

Plymouth Guild

Providing Support, Advice and Volunteers



**ANNUAL REVIEW
2008 / 2009**

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.

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Nick Holman, Chairman

Chairman's Foreword

Follow That!

After 32 years as a Guild Trustee, John Carter retired at our October AGM. John was Chairman for his final 10 years with the Guild and his calm and wise guiding hand over that time will be greatly missed. We all wish him a long and happy retirement.

Introducing...

I have been a Guild Trustee for 10 years and am the Chairman of Vickery Holman Property Consultants. I am also a Trustee and Director of several other charities and not-for-profit organisations in Plymouth.

Well Placed

We are well placed to meet the challenges that face many in our city during this time of recession and beyond. We have an experienced and high quality team of staff and volunteers supported by a Trustee Board with the same attributes. We are seeing increased levels of support. However, we have been able to gain additional resources, including new staff, enabling the Guild to continue the provision and development of its services to local people. Like everyone else, the Guild has to be prudent in the current financial climate and we will ensure that every penny counts in meeting the growing and diverse needs.



Achievements 2008/9

- Over 2,100 people accessed 462 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
- Over 2,300 local people were helped by the Hearing and Sight Centre
- 125 people used Ridleys nearly 4,000 times, making 920 workshop attendances and "dropping in" 3,000 times
- 67 patients were given Mental Health Advocacy support and the office received 1,500 telephone enquiries
- 147 people attended the Expert Patients Programme Courses

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



George Plenderleith, Chief Executive

Chief Executives' Overview

Onwards and Upwards

When we consolidated most of our services on to our Ernest English House site in the city centre we thought we would have some breathing space before looking to future developments. Not a bit of it! We have had a very busy year where we have been developing new activities, building on our well established services. In DIAC, Care Navigation and Digital UK Outreach; HAS Insight Courses; Volunteer Centre Improving Reach and Green V; revamped Active for Life to support those with Learning Disabilities, to name a few.

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Change Up

The Guild became the accountable body for the Plymouth Third Sector Consortium (Change Up) in the Autumn after the demise of Plymouth Community Partnership. The Consortium working with Plymouth 2020 is aiming to create sustainable and effective voluntary and community sectors (Third Sector) in the city, supported by high quality services. This includes practical support and strategic engagement to help shape local services, with involvement in the planning, commissioning and delivery of these services. This has been closely linked to the work of our Volunteer Centre (see pages 8-9).



Maggie Paine, Assistant Chief Executive



Ridleys

Ridleys at Belgrave House, Mutley Plain provides support to adults with mild to moderate learning disabilities

Lee Sewrey, Manager

Good News!

The past year has been very positive for Ridleys and the move to new, larger premises has enabled us to provide new opportunities for our clients. We have delivered a variety of new workshops and offered advice and guidance to many individuals. The number of clients attending continues to grow, and in the last 12 months this has risen to 3,926 from 2,774 the previous year. We believe this is indicative of the good reputation Ridleys has achieved within Plymouth and the excellent facilities we offer to support adults with a learning disability.

"It's the best place in Plymouth and lots of other places have shut down"

What Our Clients Think Of Us

51 of our clients returned a questionnaire asking them their opinion of our service. We were encouraged by their responses which showed 94% liked the centre and found it a friendly place to attend. In fact, 75% didn't want us to make any changes at all! Supportive and helpful staff ensured 88% of respondents are happy with the services provided. These include an Open Access 'Drop-In' service; skills assessments for individuals wishing to learn a new skill; support and advice both to individuals and groups and an Information Technology Suite where clients are able, with guidance, to access the internet and create e-mail accounts.

Active for Life

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



Gemma MacDonald, Manager

Active for Life – The Sequel

Active for Life 2, a joint venture with NHS Plymouth and Plymouth Guild, replaced Active for Life in July 2008. Its aim is to provide information, support and advice to people who are vulnerable to poor health and identifies people with learning disabilities or mental health problems as being a priority.

Active for Life comprises a manager and part-time administrative assistant. In the first quarter of this year we started to offer a weekly drop-in service at Ridleys for clients with learning disabilities, whilst continuing to promote the project city-wide and we also began the process of recruiting volunteers.

