

Annual Review

for the year 2013 to 2014



Given at the
AGM on 23rd October 2014

Members of NAVCA (National Association for Voluntary and Community Association)

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Chairman's Welcome

Welcome to the 18th Annual General Meeting of Community Action Fareham. This year we are also holding a conference to discuss some of the important issues facing us as community organisations and as communities. I am sure that you will find this annual get together to be different and, I hope, inspiring!

There are many achievements to report and some new challenges for which we might need your help. The achievements include another year of outstanding volunteering achievements as reported at the annual awards ceremony in the Mayor's parlour. The establishment of the Voluntary Sector Health Forum was another achievement which now enables all the health and disability groups in Fareham and Gosport to be consulted by the Clinical Commissioning Group. Also, it enables those groups to put their main concerns and ideas forward and to get some clear answers. We have had five meetings so far and the Forum is proving a great success!

We have also looked into setting up a timetabled bus service for Titchfield and the Longmynd Drive and Grayshott Avenue areas. If First Bus were to withdraw the 4X service through Titchfield, as has been threatened, this would leave many people seriously disadvantaged without an essential bus service. As Community Action already runs minibus services, we would indeed be able to run the "Titchfield Flyer", as it has been called, but would need to raise some new funds to get it going. Watch this space!

However, we now have many new challenges ahead of us as a community. The County Council has warned us that they will have to withdraw funding from many community services and would expect organisations like Community Action to find more volunteers to take over those services! The fund called "Supporting People" is being drastically reduced, some funds are being cut and groups are having to tender for other vital funds. The critical work of some voluntary groups such as "Home-Start" is at risk. Community Action aims to provide support - as well as more volunteers of the right kind - but this will not be easy, particularly as our own grant funding is likely to be cut quite severely.

This is where we all need to work together. We plan to carry out a survey to find out what support your organisations want from us and to discover what your community needs might be. We already have some good ideas including setting up an Older Persons Forum for Fareham, like the successful one in Gosport, but you may have other suggestions. On top of that we have no alternative but to seek some new revenue to compensate for the reductions in our grant funding from both the County Council and the Borough Council. Hence the proposal before you today that we should introduce membership fees on a sliding scale. Your ideas about helping us find additional new revenue would be most welcome. **We are determined to continue giving you the support that you and your marvellous and essential volunteers might need.**

So, I hope you might agree that the staff, volunteers and trustees of Community Action have achieved a great deal this year. But, we all need to work together now to face the many new challenges in front of us. I feel confident that, by good team work and pulling together, we will be able to ensure that Fareham continues to have a strong and resilient community which is healthy and active, and has good community spirit!

Raymond Hale, Chairman

Chief Executive's Report

I'm delighted to present the summary of our work over the last year. We have items from our Volunteer Centre, Mobility Services and the Mops Home Help Service and also 10 reports from community groups too. These reports provide interesting detail about how our projects have gone during the last year. The community groups illustrate how they have succeeded in their community purposes. What is common to the core work and community services of Community Action Fareham with the work of community groups is that we all seek to improve quality of life for people living in Fareham. We all do this by understanding local need, using our best ideas and working hard to deliver the most we possibly can.

Working together to grow community spirit

The statistic that comes through from various sources is that about 22 percent of the adult population of Fareham volunteer formally with groups putting in time at least once per month. This number is added to by a similar number of people who help informally in their immediate neighbourhood. The estimated value of the formal volunteering for Fareham is over £40m per year; so it's worth supporting, keeping going, if not growing!

Core work

The core work of Community Action Fareham is to support any of the 600 local community groups that need help, information, guidance. We provide all kinds of back-room support that will enable their work to go on; it's a bit like making the cogs go around. We also work with our partner organisations to explore community need and to help deliver the agreed strategies. Our partners are not only the local authorities providing core funding, ie Fareham Borough Council and Hampshire County Council, but also other public organisations through partnership meetings such as the Local Children's Partnership. We are pleased that the Clinical Commissioning Group (CCG), which is responsible for the Health Service expenditure in Fareham and Gosport, is providing core funding from this year.



The activities included in core work include **assisting groups** to decide how to set-up or how to change their constitution; last year we helped Lockwood Community and Sports Association set up as a Charitable Incorporated Organisation (CIO); 3 others swiftly followed this route too. This year the long established organisation, Titchfield Bonfire Boys, is looking at how it might change its constitution. When groups are set up they often need to develop policies or revise policies; we have updated and provided our own policies to groups through training sessions.

The greatest number of requests from groups is for **funding advice**. Depending on the needs of the group, this can take the form of quick guidance or it can involve funding searches and alerts when grant streams appear. We frequently write references for community groups' applications. Training in an "Outcomes Approach" is important to the success of bids. Groups have to maintain their confidence as the timescale for funding applications is long and they have to contend with the many refusals alongside the delight at finally receiving a grant.

Training groups is a very important part of our support to them. Twelve years ago the 4 Councils for Voluntary Service around the Portsmouth harbour decided it would be more efficient if we collaborated about training – and so we established "Harbourside Training". At

first we only put the Harbourside logo on our material. Now, collaborating with Hampshire County Council and using their tendering process, Harbourside Training has become much more sophisticated. This year we lead on funding for training for 12 organisations totalling £92,000. Only a small part is for our own courses in Fareham. For the funding that goes to the 12 other organisations, we charge a 10% fee for the administration and quality control work. This helps us meet our core purpose of “working together” providing an overall improvement in quality and efficiency. This important core work would not be possible without the dedication of Karen Sanders, our Training Coordinator, her administration assistant and volunteers. Our own courses, to support community groups, remain at the heart of our training work. Last year we ran 74 short courses with nearly 1,000 learners. As Harbourside Training is a collaborative venture, we share those statistics with Gosport Voluntary Action. Additionally other learning includes the 4 ESOL (English) classes and informal briefings at lunches and other events.

We operate some **administrative services**. They could be called “backroom”; payroll, scrutiny of accounts, DBS (criminal records) checks and equipment loan. We are pleased to continue to develop our support for groups; we have recently purchased a video camera and software for creating short advertising and training videos. We will offer this support to groups too. Our meeting and interview rooms at the office are very well used including in the evenings and at the weekend. Shortly we will have an office available for a small community group. Our thanks go to our Administration Manager, Michelle Addis and her team for managing those aspects.

Health Forum

We are delighted that we have been able to set up the Fareham and Gosport Voluntary Sector Health Forum over the last 12 months. This has been met with huge enthusiasm from voluntary organisations and the CCG; we have held 5 meetings each time with 50 attendees. This has only been possible with the inspiration and support of our volunteer coordinator, Vivienne Pugh. Vivienne worked with Katie, our apprentice, to contact, meet, enthuse and help to set up the forum. This forum is playing a really important role in improving health and well-being in the borough of Fareham. As health, care and well-being are such important matters for our communities, we envisage that the role of the Health Forum will continue and is likely to be copied in other areas.

Our huge thanks go to Vivienne, Katie M and Linda for their work with the forum.

Mobility Services

Being able to get out with others makes the biggest difference in reducing isolation and improving people’s well-being. The Mobility Services report highlights some of the strategies that benefit community groups by providing transport to them and their members at an affordable rate. Managing minibuses is a highly technical and expensive matter, so it is a real service to groups that we can help provide that support. We are of course indebted to Hampshire County Council for their support. The Mobility Services work could not be provided without the enthusiasm of our 40 volunteers and staff team lead by Jessica Wooldridge; my thanks go to Jessica and the whole team.

Volunteering

Finding volunteers for groups and helping with good volunteer management are critical to the success of local community groups. The volunteering report illustrates the massive amount of great work that is undertaken by our Volunteering Coordinator, Jennie Romicheva and her team of volunteers. There are not many volunteer centres that provide community



services as well as the coordination and advertising of volunteer vacancies and assistance to potential new volunteers. The introduction of the new **Do-It** national volunteering website has taken considerable effort to work with. We are particularly happy that the Gardening Scheme, Voluntary Car Scheme and Walking 4 Health continue at maximum capacity and are operated by volunteers with support from the coordinator.

Our other community services, Home Helps, led wonderfully by Jean Petter, Dial-a-Ride and Shopmobility are also reported in this review. Our ESOL (English) classes continue to be in high demand we thank Sarah Scammel, Natalie and their volunteers for making this such a success. The community services all tell a story of high levels of community need being met by these services; this contributes to improved quality of life. We thank the staff for their energy and enthusiasm for making the services meet local needs.

Understanding local need is important for all local groups, therefore we are pleased to launch our Community Needs Survey, with funding authorised by Fareham Borough Council. The survey will go to all groups and in due time the results will go to all groups. We are sending the survey invitation to Councillors and other community leaders so they can add to the richness of the results. We invite groups to encourage others with knowledge of local community need to respond too. We anticipate that when the results are collated in the new year we will identify new projects and make funding applications accordingly.

The common thread through this summary about the core work of Community Action Fareham is about many people working hard to collaborate and help grow community spirit. During this year we are pleased to have had the assistance of two apprentices; these roles were partly funded by Hampshire and IOW Community Foundation; our two Katie's have been a pleasure to work with.



We are really pleased to have the support of Zurich Insurance through their Skillshare programme, Paul Rich and Ben are helping with communications; our new website is almost ready to go live, we now have a Twitter feed and our brand design has been improved so that our leaflets and posters have more impact.

