinical Skills Resource Centre.

*"The insight today will help me look after my patients with more understanding and compassion"*

## Insight

We provided three Insight courses this year. These are six week courses, for one day a week, for people with sight impairment or severe sight impairment. These are offered to all people following registration and to those who choose not to register. This enables the issues around sight loss and how it affects people to be explored and gives them key sources of support and information so that they can move forward with their lives.

*"Very useful to talk to professionals on an informal less intimidating basis"*

## Floating Support

88 people received support this year from the Floating Support Outreach service. The service provides support for people, of 18 years of age or above with sensory disabilities, either in their homes or at an agreed location. In 2010/11 the service was inspected and passed the Quality Action Framework with Social Services.

This is an important service helping people to maintain independence in their homes and in the local community.

## Future Plans

- Celebrate 20 years of HAS service provision to the local community.
- Our bi-annual Exhibition at Plymouth Guildhall with 60+ exhibitors, from throughout the UK, offering their latest products and services.
- Development of a Low Vision Community Liaison Worker post, which will smooth the pathway from initial diagnosis to living with a visual impairment in the Community.

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Textphone/SMS also available or visit [www.plymouthguild.org.uk](http://www.plymouthguild.org.uk)



# Disability Information and Advice Centre

Providing information, advice and advocacy to people with any form of disability, carers, professional workers and others

## Welfare Rights Advice

DIAC's welfare rights advice is the most in demand service - waiting lists for help with forms, particularly Disability Living Allowance (DLA), and appeals continue to outstrip capacity. DLA continues to be a challenging benefit to claim with wildly varying and often inappropriate decisions that impact very negatively or very positively on disabled peoples' and carers' lives, people are waiting up to 12 months for appeals to be heard.

DIAC raised an estimated £3,142,745 through welfare rights advice work in the last year. This work continues to be pivotal to service users, underpinning their independence and ability to participate and feel included in society. We are seeing the impact of rising inflation and job losses on carers and disabled people.

## Signposting, Advice & Support

A broad range of advice and information that effect people with disabilities is given in DIAC. This year 9,463 advice contacts were made with the centre, with the team advising on matters ranging from equipment to holidays.

£10,430 was raised this year from charities and grants to support a number of individual service users.

## Care Navigation

This service supports people who fall outside of the local authority's Fair Access to Care criteria or are 'self funding'. The service is delivered through outreach or by appointment in the Centre. This year 302 people were supported and the impact has been considerable in many cases - seen as "life saving" by many.

## Mount Gould Hospital, Welfare Rights Outreach

Eddie Wilson provides a benefit casework service at Mount Gould Hospital. This year Eddie received 186 referrals from health and social care staff, carers and people at Mount Gould Hospital and raised £366,478 in annual benefit entitlement.

## Cystic Fibrosis Outreach, Derriford Hospital

In January 2009, working with David Derry, Cystic Fibrosis Consultant and the multi-disciplinary Team at Derriford Hospital, funding was provided for 4 hours per week benefit and other advice to people with Cystic Fibrosis attending their annual review at Derriford. In January 2010, the service was extended to parent carers of children with Cystic Fibrosis for a further year. Mandy has provided an excellent service to 69 adults with Cystic Fibrosis and parent carers during the year and extended the advice given to include a Care Navigation service.

## Support to Carers

Carers can access our service in the same way as disabled people - the issues for both are frequently inseparable e.g. benefits, social care assessments. We do however recognise the differences when they arise and the team have an excellent track record in identifying and supporting carers and ensuring they are aware of any specialist carers support services.

DIAC is funded by NHS Plymouth to monitor the recognition of carers within GP surgeries through the GP Carers Protocol. 185 carers were referred by GP's this year - an increase of 80 compared to last year. A further 119 were identified through their contact with DIAC or the Mount Gould Benefits Advisor bringing the total number on our database to 1,118.

Following a referral from GP's, carers receive a copy of the Carers Information Pack and contact is then made with the carers to assess their need for advice and support.

## Advocacy

We provided mental health and well being advocacy to 210 people this year. Service user issues have varied widely but the key areas have been housing, benefits, community care, access to children and health. We also provide Physical, Sensory & Long Term Conditions advocacy. This year 215 people were supported by the service.

## Disability Engagement Work (DEW)

The local authority contract for this work ended on March 31st. We will be saying goodbye to Chris Wetherill at the RippleFest on the 9th April and wish her well for the future. Chris has made a tremendous contribution to thinking around disability inclusion in the City during the last 3 years.