Getting To Know Us

We have been busy raising our profile in the local community and have attended events such as Healthy Lunch at Pluss, Crossroads Moving Moments and the Plymouth Mental Health Network Conference, where we have provided information about Active for Life and received feedback from service users.

We have also forged links with a number of service providers including: Age Concern, Dame Hannah Rogers, Highbury Trust, Plymouth MIND, Plymouth Music Zone, The Dove Project and Jan Cutting Healthy Living Centre, to name just a few.



Did You Know...?

- Our workshops this year have included: Basic Computer Skills, Money Skills, Recipe Club, Book Review Group, Craft Sessions, Walk and Talk Group and Social Skills.
- Client representatives from Ridleys attend bi-monthly Voices for Change meetings to discuss the progress being made in Plymouth to meet the objectives of Valuing People and other local priorities.
- Every Thursday Active for Life (page 3) holds a Drop-In Clinic at Ridleys, promoting physical wellbeing and health.

"Thanks for being there...it helps me to know I have friends I can rely on."

You can find us in Buckwell Street or telephone (01752) 201766

Looking Ahead

In the year to come we plan to:

- Create a client/user reference group.
- Develop links with the local community and retailers in Mutley Plain to expand the opportunities available for our clients. This is currently being undertaken by social work students as a Community Development Project.
- Reach more diverse communities by identifying local community groups that support diversity and promoting our services to those who may need them.
- Open the service between 6pm-9pm once a month to allow clients to access evening activities.

Taster Sessions

In the year ahead we are planning to put on Taster Sessions, comprising an 8 session programme giving people an opportunity to try different types of physical activity. Through the programme participants will:

- explore what physical activity is
- choose up to 6 activities to try (a small contribution to costs may be required)
- look at healthy eating and try some healthy food
- explore benefits/barriers to physical activity
- give feedback
- attend a follow-up session to identify if and how future support is needed
- receive an Active Plan

You can find us in Buckwell Street or telephone (01752) 201766

Look Out For...

- Further drop-in sessions offering advice on weight, healthy eating and being active.
- Work with Access Sport to provide training for staff of activity providers such as leisure centres, sports facilities and local clubs, focussing on learning disability and mental health awareness.
- Quarterly events, which will be open to everyone. The events will include the opportunity to try out some activities and promotion of activities available around the city as well as general advice and information. We look forward to seeing you!



Grace Mole, HAS Outreach Manager

Hearing and Sight Centre (HAS)

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

Who We Are

At the Hearing & Sight Centre we work closely with Plymouth NHS Trust, Social Services and other agencies to provide a focal point for sensory impairment issues for members of the public and professionals. At present we have one full-time and 3 part-time members of staff, a full-time trainee from the RNIB and 14 volunteers. In addition, two RNID advisors are based at the centre; NHS Plymouth provides Hearing Therapy clinics twice monthly and the Pension Service offers fortnightly outreach clinics to help maximise benefit take up.

“Excellent service –one of the nicest places we’ve been to for advice”

Our Resource Centre

A core function of the service is an equipment display. All the equipment is available on short term loan and can be demonstrated by our staff. We are also the agent for the British Wireless for the Blind Fund and can provide audio equipment free of charge to people unable to meet the cost themselves.

Our volunteers provide computer coaching to people with a visual impairment and we offer support and advice to new and existing hearing aid users. Throughout the year we have held a variety of workshops and events, enabling people with sensory impairment the opportunity to view the latest technological equipment and talk directly to suppliers and professionals.

Insight

We now provide a six week course, ‘Insight’, for people with slight or severe sight impairment. Participants attend one day a week and the course is held four times a year. Insight represents our fast track response to the issues around sight loss, based on the Vision Strategy 2008. The uptake has been good. 22 people registered on our first two courses, with ages ranging from 35-91. Following the course, at least 2 participants used public transport for the first time since their sight loss, and one has joined our team of volunteers.