With 90 volunteers there are too many to mention by name and specific contribution – we say “Thank You” to all of them; it is their contribution which enables Community Action Fareham to deliver so much valuable support to groups and to grow community spirit in Fareham.



A final word for our 600 community groups and especially our 150 members; thank you for your dedication and ongoing effort to provide your activities, youth work, lunch clubs, health groups, disability groups, schools associations, churches, sports groups, fundraising groups, arts culture, history, residents groups; it all makes a big difference to our sense of community in Fareham, making it one of the best places to live in. Thank you.

I thank our team of trustees, led by Raymond Hale, who use their broad expertise, enthusiasm and time to govern and guide the work of the charity to achieve its purpose. It is much appreciated.

Paul O'Beirne



Volunteer Centre

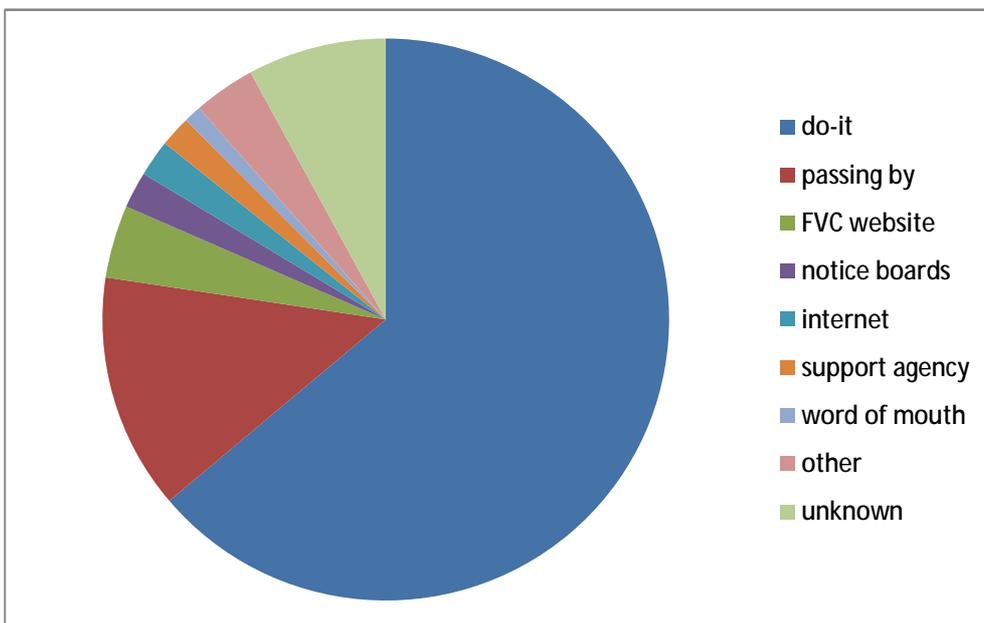
Community Action Fareham

Volunteering England defines volunteering as: *any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.*

Volunteer-involving groups – be they sport and leisure clubs or support groups for people with chronic health conditions – strive to meet the demand for their services by welcoming, supporting and encouraging volunteer participation. Similarly, local people seek opportunities to volunteer and give something back while at the same time gaining skills, being valued and connecting with others.

Fareham Volunteer Centre continues to work hard to support the people and organisations of Fareham to share these mutual benefits of voluntary activity. We adapt our approach in the face of changes in the demands of these two groups as well as to meet the priorities of our local authority funders.

How do people hear about volunteering opportunities?



We continue to post volunteering vacancies on the national volunteering website do-it.org.uk. 64% of approaches to the volunteer centre are made via this on-line database.

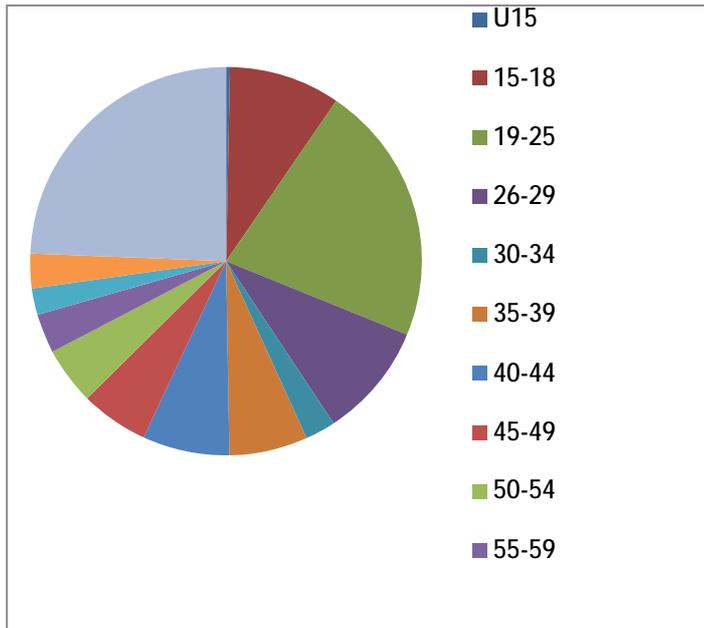
The prominent location of Fareham Volunteer Centre on Fareham West Street remains a considerable draw for enquiries. People welcome the opportunity to call in for a quick chat

and some information or to arrange a time to sit and discuss their volunteering options in greater detail.



Supported Volunteers

Referrals from support agencies are a comparatively small number but require considerably more input from the Volunteer Centre to work towards securing an appropriate placement. In 2013/14 the volunteer centre has met with the Disability Employment Advisers at Fareham Job Centre; the Probation Service; drug and alcohol abuse support services; disability and mental health support workers; youth support workers and others to discuss how we might be able to assist their clients into volunteering. This includes understanding the reciprocal nature of volunteering and setting achievable goals. The local voluntary community is hugely supportive and welcomes volunteers with additional support needs. Every request is considered in partnership with the Volunteer Centre on a case by case basis.



How old are volunteers?

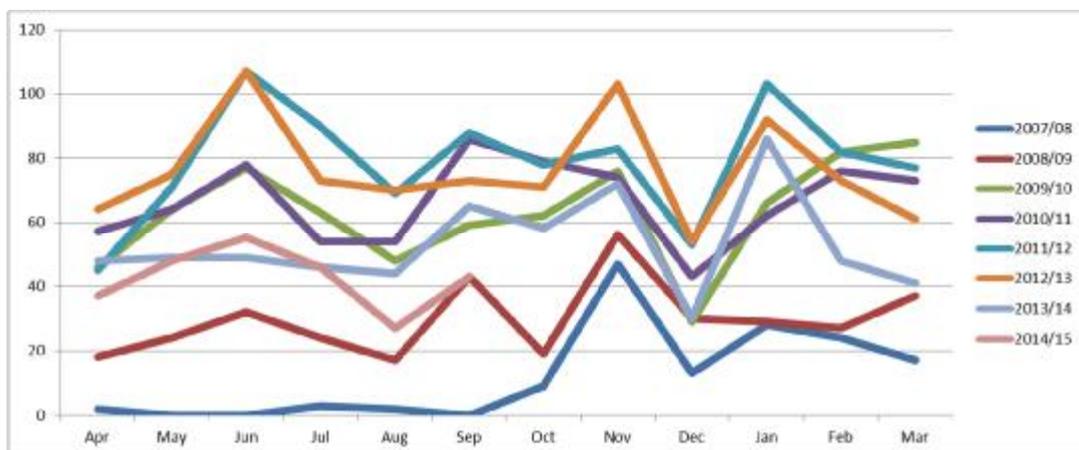
This diagram shows the spread of ages of volunteers enquiring in 2013/14.

While 24% of people chose not to state their age, of the remaining enquiries a little over 40% are made by the under 30s which gives us reason to feel confident about the future of community activity in Fareham.

The figures also suggest that people of retirement age are no longer as free to offer their time – with support for family and working to supplement pension income making demands on their availability.

How many volunteers?

We have noticed that enquiry numbers have dropped in the past 2 years from a peak in the period 2010 to 2013. This is a common trend in other parts of the county too and might be due to other time pressures such as additional paid working hours, caring responsibilities, changes to benefits rules etc. coming into force in a challenging economic climate.



Employee Volunteering and Team Working

Fareham's business community encourages its employees to participate in volunteering either for team challenges or one-to-one skills sharing. Fareham Volunteer Centre is able to promote these offers to local voluntary and community groups to help develop valuable partnerships between business and the voluntary sector.

In the past year we have worked with these businesses:

Amey
Eaton Aerospace
Zurich
Southern Coop Funeral Care
Waitrose
UK Trade & Investment

Amey – the road maintenance contractor for Hampshire – was able to offer fully equipped, trained and insured teams of volunteer workers for one day projects in the Fareham area such as:

Painting
Laying paths
Bricklaying
Tree surgery/shrub clearance
Pond/ditch clearance
Lifting and moving

They were able to offer help to 2 local groups: Autism Hampshire and Fareham Girl Guides Shop and to make over the overgrown garden of a disabled man in Portchester.

Fareham-based company **Eaton Aerospace Ltd** offered wide-ranging year-long support to a local charity including:-

- Management expertise
- Practical tasks
- Project support

They have established a successful partnership with Youth Services provider Y Services.