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# Volunteer Centre

Helping prospective volunteers find interesting and challenging placements and supporting organisations to provide good quality volunteering opportunities

## Brokerage

One to one drop in sessions or on-line applications through the Do-It website has led to a staggering 3,081 opportunities in over 350 organisations being brokered in the last 12 months. We now have 3 trained Volunteer Advisors supporting our full time brokerage co-ordinator to help meet the growing demand for our brokerage service.

## Plymouth Volunteers Coordinators Network

Network meetings for Volunteer Managers and Project workers have continued to grow in popularity with a membership that stands now at 145.

We produced 5 bulletins packed with information on funding and new projects for members in the past 12 months.

Training courses are offered to Volunteer Managers and Project workers through the Volunteer Centre training programme; Volunteers & the Law; Support & Supervision of Volunteers & Writing a Volunteer Policy were run this year. We are also in the process of carrying out a needs assessment to assess their future training needs.

The centre has delivered for the first time the 2 LANTRA level 3 courses to Plymouth Volunteer Managers, an accredited training course which follows the teaching of best practice against the National Occupational Standards for Volunteer Management.

## Investors in Volunteering

Plymouth Guild has completed its IIV award process and will be the first organisation in Plymouth to Achieve the Award along with the Oasis Project in Stonehouse, both have received financial and mentoring support from our lottery funded project worker.

## Training for Volunteers

The training for Volunteers has changed over the year. Since the January course the delivery has been by the project Co-ordinator and Zebra Training, working together to deliver a more integrated approach, with in total 12 days delivered through the year to a total of 49 people.

## Volunteers Week

One of the highlights of the year was a number of events run by the Centre as Plymouth's contribution to national Volunteers Week. This was crowned with a glittering awards ceremony in the Rolland Levinsky Building at the University. The Guild, the University of Plymouth and the Herald have forged a successful partnership for this major event which is fast becoming a popular event in our annual volunteering calendar.

## Avenues

Supported volunteering for people with mental health problems. 37 clients took part in volunteering during the year. On top of this 11 clients have taken part in other 'meaningful occupation' which has included Active for Life taster sessions and walks, the Volunteer Centre's training for volunteers (Basis 2) and various classes or groups with projects such as Oasis at the Crown centre.

## Generations Together

Generations Together has provided major investment and support to develop and test different models of intergenerational volunteering across the city.

We, with the City Council, led a consortium of organisations across the city delivering intergenerational volunteering opportunities. These ranged from reading in Schools, befriending, Chinese and Kurdish cooking and cultural projects, training storytellers and facilitating community events. Over 2,000 volunteers were engaged over the year.

## Green V

In the last year over 300 young people were involved in volunteering through the project. The volunteers had a great time doing all sorts of activities from clearing caponiers to horse training! A film can be viewed on the project's work and the legacy it leaves on the Plymouth Guild website.

## Improving Reach

At the end of the project 9 of the 11 participants had successfully completed the volunteering and community development training programme.

Outcomes have included the launch of a new community café, promotion to Manager of a Migrants organisation and the successful development of a refugee led Football team.

A toolkit has been published and distributed to organisations across the city. It highlights the value of volunteering and routes into community development, resources and case studies from the project. This has been received well by BME and Faith groups.

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## Expert Patients Programme

### Courses to help patients manage long term health conditions

The Expert Patients Programme (EPP) is a chronic disease self-management programme for anyone living with any long term health condition(s). Six weekly 2½ hour sessions are run by trained tutors who are also living with a long-term condition. Participants learn about:

- dealing with pain and extreme tiredness.
- coping with feelings of depression.
- relaxation techniques and exercise.
- healthy eating.
- planning for the future.
- communicating with family, friends and health professionals.

90 participants started the courses and 61 attended four or more sessions last year.

*“I am taking away with me the long road of confidence. I have started to see the real me and hopefully can keep going to enable myself to look for and achieve finding work.”*

## Plymouth Third Sector Consortium

### Supporting the Voluntary and Community Sector

Plymouth Guild is the accountable body for the Plymouth Third Sector Consortium, which is a separate Company with its own Board of Directors. As accountable body the Guild is responsible for the Consortium’s finance.

Over the last 12 months the Consortium has:

- Brought a successful “Bite Sized” Training programme to Plymouth run by NAVCA and attended by over 70 organisations.
- Increased its membership to over 150 organisations.
- Recruited and supported community and voluntary sector representatives on the 2020 Partnership board and theme groups.
- Continued with developing and setting up of Social Enterprise, Community Anchor Organisations and Pan Equalities networks.
- Provided Business Planning and Funding Advise to organisations through the Sustainable Routes project.