The course objectives are:

- To ensure that newly registered people are fully informed of the key services and options available to them
- To ensure they are confident about their individual needs so they can access these services and build networks
- To enable newly registered people to maintain their independence
- To encourage individuals to participate to develop future services

“Staff very helpful and knew what they were talking about”



Out and About

During the year we have offered advice to a wide range of groups in the local community including:

- Health care professionals from the Royal Eye Infirmary, Plympton Hospital, Dementia Carers Group, Derriford Social Work Team and staff working in dental practices
- The Plymouth City Council Champions Group, promoting good practice in the workplace

We provided training and talks to groups such as: the Alzheimers Group, Sanctuary Home Care, Action for Blind People Employment Advisors and RNIB South West.

Did You Know...

- Equipment was demonstrated to over 600 people and over 300 purchased equipment from the centre
- Hearing Support Visitors helped 253 individuals get used to their hearing aid
- Our Monitoring and Evaluation survey showed 99% of respondents either agreed or strongly agreed that the service we provide is “good”.
- As part of National Deaf Awareness Week we provided an information point at Derriford Hospital.

Hearing Support Visitor Scheme

In partnership with Plymouth NHS Trust and NHS Plymouth, volunteers from HSV respond to referrals from the Audiology Department to provide home visits to new hearing aid users in the Plymouth, Saltash, Torpoint and Ivybridge areas. One volunteer attends the Audiology Department to assist with the hearing aid repair clinic. HSV visited 72 residential and nursing homes and everyone who responded to our monitoring questionnaire thought the service provided was good.

Stop Press...

There will be developments within HAS in the year ahead. We plan to establish a Floating Support Service for people with a sensory impairment in order to enable them to maintain, or improve their ability to live independently. Funded through Supporting People, this one-year pilot aids to increase the number of people using individualised and self-directed services. We will recruit and train additional volunteers to support this service.

Look out for our Annual Exhibition on 22 October 2009 at Plymouth Guildhall

You can find us at the Guild Centre in Buckwell Street or telephone (01752) 201766. Textphone/SMS also available



Dawn Clarke, Manager

Disability Information & Advice Centre

Providing information and advice to people with any form of disability, carers, professionals and others

Service Overview

It has been a busy and successful year for the team at DIAC. More than 3,500 people contacted us for advice and support no fewer than 11,800 times. As evidenced by our extremely encouraging service evaluation, we continue to have a positive impact on service users' quality of life and independence. In addition to our core services at the Centre, we provide benefit advice at Mount Gould Hospital, Disability Engagement Development Work, Care Navigation, Digital UK Outreach Service, ASK Sara Pilot and are currently tendering for an Advocacy service.

"If we were to give you marks out of ten, then ten would not be enough. We were at our wits end until our association with you"

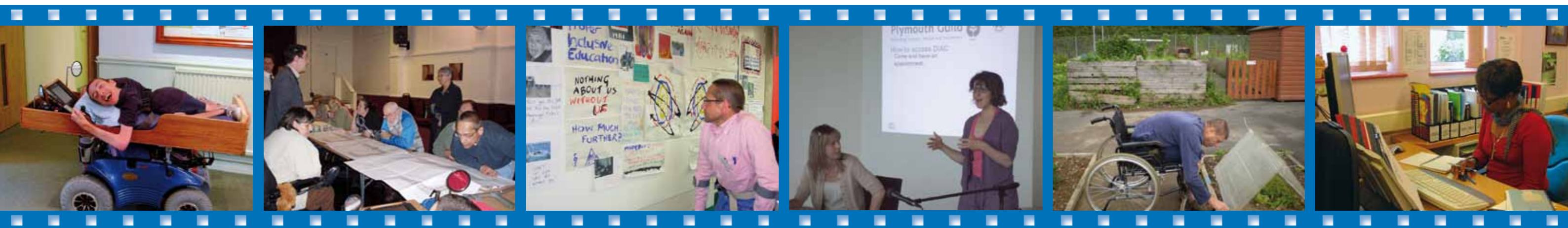
Care Navigators

This pilot, launched in November 2008, supports people who are not entitled to Adult Social Care support, by falling outside the Fair Access to Care criteria. The 3 members of staff are supported by volunteers and the service is delivered both by appointment at the Centre and by outreach. The service has been promoted extensively to statutory and voluntary organisations and within DIAC. To date, 134 people have accessed the service and we are currently working with 110 on a range of issues including social isolation, benefit entitlement, training, equipment and housing.