Zurich Community Trust asked for help to promote their Skillshare and Team Challenge offers. Seven groups in Fareham proposed projects, but were not chosen this year.



Co-op Funeral Care supported the Bereavement Group (left) with cakes baked to a Co-op magazine recipe. They have also begun working with Cafe Imbizo and making regular donations to support the Suspended Coffee's for homeless people and also donated £25 in vouchers to the Food Bank in Fareham.

In early 2014 Fareham Volunteer Centre worked in partnership with Community Action Portsmouth and Gosport Voluntary Action to support the Portsmouth News **20:20 Skillshare** campaign which aims to build enduring links between businesses in South East Hampshire and the voluntary sector. This on-going project is still in its development stage.

The new **Waitrose** supermarket in Locks Heath approached Community Action Fareham shortly before its opening in Spring 2014 to ask for help building links between voluntary groups and its Community Matters team. By helping to promote this funding opportunity we have been pleased to see numerous local groups receive a share of the monthly fund chosen by shoppers at the store.

The young residents of **Swanwick Lodge** were looking for volunteering opportunities they could undertake to support their Duke of Edinburgh Bronze Award. Hampshire Search and Rescue responded to our mailed request and were pleased to work with the young people. Together they organised a Christmas fundraising event and a silent auction and raised an amazing **£1153** for the Service.

"Thank you for helping create the links with HantSAR it is going really well."

Fiona Smith DoFE Field/Development Officer
South East Hampshire Children's Services.

The marketing team at **UK Trade & Investment** in Whiteley responded to our call for supporters for Fareham Christmas Day Lunch. They raised over £500 as well as donating almost 200 gifts and food items (**right**) to support this ever-more-popular calendar event in Fareham.



Volunteers' Week is the time of year when we recognise and reward the contribution made by volunteers to our local communities. This year Fareham Volunteer Centre invited local groups to tell us in a Word Cloud how volunteers support their work and their creative efforts made an attractive and informative

display in the pop-up gallery in Fareham Shopping Centre.





On 9th June the Mayor of Fareham Councillor David Norris hosted the 2014 Fareham Volunteering Awards presentation event in the Council Chamber. Certificates in recognition of volunteering commitment from 1 year to 20 years were presented to 38 individual volunteers and 23 others representing 9 other groups of volunteers.

Left: Representatives of Age Concern Locks Heath Day Care Centre receive their award from the Mayor.

Spreading the word about Volunteering



Fareham Volunteer Centre continues to promote volunteering vacancies locally through the Volunteering in Fareham booklet (left) available at libraries and community centres across the borough and on line at farehamvolunteers.org.uk.

At promotional displays in town



We use every opportunity to produce eye-catching campaigns to raise awareness of volunteering.

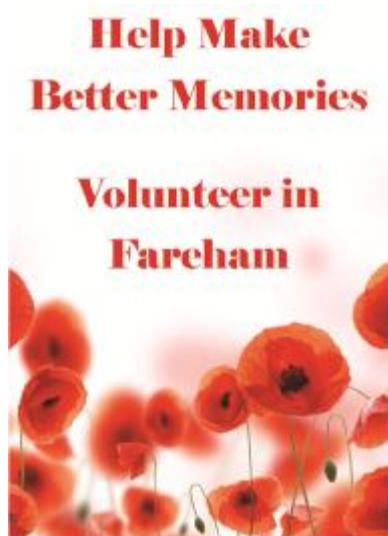


4th July 2014



Volunteer Driver recruitment Campaign supported by Hampshire County Council

The Volunteer Centre supports county-wide campaigns



**World War 1 Commemoration
4th August 2014**

And supported the Fareham Town Centre commemoration event in August 2014 to mark 100 years since the beginning of World War 1



Feedback from Volunteers and Organisations

"Just to inform you that I have set up and had training with No Limits in Southampton so looking forward to the challenge. Thanks for your involvement."

"Thanks for providing information on volunteer opportunities relevant to my skills/interests"

"Jenny was very helpful and informative about relevant vacancies. She contacted me at a later date as I to ask if I need any further assistance. I was impressed with this as she took time to follow up on my meeting with her."

"I can confirm that I am now volunteering at The Rainbow Centre, two afternoons a week. I have been made very welcome and would recommend others to become involved too."

"I attended my first event with Stars in the Sky on Tuesday night and i really enjoyed it. They are putting on a disco on Saturday so i am polishing my dancing shoes"

"C has joined our team of volunteers bringing a wealth of knowledge as a bonus. Thank you for your support we couldn't achieve without you."

Thank you to volunteer colleagues: Stuart Park, Brenda Jeynes and Sally Warmington for their continued support in the Volunteer Centre

Fareham Volunteer Centre Co-ordinates 4 other projects



Fareham Voluntary Car Scheme provides volunteer-led door to door transport to healthcare appointments for people who would otherwise struggle to get there by other means of transport. Over the course of 2013/14 the scheme was supported by 14 volunteer drivers and carried out over 1,600 journeys for our 160 clients.

One of 4 well-established schemes in the borough of Fareham, it depends entirely on the dedication of volunteer drivers and donations of cash from passengers.

Now in our 5th successful year we are hugely grateful to our fantastic drivers:

Brian Roberson, Peter Trott, Peter Stoddard, David Holgate, Donald Hughes, Terry Gillespie, Howard Thomas, Jason Gines, Mo Hedges, Colin Knight, Teresa Knight, Ken Clay, Mick O'Brien and Sam Machin.

"All the volunteer drivers are lovely and so caring. I don't know what I would do without the car scheme"
Mrs R

And brilliant schedulers:

Jenny Holgate, Eileen Page, Ray Gardner, Sarah Weald



Thank you to Diane Bizley of Andover Mind who put on Dementia Awareness training for our drivers as part of the Dementia Friendly Fareham campaign and to all the scheme volunteers who embrace the training we offer.

We are grateful for the support of the Good Neighbours Support Service for their information and advice on running the scheme as well as for a small grant to the scheme to help us put on volunteer training again this autumn.



**Fareham
Gardening
Service**



The service helps residents in Fareham who are no longer able to manage their own gardens. Our volunteer Gardening service co-ordinators introduce enthusiastic amateur Gardeners to registered clients to provide mowing and hoeing services throughout the year.

The service supports an average of 170 clients right across the borough with the assistance of 25 gardeners.

Thank you to Peter Cole, Gerald Everitt and Lynda Young for managing the service from the Volunteer Centre office.

"Many thanks for all your help in making it possible to still enjoy my lovely garden. It means so much! PS Rosemary is charming." Mrs CP

"Tracey is such a nice lady and we get on really well." Mrs S



Fareham Walking for Health and Solent Healthy Walks puts on an average of 16 walks a month all year round. Our team of 11 volunteer Walk Leaders come up with a variety of interesting walks in all parts of the borough that might appeal to the 223 walkers registered with the scheme. We trained 3 new Leaders this summer who are supporting current walks and developing new routes.

Fareham W4H attended the My Journey Roadshow at Asda, Fareham to promote walking as part of a sustainable transport plan.



The regular Wallington Figure of 8 walk was diverted to pass by the Macmillan information stand "Bertie the Bus" in Fareham West St. Macmillan with Ramblers co-ordinates Walking for Health nationally.

10th Catisfield Brownies asked for some help planning a walk for their outdoor badge. With some Walking for Health tips, they spent time thinking about where they would like to go and what they'd like to see on their walk. After drawing pictures to illustrate their plans they thought about how they would keep safe while out walking so that everyone had a fun time. *"Thank you for yesterday evening, we chatted about it after you left and the girls had really enjoyed it. Thank you also for the goodies, particularly the t-shirts as I am sure you gathered they were made up with those."* Jane Tomblin, Assistant Guider

Thank you to all our Walk Leaders: Ron Howard, Robert Poulton, Bob Currie, Alan Goodrich, Dave Balcom, Rosemary Clarke, Mike Harvey, Maurice Shergold, John Newman, Blair Norman and Keith Percival and to Ray Blandford who compiles the schedule every 2 months.



Fareham Christmas Day Lunch offers people who might otherwise spend the day alone the opportunity to have a home-cooked lunch and great company. The lunch keeps growing in popularity and in 2013 an amazing 91 3-course Christmas meals were

served plus another 3 delivered to people at home. Thanks to some incredibly generous donations of cash, food and gifts each guest enjoyed a meal, raffle prizes and take-home gifts. The raffle raised over £120 which was donated by the lunch organisers – Christians Together in Fareham, Fareham Good Neighbours and the Volunteer Centre – to Fareham Basics Bank (*picture shows Phil Rutt accepting the cheque for the Basics Bank*)



"Having recently lost my husband through cancer and having no family, I very much appreciated lunch on Christmas Day. Many thanks to all the helpers who made this a memorable day." Mrs G

Home Help Service - Annual Report – 31 August 2014



We provide a Home Help service for anyone within Fareham Borough who is unable to do their own housework or arrange this for themselves. Shopping can be included for clients who need it.

Home Helps work as self-employed and in most cases are paid directly by the client. Clients also pay an administration charge for the running of the service. Client confidentiality is strictly observed.