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## Finance and Funding

### Highest yet!

The Guilds turnover for 2010/11, of nearly £1.4 million is the highest in its 103 year history. This has enabled us to meet the needs of a sizeable number of people, as you have read throughout the review. It has also enabled us to support large numbers of young and older people to come together and get involved in volunteering. Unfortunately the high level of funding will not be repeated in 2011/12 as most of the project funding comes to an end. Our starting budget for 2011/12 is nearer to £800,000.

A good level of project funding over the last 3 years has enabled us to keep our reserves intact and to invest this to create an income stream to help support our core activities. The markets have continued to be volatile over the last year but fortunately we have seen some small restoration in the value of our share portfolio. This has also been due to the good management of our investment advisors, Brewin Dolphin. During 2010/11, along with a number of other local charities, we have received the first instalment of a substantial legacy from the Mr Sydney Mercer bequest. This bequest came with the proviso that it be used to support older people in the city, which we do across a number of our services. We have therefore designated £101,000 for this purpose in our accounts going forward.

### Key Funders 2010/11

Plymouth City Council	£405,190
Plymouth NHS Trust	£237,559
Supporting People	£29,671
VISTA	£8,192
Groundwork Trust	£30,164
Westbank	£8,925
Big Lottery	£66,897
Capacity Builders, Improving Reach	£57,085
Lloyds TSB Foundation	£12,000
Generations Together	£160,385
Department of Health	£19,300

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# Statement Of Financial Activities For The Year To 31 March 2011

This is an extract from the full audited accounts which are available on request from the Guild Centre in Buckwell Street

	Unrestricted	Designated	Restricted	2011 Total	2010 Total
<b>Incoming resources</b>					
<i>Incoming resources from generated funds:</i>					
<i>Voluntary income:</i>					
Donations	19,236	-	-	19,236	17,283
Legacies	-	101,000	-	101,000	-
<i>Investment income:</i>					
Dividends and interest	17,099	-	-	17,099	16,353
Rents receivable	4,300	-	-	4,300	7,547
<b>Incoming resources from charitable activities:</b>					
General	-	-	15,405	15,405	13,240
Disability and carers services	461,477	-	19,300	480,777	414,342
Volunteer Centre	161,266	-	284,367	445,633	343,676
Patient Support	118,709	-	-	118,709	157,412
Plymouth Third	-	-	-	-	-
Sector Consortium	-	-	123,439	123,439	84,160
Other income	13,821	-	-	13,821	17,116
<b>Total incoming resources</b>	<b>795,908</b>	<b>101,000</b>	<b>442,511</b>	<b>1,339,419</b>	<b>1,071,129</b>
<b>Resources expended</b>					
<i>Cost of generating funds:</i>					
Investment management	1,549	-	-	1,549	1,374
<i>Charitable activities:</i>					
Disability and carers services	521,328	-	-	521,328	457,077
Volunteer Centre	152,680	-	304,760	457,440	361,818
Patient Support	109,328	-	-	109,328	147,664
Plymouth Third	-	-	-	-	-
Sector Consortium	-	-	138,844	138,844	84,160
<i>Governance costs</i>	4,830	-	-	4,830	4,140
<b>Total resources expended</b>	<b>789,715</b>	<b>-</b>	<b>443,604</b>	<b>1,233,319</b>	<b>1,056,233</b>
Net incoming (outgoing) resources for the year	6,193	101,000	(1,093)	106,100	14,896
Transfers	-	-	-	-	-
<i>Other recognised gains and losses:</i>					
Gain on investments	5,795	-	-	5,795	62,730
<i>Net movement in funds</i>	11,988	101,000	(1,093)	111,895	77,626
Fund balances brought forward	735,186	-	5,756	740,942	663,316
Fund balances carried forward	747,174	101,000	4,663	852,837	740,942

# President, Trustees and Volunteer Long Service Awards

President:

Lord Mayor

Vice-President:

Deputy Lord Mayor

Trustees:

Mr N J Holman

(Chairman)

Mrs J K Leverton

(Vice-Chairman)

Mr M Lincoln

(Treasurer)

Mrs K Baker

Mrs K L Bourke

Mr E M Fowell

Mrs G Turner-Peard

Mrs S Rodgers

Mr David Croot

## Volunteer Long Service Awards 2010/11

Two Years

Five Years

Ten Years

Gray Watts (DIAC)

Rebecca Froud (DIAC)

Ruth Tregellis

Gary Dunbar (HAS)

Sue Jones (DIAC)

(Fundraising)

Viv Jones (HAS)

Kay Bates

Sally Eccles (HAS)

Jacqui Dore (HAS)

(Fundraising)

Joe Nicholson (DIAC)

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Company Limited by Guarantee

Reg No 2610208 England

Reg Office as above

Reg Charity No 1066776