Helping Individuals

Our Information & Support co-ordinator provides a fundraising service for individuals with assistance from DIAC volunteers. We help people to ensure entitlement to funding and support from statutory sources and benefits are explored. If this does not resolve the need, we approach Trusts and charities on their behalf. This year, despite the economic downturn, we have been delighted that charities and Trusts continue to respond positively. We have also seen an increase in the amount of equipment being provided under Direct Payments. During the year a total of £43,093 was raised for 22 people.

The welfare benefit service provides assistance to those who need help completing benefit forms. This work is hugely important to our service users, underpinning their independence and ability to participate and feel included in society. It is estimated that DIAC has raised £2,796,267 in additional income through our benefits advice service. This year we helped complete 904 benefit forms, more than double our contracted 420. Our biggest challenge during the last half of the year has been the new Employment and Support Allowance (ESA) which has replaced Incapacity Benefit.



Disability Engagement Work

A part-time Disability Action Network Worker was appointed in March 2008, to support the full inclusion of disabled people in the planning and decision-making processes of the funding bodies (Social Inclusion Unit, Plymouth NHS Trust and NHS Plymouth) through the existing Disability Action Network (DAN), which now has 60 individual members and 120 organisations on its database. DAN has been consulted widely this year on topics ranging from the Life Centre, Theatre Royal parking, Community Transport Review and the City Centre's West End.

One DAN member, supported by our staff, set up the Disabled Bus Users' Group (DBUG). 28 people attended the first meeting and the group is working closely with Plymouth City Bus, First National and First Bus to ensure best practice with regard to access to their services. Good working relationships have been established with a broad range of local organisations including: Patient and Public Involvement, Community Equipment Service, Marjon, MIND, the Disabled Tenants Group (DTAG) and Plymouth & District Racial Equality Council.

Let's Get Digital

DIAC has been commissioned by Digital Outreach to ensure 'hard to reach' groups are informed about the Digital Help Scheme prior to the switchover later this year. We have held 2 Train the Trainer workshops, helped to deliver 338 one-to-one advice sessions and identified 4 Advice Points in Plymouth City Centre, Tavistock, Plymstock and potentially Devonport, where people can go to receive advice on the switchover. Since February £7,157 Digital Outreach Grants have been awarded to 10 organisations.

"The advisor was...first class. I will definitely use your service in the future."

Coming Next ...

In the year to come we are planning the following developments to our service:

- Secure additional funding for a Disability Festival, Outreach service and Advocacy and Capacity Building
- Support the evolution of the Plymouth Disability Action Network
- Additional, improved marketing
- Improve online presence
- Review our monitoring systems to reflect new contracts and funding.

You can find us at the Guild Centre in Buckwell Street or telephone (01752) 201766

Volunteer Centre



Simon de Groot, Manager

Helping prospective volunteers find interesting, challenging and rewarding voluntary placements and supplying local voluntary organisations, projects and community groups with volunteers

A Year of Growth

In the last year the staff team has grown as we have implemented new projects funded by Capacity Builders and V – the National Youth volunteering organisation. We now have 3 full-time and 2 part-time members of staff, supported by 6 volunteers.

However, our six core functions remain. These are: brokerage, marketing volunteering, good practice development, developing volunteering opportunities, policy response and campaigning and the strategic development of volunteering.

Support for Others

Despite the loss of our full-time project worker through redundancy, we have continued our support for other organisations this year. Over 100 people attended our Community Vision Symposium which focused on the development of black and ethnic minority and faith group volunteering. A very successful Volunteers Week saw over 50 organisations involved in a week long series of events, encouraging 1,200 members of the public to find out more about volunteering. We have also, in partnership, enabled 8 people to qualify as Safety Stewards to help at major sporting and cultural events in the city.

Green V Where It's At!

This National Youth Volunteering Programme is delivered in partnership with BTCV and Groundwork enabling 16-25 year olds to experience something new in environmental volunteering. During the first 3 months of the year Green V has attracted 54 new volunteers making 84 in total. More than 20% of those using the project said they would also like to do indoor volunteering activities connected with the environment and this has now been developed.