On receipt of a referral for a new client we arrange a home visit to discuss the client's requirements for the service. Assuming we are able to take on the client we then start looking for a Home Help with time available in the given area. This can often be achieved almost immediately but sometimes takes a little while, particularly if the client requires a specific day and/or time. Each client has the same Home Help each week at the same time for their permanent arrangement. When a Home Help is either on holiday or off sick we try to arrange a temporary cover Home Help for that client if required.

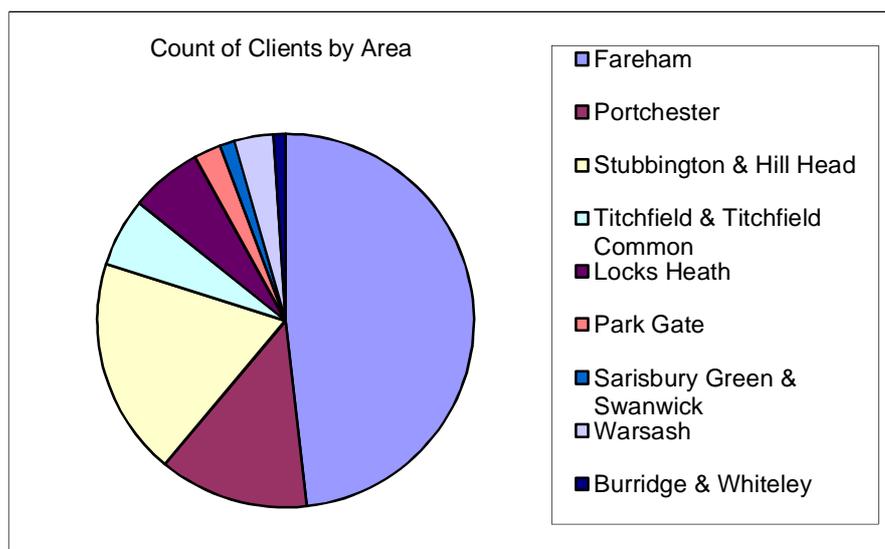
Often a lot of thought goes into the allocation of Home Helps taking into account lots of factors, including area, day & time required and available, whether a Home Help will go to a smoker, avoiding sending a Home Help with a cat allergy to a cat owner etc. Home Helps who drive do not get any mileage allowance, even if they are shopping for a client, so travelling distance needs to be considered.

We aim to hold a register of Home Helps with sufficient capacity to cover the number of clients and endeavour to maintain some spare Home Help time availability in all areas in order to be able to provide new clients with a Home Help as quickly as possible and to be able to arrange covers when needed for holidays and sickness. More Home Helps are recruited as needed. We hold a list of people interested in applying when we get more enquires than we can process immediately. Once we take an application we apply for references, then interview and if that is successful we do a DBS (Disclosure & Barring Service) check and train the new Home Help in all our policies and procedures.

Average client number for the year was 399. On 31 August 2014 we had 388 clients and 92 Home Helps and are delivering 632 hours per week - 1.6 hours per client.

Client numbers by area as at 31 August 2014:

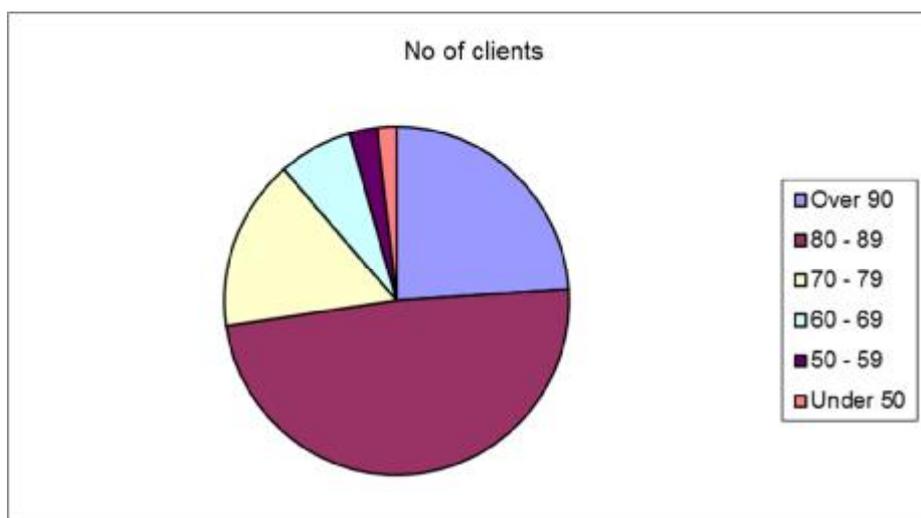
Area	Clients in Area
Fareham	187
Portchester	50
Stubbington & Hill Head	73
Titchfield & Titchfield Common	23
Locks Heath	24
Park Gate	9
Sarisbury Green & Swanwick	5
Warsash	13
Burrige & Whiteley	4
TOTAL	388



The majority of clients have 1, 1½ or 2 hours per week. A few have more than this and a few have fortnightly. In the last year we have continued to take referrals and have taken on 86 new clients but lost 115. Of these, 32 had died and many others moved into residential care or moved away from the area to be nearer to family. Of the 86 new clients only 70 were still receiving the service at the end of August. We plan to better promote the service in order to increase client numbers during the next year as well as to continue to advertise for Home Helps. We have taken on 25 new Home Helps and lost 27 during the last year. Of these, 8 left during August 2014, mostly quite unexpectedly. This left us with a shortage of Home Helps with time available but we had several new applications in progress.

Client ages as at 31 August 2014:

AGE Range	No of clients
Over 90	93
80 - 89	189
70 - 79	62
60 - 69	27
50 - 59	10
Under 50	7
TOTAL	388



24% of all clients are aged over 90. (In 2013 this was 26.5 %) Three of these clients are over 100. 73% of all clients are aged over 80. Only 5% of all clients are aged under 60. 81 clients are from 2-person households so the total number of people being helped is 469.

Length of time Clients been receiving Home Help service as at 31 August 2014

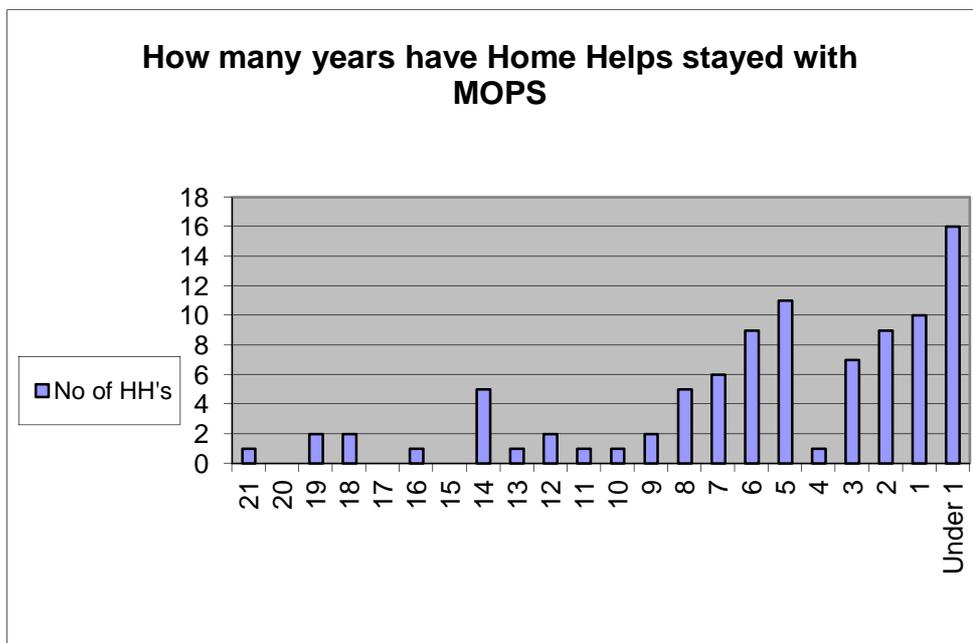
The following table shows how long each client has been receiving service from MOPS:

Year of start	Number of years service	Number of clients
1992	22	1
1993	21	0
1994	20	0
1995	19	0
1996	18	0
1997	17	2
1998	16	2
1999	15	2
2000	14	2
2001	13	4
2002	12	7
2003	11	10

Year of start	Number of years service	Number of clients
2004	10	11
2005	9	13
2006	8	16
2007	7	14
2008	6	33
2009	5	20
2010	4	37
2011	3	44
2012	2	42
2013	1	57
2014	Less than 1	70
TOTAL		388

Home Helps years of service

The following chart shows how long our existing 92 Home Helps have been with us:



During the year 98 client visits were made. This included some re-visits to clients who had moved and some where the person decided afterwards not to have a Home Help or made their own arrangements. We have arranged 80 permanent Home Helps for new clients, 134 replacement Home Helps for existing clients and 573 temporary covers. Each cover is either for one visit, several visits or in some cases a longer period – sometimes a number of months for long term sickness.

Sally has written about her experience as a Home Help:

Not Just Housework

Being a Home Help can be a very rewarding job. Helping someone to keep on top of the running of their home is worthwhile, but in my experience the job is about far more than just cleaning, after all not many of us get a great thrill from housework. Cleaning can be tiring, especially in the hot weather of recent months! Many clients look forward to seeing a familiar face, especially if they are not able to get out much. We both enjoy having a chat about things which have happened during the week. We often laugh and smile, which is good for us both. However on occasions a client may be feeling anxious or unwell, so as a Home Help it is important to lend a sympathetic ear and be supportive. After 5 years of being a Home Help I can say that I have found the majority of my clients very friendly and look forward to seeing them. It is a job where you meet a variety of people, going into someone's home you have to adapt to the individual's requirements and be sensitive to their wishes. I think that, most of the time, I leave a client's house feeling that I have contributed something positive to their week, which is satisfying.