Avenues

Despite facing an uncertain future, with the service receiving less than 25% of the required funding, Avenues has continued to support an increasing number of clients with mental health problems into volunteering. Although restricted to 2 days per week, 43 new people used Avenues this year, of whom 19 were successfully placed. 80 clients received support from the project to either maintain or re-enter volunteering opportunities. NHS Plymouth extended its funding contribution to the end of June 2009 and we will be concentrating on securing further funding from other sources in the year ahead.



Finding Volunteers for Voluntary Organisations and Charities

Otherwise known as 'brokerage', this service has benefited from new staff bringing experience and energy to the team. Working one-to-one with organisations we have supported them to market their opportunities for volunteers and helped them improve the content of their advertisements.

We continue to use the do-it website (www.do-it.org.uk) where we post online the opportunities we have on our books. We have also started promoting V-inspired.com, from the same database, but aimed at people aged 16-25.

The Drop-In system remains popular, attracting 475 people to come in and see an advisor. This number represents an increase of 35% on the previous year.

Access to our brokerage service was also more popular this year, being used by 2,133 people, an additional 44%.

We were particularly pleased that the percentage of enquiries from black and minority ethnic groups has risen from 2% last year to 12% this year.

It's A Lottery!

The Volunteer Centre, working with Plymouth Third Sector Consortium, is delighted to have received a Basis 2 Big Lottery award to support the development of volunteering in Plymouth. The proposal includes working in partnership with Volunteering England to deliver support to organisations seeking to accredit their volunteering activity. We will be providing activity space for small groups, training and support to organisations and volunteers and setting up an outreach brokerage service, following the completion of the business planning process in the summer.

Future Plans

To further improve and develop our service we will be:

- Delivering the Improving Reach Project and organising a 2nd Community Vision Symposium
- Updating and developing the Volunteer Centre section of the Guild website
- Delivering Train of events programme, including the development of Sports Club volunteering
- Continuing to work with partners to attract funding to develop trans-generational volunteering opportunities in Plymouth

You can find us in Buckwell Street or telephone (01752) 201766



Expert Patients Programme

Courses to help patients manage long term health conditions

Jan White, Co-ordinator

Increased capacity enhances course provision

A total of 147 people have benefited from 12 EPP courses held in the last year. The appointment of a part-time Administrative Assistant part way through the year has helped to increase course capacity and improved tutor support. Wycliffe Surgery in Cattedown hosted 3 in-house courses which were highly successful. Participants of some courses have even continued to meet independently of EPP, after their course has finished. They enjoy continued social contact, lunches, outings and valuable peer support, helping them maintain the skills acquired on the course.

Future Developments

In the year ahead we hope to:

- Offer more courses at Mount Gould Primary Care Centre and other GP centres
- Increase the number of volunteer tutors
- Further raise the awareness of EPP by increased marketing and promotion.

"I no longer concentrate on what I can't do... but on what I can do"

The Patient Advice and Liaison Service (PALS) moved out of Plymouth Guild on 1 April 2009, from where it had been successfully operating since 2004. It is now based with the Complaints Team, currently located at The Nuffield Clinic.

Finance and Funding



Mike Lincoln, Treasurer

Up Shares Down Shares!

Borrowing the Radio 4 Five PM News title, from their Financial Markets slot, well describes the situation for the Guild and other charitable organisations across the city. Through good financial management we have been able to build up reserves to help us with difficult periods. However, like everyone else, we have seen our Investment Portfolio take a nose dive. The good news is that careful management by Brewin Dolphin has minimised these losses. We have also been able to gain by investing our surplus cash with CCLA, which provides specialist investment management for charities, faith organisations and local authorities.

The addition of new projects across a number of our services at the Guild has helped us maintain a stable financial position and good cash flow. The million dollar question (wouldn't it be good to win that for the Guild), is what about the future? The much heralded squeeze on public finances from the next financial year onwards will impact across the voluntary and community sector. We will work closely with all our statutory sector partners to make the pounds go as far as they can to meet the need in the city for high quality services in difficult times.



Mental Health Advocacy

Supporting clients to self-empowerment

Marguerite Stirling, Advocate

Good News!