Stella has been a Home Help for over 7 years and writes:

As well as being a good cleaner a Home Help should be cheerful and caring of the client, their family, their aches and pains and their hospital appointments. Some days the Home Help is the only person the client will see so she must be happy and cheer the client along, ask about how they are feeling, how their family are and remember to ask how hospital appointments went. Also try to remember if it's the week for a bed change. This can be hard when you have got several clients! You become a friend to your clients and when they say "I did not want a Home Help to start with but now I would not be without you ", you know you are doing something right.



Some feedback from clients during the year:

Mr R who was moving out of the area thanked us for the service we have provided and said he has really appreciated it – a shame he cannot take us with him!

In December two new clients were particularly enthusiastic about how pleased they were with their Home Help. The Home Help was fairly new to us, having only started work in November.

In January no one complained about the increase in Home Help pay.

In February, one client's family sent in a thank you card and gift for his Home Help who had just left Mops. Family members of two clients who had died both asked us to pass on their thanks to their Home Help. One also asked us to thank another Home Help who regularly provided holiday cover and the other asked us to contact the previous Home Help who had retired 18 months ago after helping this client for 10 years.

In May, we received a card from the daughter of a client who has just moved away from the area to a Care Home near her daughter, thanking the Home Help who had been helping her mother.

In August, the daughter of a client who had just moved into residential care thanked us very gratefully for our help and arranged to send her Home Help a card via the office.

Thank you to Gail and Jayne in the office and to all the Home Helps for their continued support to our clients.

Jean Petter
Home Help Co-ordinator

MOBILITY SERVICES

Keeping our Community Mobile

Annual Report 2014

Mobility Services is an amalgamation of Fareham Community Transport (CT), the Gosport and Fareham Dial a Ride (DAR) minibus service and Fareham Shopmobility.

Under the same umbrella, also sits the Community Pop-Up Shop within the Shopping centre in Fareham town.

Our team is:

- Jessica Wooldridge; Manager of Mobility Services
- Gavin Rowe; Senior scheduler for CT & DAR
- Julie Fisher; Mobility Services marketing and Assistant Manager at Shopmobility
- Peter Shurville; Fleet co-ordinator and driver for CT & DAR
- Scott Curtis; Assistant scheduler for CT & DAR
- Barry Woodward; Trustee and mentor support for Mobility Services
- DAR drivers; Dave, Wendy, Debbie & Jeff
- CT drivers; Tim, Steve, Ian, Nigel, Terry, Brian, Les, Frankie, Colin, Cliff, Howard, Richard, Gilbert, Mike, Tim, Bob, Rich, Jim and 4 Davids
- Apprentice Admin assistant; Katie
- Admin Support Volunteer; Dinah
- Shopmobility Volunteers; June, Jo, Anne, Ann, Rena, Sonia, Shirley, John, Harold, Adrienne, Brenda, Gilbert, Mike, Mave, Julia, Jason, Jane, Norman

We are very lucky to have such a dedicated and supportive team.

In the past year:

DAR has safely provided over 12,250 passenger trips, driven over 48,500 miles and has just under 800 registered users. The average age of our DAR users is 80.

CT has organised 915 different minibus trips for over 9,700 people. 212 of these trips were accommodating wheelchairs. We have driven over 35,400 miles and supported over 270 different organisations in the process.

Shopmobility customers have helped us raise over £3,700, we have around 600 members and have hired out nearly 6,000 scooters and wheelchairs.



POP-UP COMMUNITY GALLERY

A project of Community Action Fareham
Registered Charity 1056395

This year has seen a Teddy Bears picnic, a Silent Auction, a colouring competition, St Mathew church nativity, Christmas present wrapping, Rowans Hospice Volunteer recruitment display, 'Paint the Town' with the Ashcroft Centre, A Carers Week display and A Volunteers Week display. In addition to this we have a large variety of leaflets and posters from local groups and organisation. We are also delighted to have a wonderful changing presentation of work from Fareham Art Group.



MOBILITY SERVICES

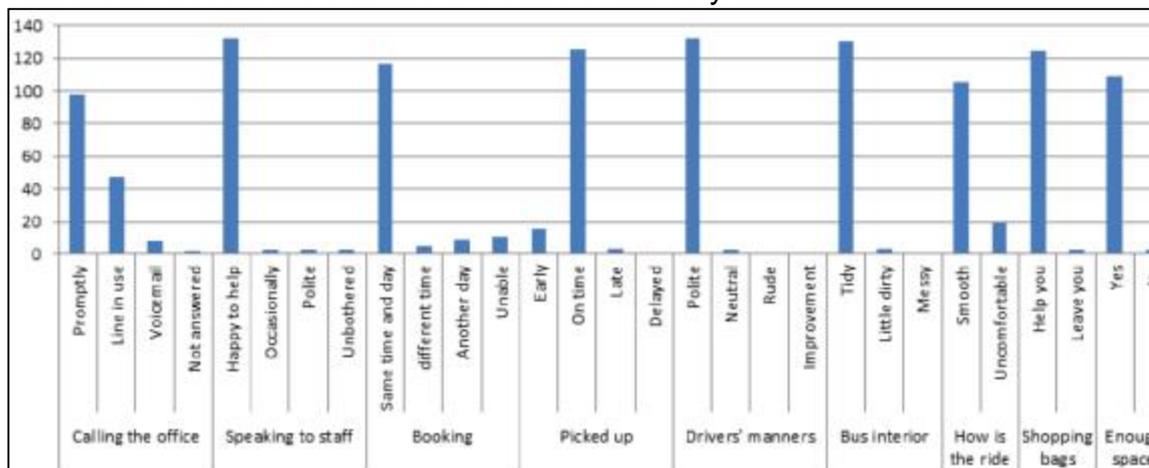


We were very pleased with the new decals on our buses and feel they show the people of Fareham just what we do. Our drivers also had new uniforms to look smart and feel comfortable.

By garaging our fleet of buses with Boarhunt Vehicle Services at Fort Wallington, we now have availability of office, storage and mechanical space. This has helped to reduce our maintenance costs and provided a safer area for our drivers.

In the past year we have offered customer surveys out to both the Shopmobility and the Dial a Ride customers. The response was good and the results allow us to improve areas where needed.

These are some of the results from the Dial a Ride survey:



For the Shopmobility survey, the overall findings show that customers were delighted with the service, and only 23% left us with potential improvements to take into consideration. It also showed that of all who answered, 65% had been a user for over three years, and 77% satisfied with our current opening hours. We have seen that our most hired out piece of equipment is a four-wheeled electric scooter, with 70% of our consumers hiring them when they visit.

Listening to our customers is a large part of our work. Our friendly volunteers and drivers are always happy to pass on comments and bring back ideas.

Working Hard:

We have continued to work hard to ensure we are not only meeting the demands of our customers, but also improving our levels of training, safety and delivery.

We have completed a comprehensive operations manual for the Transport side of our services and had a thorough review of our small safety equipment on our buses that is used for securing wheelchairs and powerchairs etc. We had Q'Straint, a nationally recognised company, come to audit and advise us.

We have updated our Shopmobility training forms and protocols to be in line with the Wessex Group of Shopmobilities.

To look for ideas on how we can progress forward, we have recently completed a Business Development Plan process with Hampshire County Council and The TAS Partnership, who are Passenger Transport Specialists.

In the Community:

Our Dial a Ride service receives many compliments and feedback from the survey supports this feeling.

We are still proud to be contracted to provide transport for three local schools. For children with Special Needs, reliability, routine and familiarity is very important and our drivers understand this.

The Tea & Tiffin Trips are still a great success
We have been to
A whole variety of places, such as:



These trips enable passengers to pop out to places they may not easily be able to get to; to meet friends and have time to chat.

Friendships have been made on these trips and recently we became aware of two 'Tiffin' friends who went on holiday together. Reducing isolation is a real positive to our work.

To support groups, our Community Transport service has introduced;



Jolly Jaunts; an exciting programme of outings for the warmer months for your group to enjoy.

Jolly Jaunts are on Wednesdays and Saturdays to a range of different locations, venues and attractions around the local area.

Educating the public in their choices is part of our potential and we were thrilled at [Shopmobility](#) to organise an open scooter training session within the Fareham Shopping Centre. All participants earned a certificate and sticker on safe completion of our circuit. We even had the security guards at the centre joining in!



Whether on a scooter or in a minibus; safety is always a priority for the **MOBILITY SERVICES** team, so we were thrilled to find one of our drivers was a finalist for the MiDAS Driver of the Year Award 2014. Developed by Hampshire County Council, MiDAS is now administered nationally. It provides organisations with the means to assess and train all their minibus drivers to a recognised standard.

Summarising his experience, driver Tim Hendon announced “I was elated to be selected by my colleagues to participate in the competition and pleased to get through to the final. I thoroughly enjoyed the challenge and was delighted to be involved. My whole experience was really thrilling.”



Marketing and promotions:

We strive to let as many people as possible know about our services and try to get involved in a varied selection of promotions, fundraisers, events, talks and campaigns.

In the last year we have held tombola's, raffles, 'guess the sweets', Teddy Bears Picnic silent auction and colouring competition.

We have delivered talks to residential homes, retirement flats, church groups and lunch clubs.

You may have seen our stalls at the Gosport 55+ Fest, The SUPA Roadshow and a large community fun day in North Fareham.



In addition, we regularly promote in all the Gosport and Fareham notice boards, the Solent advertiser, in the community pages of the News and of course in Community Action Fareham's e'news. We hope you will see our posters around your community too.

Driver recruitment:

Supporting people in our community with their transport needs is a large part of our work and our dedicated team of paid drivers deliver children to school securely and Dial a Ride passengers promptly and safely. However an equal team of fantastic and devoted volunteer drivers enable groups, individuals and clubs to visit a whole variety of places. We would not be able to run the Community Transport side without them. The **Tea & Tiffin Trips**, the **Jolly Jaunts** outings, the Wallington Shopper service, the Fareham Stroke club, the Gosport live at home group, Fareham Friends and Brendon Care Lunch club are all regularly driven and supported by our volunteer drivers.

Our new ventures coming up all need volunteer drivers to allow them to happen and we are working with Hampshire County Council to promote a volunteer driver recruitment campaign. We regularly have displays in the Pop Up Community Gallery asking for potential volunteer drivers to contact us. If you know of anyone who may be interested, please pass our details on. J



New Ventures:

- In the next year we plan to contact more Community Associations and organisations to see if a Shopper Bus service would be a help to residents in their community who may not have a suitable bus service to meet their needs.
- In October we have set up a **Collect'n' Scoot** service where we can use the 'Baby Bus' to collect mobility scooter and wheelchair users from their homes to enable them to use the **Shopmobility** service.
- We will offer trips out on Saturdays to towns in the County who have a Christmas Market or Special event and drop off at Wessex Shopmobility centres and this will be called
- We will present two more SUPA Roadshows in the town to educate and promote safe scooter driving.
- We will improve our Website and regularly update this with our ventures and news.
- We will continue to do our best to provide a high quality service to our passengers.



Though we always work hard, we never forget that it is a great team who make up

MOBILITY SERVICES

Recently, many of us enjoyed a great night out and had time to relax and have fun together whilst enjoying a little friendly Skittles competition.

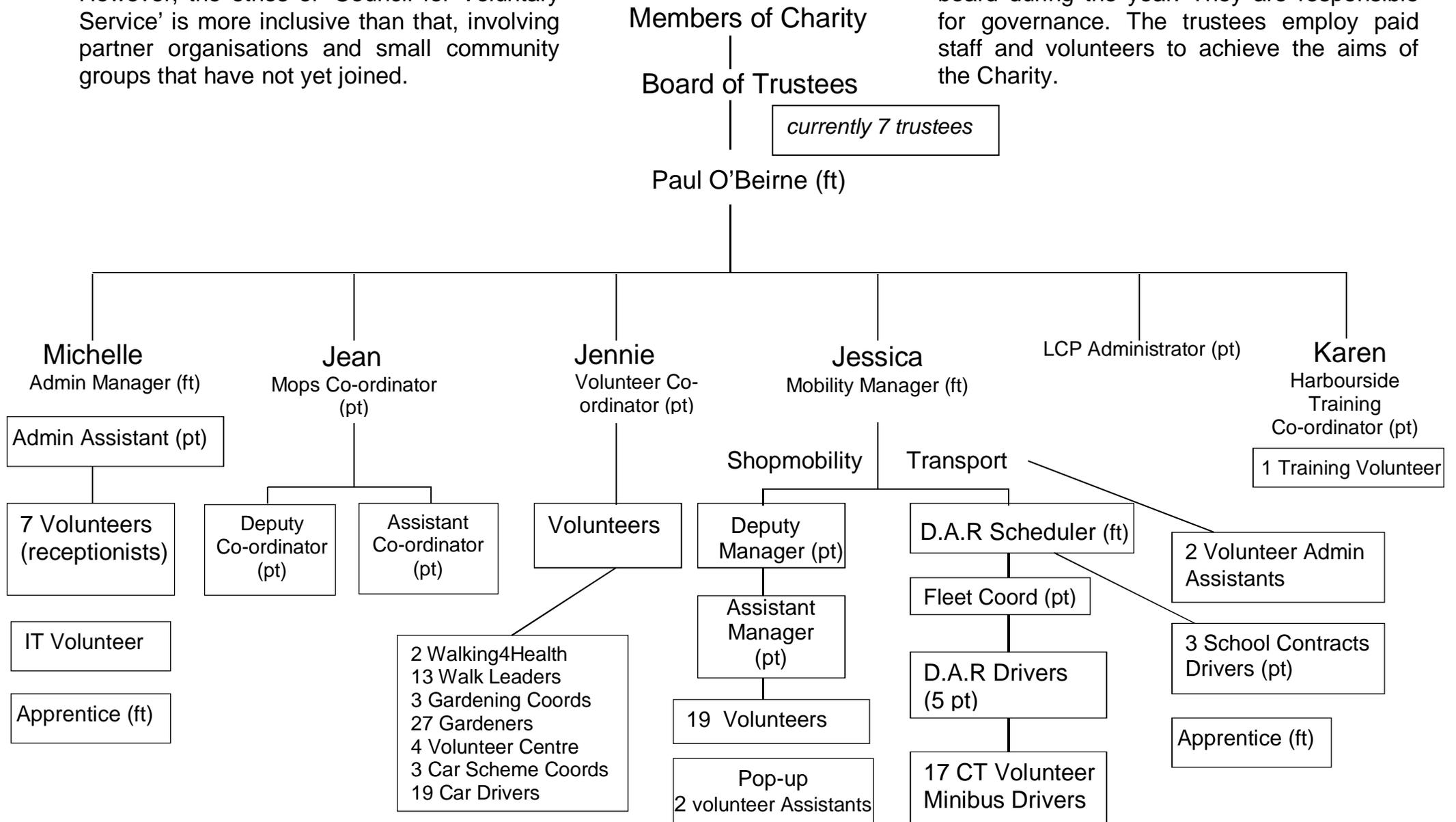


Organisational Staff Structure

Community Action Fareham

The members of the Charity are its 'Owners.' They get their say at General Meetings. However, the ethos of 'Council for Voluntary Service' is more inclusive than that, involving partner organisations and small community groups that have not yet joined.

Trustees are usually elected from the Membership but can be co-opted by the board during the year. They are responsible for governance. The trustees employ paid staff and volunteers to achieve the aims of the Charity.



Members of Community Action Fareham

We have 150 members of the charity. Membership is open to any voluntary or community organisation that operates in Fareham.

We can also invite commercial organisations to become associate members.

2 nd Fareham Sea Scouts	Fareham First Responders
5 th Fareham Brownies	Fareham Good Neighbours
55+ Club	Fareham Methodist Church
Abbeyfield Society (Fareham) Ltd	Fareham Music Festival
Action for Families Enduring Criminal Trauma	Fareham Musical Society
AFC Whiteley	Fareham Peace Group
Alzheimer's Society Portsmouth & District Branch	Fareham West District Scouts
Badminton Club (Fareham)	First Wessex
British Red Cross (Disability Aids)	Friday Night Club
Broadlaw Walk Community Space	Friends of Fareham Community Hospital
Cancer Research Campaign	Friends of Fareham Museum
Catholic Widows & Friends in Retirement	Friends of Hawthorne Court
Catisfield & District Horticultural Society	Friends of the Homeless (Fareham & Gosport)
Catisfield Village Association	Friends of Wallisdean Infant School
Chatterbox LGBT Group	Friends Through Pain
Chestnuts Sheltered Housing	Friendship Club (Fareham)
Christian Ecology Link	Girl's Brigade – 1 st Fareham Company
Chrysalis	Girlguiding Crofton District
Churches Together in Fareham	Gosport & Fareham Friends of the Earth
CISters	Groundwork Solent
Citizens Advice Bureau Fareham	Hampshire Autistic Society
Crofton Community Centre	Headway Portsmouth & South East
Duke of Edinburgh Award (Fareham)	Hearing Dogs for Deaf People (South Hants Branch)
Eye Contact	Help in Bereavement
Family Lives	Henry Cort Community College
Fareham & District Model Railway Club	Hill Head Residents Association
Fareham & District Society of Model Engineers	Holy Rood Church – Crofton CofE
Fareham & District Sports Ass. for the Disabled	Home Start Gosport & Fareham
Fareham & Gosport Diabetes UK Group	Homefayre House Social Club
Fareham & Gosport Family Aid	KIDS Family Centre
Fareham & Gosport Young Carers	League of Friends of Ravenswood House
Fareham and Crofton Cricket Club	Life Education Centres (Wessex)
Fareham and Waterlooville Cats Protection League	Lions Club of Fareham
Fareham Area Active Blind	Lions Club of Swanwick
Fareham Area Disability Forum	Little Angels Pre-School
Fareham College	Lockswood Indoor Petanque Academy
Fareham Community Church	Locks Heath Communicare Association
Fareham East District Scout Council	Locks Heath Community Association – Memorial Hall
Fareham Fairtrade Borough Working Group	Locks Heath Day Care Trust