Increased funding from Plymouth City Council Adult Social Care, in partnership with Plymouth NHS Trust, has enabled our service to operate on a full-time basis since April. This will lead to reduced waiting times for our clients, whose needs vary tremendously from issues concerning statutory mental health service approach to the client, to drug and alcohol use and housing and accommodation issues.

Service Provision

In the last year we received 67 referrals and 1,500 telephone contacts. We are currently supporting 11 individuals, 4 of whom require high level input. It is clear from the positive comments received; advocacy is having an increased impact on the wellbeing of our service users. In the year ahead we hope to increase the awareness of the advocacy role to professional practitioners throughout the city.

"knowing you are there to help is an immense blessing"

Charitable Trusts

We are always grateful for the support we receive from Charitable Trusts, and this year is no exception, particularly in relation to our Ridleys Centre. Thanks also to the many Trusts who support our service users with individual grants.

Donations and Fundraising

We want to acknowledge and thank Ruth Tregellis and her team, all volunteers, who run coffee mornings and raffles, shake tins, attend tabletop sales and undertake all manner of fundraising activities. They prove the maxim that "every penny counts" and it all adds up to many pounds.

Ridleys' Appeal Trust Grants

29th May 1961 Charitable Trust	£3,000
Baily Thomas Charitable Fund	£10,000
Anonymous	£5,000
The Albert Hunt Trust	£2,000
Pennon Group PLC	£500
Sir Jules Thorn Charitable Trust	£600
Woodroffe Benton Foundation	£500
Virginia House Trust	£3,000
Hampton House Trust	£1,000
Lord Mayor's Fund	£1,000

Other Trust Grants

AC Ballard (Deceased) Trust	£500
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You can find us in Buckwell Street or telephone (01752) 201766 or visit us at www.plymouthguild.org.uk

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31 MARCH 2009

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

	Unrestricted £	Restricted £	2009 Total £	2008 Total £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income:				
Donations	8,694	30,359	39,053	31,696
Donated services	31,184	-	31,184	29,103
Investment income:				
Dividends and interest	29,497	-	29,497	31,883
Rents receivable	10,310	-	10,310	22,031
Incoming resources from charitable activities:				
Disability and carers services	308,838	-	308,838	374,200
Women's refuge	27,352	-	27,352	244,218
Volunteer centre	138,699	152,424	291,123	98,126
Patient support	158,482	-	158,482	159,714
Other income	11,755	-	11,755	12,823
Total incoming resources	724,811	182,783	907,594	1,003,794
Resources expended				
Cost of generating funds:				
Investment management	1,193	-	1,193	429
Charitable activities:				
Disability and carers services	406,435	-	406,435	409,196
Women's refuge	22,387	-	22,387	273,116
Volunteer centre	136,425	132,258	268,683	133,815
Patient support	198,362	-	198,362	180,053
Governance costs	4,285	-	4,285	4,230
Total resources expended	769,087	132,258	901,345	1,000,839
Net incoming/(outgoing) resources for the year	(44,276)	50,525	6,249	2,955
Transfers	50,525	(50,525)	-	-
Other recognised gains and losses:				
Gain/(loss) on investments	(89,200)	-	(89,200)	(63,894)
Net movement in funds	(82,951)	-	(82,951)	(60,939)
Fund balances brought forward	746,267	-	746,267	807,206
Fund balances carried forward	663,316	-	663,316	746,267

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	
	Mr G Chambers	
	Mr E M Fowell	
	Ms C Hill	
	Mrs H S Parrett	
	Mrs E A Pollard	
	Mrs S Rodgers	

Volunteer Service Awards 2008/9

Awards were given to volunteers who had completed 10, 5 or 2 years' service:

Ten Years

Janet Lockett HAS

Five Years

Neil Thomas DIAC

Dean Gregory HAS

Dawn Wrobel Fundraising

Two Years

Roger Bush DIAC

Steve Boon DIAC

Sharon Hobbs HAS

Sue Murphy HAS

Caroline Hayden Ridleys

Diane Ridge EPP

Lyn Tubbs EPP

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Plymouth Guild

Providing Support, Advice and Volunteers

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