Locks Heath Free Church
Lockswood Active 60+ Group
Marriage Care
Melvin Jones House

Meon Valley Carers Group
Merry Hall Residents Association
M.S Society

Muscular Dystrophy Campaign
National Childbirth Trust
Open Hands-Gambia
Open Sight
Our Saviour Lutheran Church
Parish Church of St Peter & St Paul
Parish of Holy Trinity Church with St
Columba
Parkinson's Disease Society
Portchester & District Community
Association
Portchester Voluntary Care Group
Priory Park Community Hall
Priory Park Toddler Group
PUFF Club (Parent & Under Fives Fun)
Rainbow Centre for Conductive Education
Relate Portsmouth & District
Rotary - Fareham
Rotary - Fareham Meon
Sarisbury Green Community Centre
Sarisbury Green Pre-School
Sarisbury Parish Rooms
Sarisbury St Paul with Swanwick Barnabas
Solent Fuchsia Club
Solent Laryngectomy Club
Solent MIND Appropriate Adult Scheme
Solent Speakers
Southampton Scrapstore

Southern Geranium & Pelgonium Society
SSAFFA
St. John the Evangelist Church PCC
Soroptimist International of Gosport, Fareham
and District
Stroke Club Fareham
Stroke Club Portchester
Stubbington & Hill Head Voluntary Care
Group
Stubbington Fayre Committee
Swan Court
Taking Steps Project
The Bereavement Centre
The Door UK
The Fareham Society
The Friends of Holly Hill Woodland Park

The Highlands Hub
The Moving on Project

The Portchester Society
The Urban Vocal Group
The Royals
Titchfield Festival Theatre
Trinity Pre-School
Victory Court Residents Association
Vitalise
Voluntary Service Overseas (F&G Group)
Wallington Village Community Association
Warsash Over 60s Fellowship Club
Warsash Residents Association
Warsash Women's Institute
Whiteley Community Centre
Whiteley Pre-School
Whiteley Saturday Club
William Randal Cremer Trust
Y Services for Young People

Catisfield Village Association

Catisfield Village Association (CVA) was founded some 40 years ago. The aim of the CVA was and has continued to be the enhancement of Catisfield. Catisfield is in a conservation area of Fareham. Over the past years we have lost our shop and Post office and the Pub and along with that the sense of community. This lost sense of community we (CVA) are now addressing by running various activities which are held at the Catisfield Memorial Hall.



I am pleased to tell you that one of the main objectives of CVA has been achieved in the past 2 years in that the unsightly and thought provoking site of the Hinton Hotel and its adjacent premises has been bought up, planning permission granted and as I write this the show home is about to be open for public inspection. Houses have already been sold. A care home is to be built on the remainder of the site.

There have been many Catisfield residents who over the years have played a part in the life of CVA. There has been and continues to be concern for Catisfield ...it is or could be a charming oasis--- wander up Fishers Hill from the Titchfield Abbey and Anjou bridge not to mention the Tithe Barn. The CVA still has to see improvement to the traffic management which may deter traffic that has no need to drive through. We hope that by 2015 the traffic plan will be in place as we look forward to welcoming a new community.



We organise monthly coffee mornings and quizzes and other community events and these are much enjoyed. Community Action Fareham has offered advice and given assistance (e.g. printing and loan of equipment) when asked and we look forward to working with them in the future.

Judy Ekins, Chairman, Catisfield Village Association

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Get involved with Fareham Fairtrade Borough



This working group has been promoting Fairtrade in the borough for almost a decade, in partnership with the Council, faith groups and other community organisations. Through their efforts and those of their supporters, Fareham was recognised as a Fairtrade Borough in 2007.

They promote Fairtrade by holding stalls and displays, giving talks to community groups and lobbying retailers and catering establishments to provide at least a Fairtrade choice in the range of goods they offer.

They meet about four times a year, and welcome new faces.

If you're interested in getting involved, please contact Rachel Hicks on 01329 312895.

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Ravenswood House League of Friends

The Friends manage and run a small shop within the unit. We sell soft drinks, snacks and confectionaries along with toiletries and cakes. Any surplus funds are used to buy various items for the benefit of patients.

In recent years we have provided items such as Gym Equipment, a large Music Centre, a Shed and pool tables. Among many other things we also fund the purchase of DVDs for the Video Library and helped with the cost of setting up the "Clothes Shop" which is run by the Occupational Therapy Dept.

Our group is affiliated to the National Group of Friends now known as "Attend". We are a registered charity and have been running the shop since 1999. Several of our very small group of volunteers, 8 in total, have been with us since then.

We also helped the Occupational Therapy Dept. in starting a work experience opportunity in the Shop for patients. Here an individual patient supported by a member of the O.T. staff, can learn various skills such as serving customers, handling money, using the till and cashing up at the end of the day. It is pleasing to see the benefits that patients gain from accessing the shop and using the items we buy for them.

We have also enjoyed and built up a rapport with the hospital staff, who continue to support us. Anyone interested in volunteering for a couple of hours a week can find out more by calling the Shop on 01329-863155 between 9.30 - 12.30 Monday to Friday. Full induction and training will be provided.

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Rotary Club of Fareham

During the last year the Club has been very active in not only raising money for good causes but has also provided 'spare hands and feet' at a number of events where stewarding was called for. For example we were very visible in our support for the Borough's Access All Areas programme during the School holiday period in August where we helped supervise the young people enjoying a whole range of activities. We also stood to attention helping to control the access to Titchfield for the visit of the Countess of Wessex when she visited the premises under renovation that will house the Haven – a support facility for the sufferers of breast cancer. All in all we calculated the 'hours' given to the assistance of others amounted to over 2000 hours in the past year and our financial support to various charities added up to over £10,000.

But our 'new' initiative this year has been to add another dimension to the use of our Wheelhouse on the beach at Hill Head – already used on 150 occasions in the year by charity groups giving their members a day at the seaside – by setting up our own 'Memory Café' under our heading of 'Wheelhouse Welcomes' whereby on one Saturday during each of the Summer months to which are invited any families who are living with a Alzheimer sufferer in their midst. A morning is spent with friends over a cup of coffee and cake to pass a couple hours of 'nostalgia' and reminiscent exchanges of bygone days with some entertainment on hand too. The inaugural programme for this has now concluded for this year but will commence again in the New Year. More details on our activities can be obtained

on our web site: www.rotary-ribi.org/clubs/homepage.php?ClubID=652

George Cantrill

Friends of Fareham Community Hospital

The Friends' volunteers are now wholly responsible for manning the appointments desk for blood tests at the Hospital. They are also continuing their help with administrative tasks, and with "meeting and greeting" patients as they arrive.

An Open Day, organised by the Friends, was held at the Hospital on Saturday 30th November 2013, and proved a great success. Over 170 people came to the event, which was opened by MP Mark Hoban, one of our Patrons. Dr Chilvers, Chairman of the Fareham & Gosport Clinical Commissioning Group, and Richard Samuel, Chief Officer, gave a presentation and answered questions, and informational displays were set up by the organisations responsible for providing health services at the Hospital. Christmas refreshments and a raffle and tombola lent a seasonal flavour to the day.

The Friends' Annual General Meeting in June 2014 was also well attended, with over 69 people present. Dr Alan McFarlane, of the Clinical Commissioning Group, had been invited to speak, and gave a most interesting talk on possible future plans for expanding the role of the Hospital in future community health plans.

Those present were invited to name one aspect of the Hospital's services they would like to see improved.

This September Friends' representatives attended a Workshop set up by the Clinical Commissioning Group at the Hospital, entitled "Building a Bright Future for Fareham Community Hospital". This expanded on Dr McFarlane's presentation, and invited interested organisations to discuss how better to use the facilities available and how to increase and develop them in the future. Various ideas were put forward; suggestions made at the Friends' AGM were passed on to the CCG, and future meetings will be arranged to take this project further. The Friends look forward to playing their part in this exciting new initiative.

For more information see the Friends' website www.friends-of-fch.org

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Fareham Stroke Club Report

We celebrated our 25th birthday in May with a party and spent time looking at the old diaries which have been kept since we were formed as a club. We were entertained by the over 50's choir from the Fareham Leisure Centre. We have been able to have a varied programme of speakers, craft, games and quiz afternoons. At our December craft sessions we made Christmas tree decorations for the tree that we put in the Methodist Church Tree Festival and members were taken down to view the tree and have tea, sandwiches and mince pies. We have had two visits to the Rotary's Wheel House at Hill Head, one for the tea and on the second visit we had a Fish & Chip lunch. We have been very lucky with the weather on both occasions.





As well as our exercise sessions we have had some skittle games in the hall as well as horse racing afternoons. We have had several new members joining the group and now have 40 members on our register. Meetings are held in the W.I. Hall, Oak Road, Fareham. We had one meeting at the Methodist Church whilst the W.I. Hall kitchen was being refurbished. We had a very enjoyable afternoon Cream Tea at the Lysses Hotel and were very "grandly" looked after.

We meet every Friday afternoon (except Good Friday and three weeks at Christmas) from 2.30 pm until 4.00 pm.

We are always pleased to welcome any new member with or without their carer to our meetings. We also welcome any volunteers who are able to work on a rota basis to help at Club meetings.

We are most grateful and give our thanks to ALL the volunteers who welcome the members on arrival, serve tea and help in any other way. Without these willing volunteers we would not be able to run our club.

We also give our heartfelt thanks to our team of Volunteer Drivers who drive the community buses to pick up those members who are in wheelchairs together with the more mobile members. Those drivers are Gilbert Thomas, Cliff Rook and Les Ballard. We also have Richard and David who "fill in" at various times. We thank Gavin and the Community Transport Team who find the extra drivers when a regular driver is unable to help. We thank Rachel who continues to open the Club and puts out the tables and chairs each week. As most of the members are dependent on transport to get to the Club meetings the drivers are a very necessary part of the Club.

The members hold an Autumn Fayre to help with the costs. We have been able to fund our transport with the help of donations from various supporters of our Club and we are most grateful to them all. As always we have had a varied programme suitable for both the male and female members.

We are dependent on donations for the continued running of the club which includes hire of the two wheelchair facility mini buses, the rent for the hall and payments to speakers. We do hold a monthly sale table and charge for refreshments and bus fares. Sadly this year for the first time in 26 years we were unable to attend our main fund raising event when we hold a Book and Gift stall at the Stubbington Show. The August Bank Holiday Monday was so wet!!

We bring members in from Titchfield, Stubbington as well as all areas of Fareham itself. Although many members live with their families, others live alone or are residents in nursing homes. Thanks must also go to our volunteer helpers, Rachael Boulter, Elaine and David Boggust, Pam Haward, Samantha Sayer, Pauline and Sue. We also have the voluntary services of the Red Cross who come in to give hand and nail treatments. We must thank Fareham Methodist Church member, Cllr. Latham, The Fareham Rotary Club, Fliss Downs and her family and Scammell family members for their generous donations to the Club. Without the continued support of donations we would have had to close the Club. Our members have also rallied round with fund raising ideas to keep us solvent for another few months. Les Ballard and Samantha Sayer were both presented with Volunteer Awards at the Volunteer Evening in June to thank them for their support. We are affiliated to Community Action Fareham and Stroke Association.

This report is from Lynda Young, Club Organiser. For further information please phone 01329 231899 or 01329 234205.



FAREHAM & GOSPORT FAMILY AID

Community Action Fareham, 163 West Street, Fareham, Hampshire PO16 0EF
T/Fax 01329 285375 Mobile 07967 387243 email fgfa@btconnect.com
Registered Charity No.1154705

Fareham & Gosport Family Aid is a dedicated Domestic Abuse Service with over 25 years' experience of providing a comprehensive range of client focussed services in the Fareham and Gosport local authority areas. We have highly skilled staff, volunteers and trustees who are committed to eradicating abuse. We support over 500 adults and 170 children each year.

We have two refuges, one in each borough accommodating 9 women and up to 21 children. Staff work in collaboration with all local agencies in order to reduce risk, empower and educate clients, supporting them to make informed choices about their future. Our Floating Support Service offers crisis intervention followed by on-going support for adults and children living in the community who are affected by domestic abuse. Our Children and Young Persons' Staff offer specialised age appropriate support to the children of our clients. Our Power to Change Programme is a highly effective 12 week education empowerment programme which runs three times a year in each borough. The programme has been adapted to meet the identified needs of our clients giving them the tools and safety strategies to live free from abuse.

We also have a 24 hour Emergency Contact line offering help for any individual in crisis and a Crisis Drop-in Service providing specialist advice and guidance to individuals in crisis seeking support. We are able to install Life Line Alarms in the homes of suitable clients in order to minimise the risk of further abuse.

Our Service user Panel made up of empowered ex-clients meets monthly to steer a structured group offering a unique opportunity to professionals by inviting them to discuss service delivery and explore gaps in service provision.

We currently have 2 members of staff who are undertaking Home Office approved training in order to become IDVAs. We are well recognised by local partner agencies for managing high risk cases and, therefore, hope to ensure continuity of care to all clients irrespective of risk once our IDVA service is launched in early 2015.

Visit our website: www.familyaidfarehamgosport.org.uk

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Portchester Community Hub - big changes for Portchester & District Community Association (PCA)!

Since moving in 2013 to Portchester Precinct, PCA has enjoyed a new and fruitful level of community engagement and undertaken significant dialogue with local people. From initial temporary premises, PCA now occupies its new permanent home with building works proceeding towards conversion into a fully-fledged community hub. Popular services launched in 2013 are continuing and expanding, among them the free-use internet cafe, community second-hand bookshop, information point, and copying/scanning and printing facilities.

PCA's off-site activities at other venues (including tea dance, badminton, New Age Kurling and toy library) continue while other services reflect a change in focus. Community learning and other activities based on "starter" sessions in 2013/4 will expand including family learning, IT, chess indoor sports both as outreach and on-site sessions. A new nursery for ages 2-3 opens early 2015 complementing Andy Pandy pre-school in Wetland's Grove. Computer courses for beginners (including bespoke courses for visually



impaired people) resume soon and a new weekly job club has begun. New activity groups are planned as part of Paradise in Portchester (PIP), PCA's club for older people while interest generated by the recent Portchester D-Day 70 publication is leading to a project extension based on local wartime memories. Community Action Fareham regarding outreach project services.



Conversion to a Charitable Incorporated Organisation (CIO) attracted a new board of trustees and provided a more secure legal structure. Volunteer involvement and membership have both increased with many new enthusiastic volunteers joining existing long-time stalwarts. Where possible, much of the new building conversion works is being undertaken by volunteers. It's a new chapter for PCA ! Anyone wishing

to know more or become involved is welcome at Portchester Community Hub, 2 New Parade, 38 West Street, Portchester PO16 9UY, phoning 023 9221 0048 or visiting www.porthesterca.org.uk . Sarah Moss, Manager, PCA

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Fareham and Gosport Diabetes UK Group

The group meets regularly on the first Thursday evening of each month in the hall at the back of Holy Trinity Church in Fareham at 7.30pm.



The name of our group has been changed to reflect the need for one Diabetes UK group to cover both Fareham and Gosport. We do have a partner group at Portchester and a separate group for families who have children with diabetes. The main purpose of our groups is to help each other to manage our diabetes, to campaign for better services, and to help to raise funds for Diabetes UK. We are working towards a world without diabetes!

This last year has been very busy. In March, NHS England reported that Fareham and Gosport CCG had the highest diabetic amputation rate in the UK! That is over 5 people in every 1,000 people with diabetes – and there are about 10,000 of us in the area – had an amputation: either a toe, foot or leg off! We immediately started campaigning with the CCG to find out why and what they are going to do about it. According to the experts, amputations should not normally be necessary. ***The new Health Forum gave us the ideal opportunity to present our concerns and to demand that something should be done.***

To give the CCG credit, they have come up with an action plan promising that everyone with diabetes who has a foot problem will now be seen by an NHS podiatrist as a matter of priority. Further, QA Hospital has put better procedures in place so that patients can be seen much earlier by an expert team. In addition, the CCG are carrying out a recent case analysis to find out what happened to the 50 or so people who had the amputations last year; why was it necessary and how did things get so bad?

Some credit must also go to our MP Mark Hoban who called an emergency meeting with the CCG and Diabetes UK to address the problem. He has promised to hold the CCG to account. Also, Diabetes UK will be holding a special "Putting Feet First" event in Fareham on the 24th of November for about 70 people. This will be for people with diabetes who do not have a foot problem but who need to learn how to avoid such problems and what to do if they have a concern. It is understood that this event is already well over subscribed!

Raymond Hale, Chairman, Fareham and Gosport Diabetes UK Group, Tel: 01329 664722

Fareham Good Neighbours
65 Scaffell Avenue, Fareham, Hampshire PO14 1SF
Tel: 01329 283785



Introduction

Our group covers the whole of Fareham Borough from Portchester to Warsash and Wickham to Hill Head (another group covers Stubbington Village).

Aims of the group

FGN aims to alleviate the loneliness of people who live alone and are unable to readily leave their homes for social contact. This is achieved by our volunteers agreeing to visit such a person on a regular basis (weekly or fortnightly) to talk with them, keep them company, listen to them and when appropriate be a friendly person to help them through difficulties (typically with understanding letters or situations or where to seek help).

A few of our volunteers take their client out for social outings, such as shopping or to a garden centre for coffee. This very much depends on their own circumstances and the abilities of their client.

Other activities

- This year will be the fourth year that FGN has worked closely with Community Action Fareham to provide a Christmas Day lunch for people.
- Some volunteers have started to take clients shopping in conjunction with Dial-a-Ride. The client is picked up as normal for a DAR trip and taken to Fareham Town Shop Mobility centre where the volunteer meets them with a wheelchair and takes them around town. It's more of an outing than a serious shopping expedition. They then take them back for DAR to take them home.
- We arranged a cream tea at Abbeyfield Fareham and provided an accessible bus to pick people up and take them to the Abbeyfield House (24/26 East Street), where they met the residents and enjoyed the outing. Abbeyfield Fareham showed them around as some may be thinking of this sort of independent community living.

Our Committee

Chairperson: Lucy Docherty

Treasurer: Margaret Stubbs

Secretary: David Cockshoot

Volunteer Coordinator: Rosemary Gill 01329 286486

Referrals Coordinator: Avril Cockshoot 01329 283785

Committee Members: Hazel Raggett and Judith Stapleton