



New Mills & District

VOLUNTEER CENTRE

IMPACT REPORT

2022/2023

ABOUT US



New Mills and District Volunteer Centre is a small charity based in New Mills in the High Peak. We are here to support our community and the surrounding communities by connecting volunteers to the needs of local people.

Our objectives are to Promote Volunteering, Provide a community Volunteer Centre & give advice and support to volunteers. We look to identify gaps in community care and meet those needs with volunteer activity. We focus on but aren't limited to responding to the needs of the elderly, disabled and socially isolated people in the area.

In addition we look to recruit, support and train volunteers and offer opportunities for the local community to volunteer as well as acting as a volunteer broker for other organisations.

WHERE DO WE COVER?

WHAT DO WE DO?

- Community Signposting
- Volunteering including volunteer brokerage
- Volunteer Transport to medical appointments and social groups
- Befriending
- Social Activities and Groups
- Gardening
- Shopping
- Room Hire





MESSAGE FROM THE CHAIR

There's always a challenge!

At the beginning of the year Covid was easing and slowly things were returning to normal, although understandably, some of our more vulnerable clients were still hesitant to mix socially.

Recent years have been difficult but we have always overcome the various problems and continued to meet many of our clients' needs, thanks to our numerous volunteers who give so much and without whom we could not provide our services for the community, services that receive some financial support from Derbyshire County Council and Derby & Derbyshire ICB.

However during the Summer our manager resigned to take up a position with the National Trust and her successor was only with us for three months. Then in February Rodney, our Chair, was taken ill (thankfully he is recovering well), so we had no manager and no chair! Since February I have been Acting Chair while Rodney recuperated.

During the Winter months, in liaison with the Derby & Derbyshire ICB, we piloted a new service "Home From Hospital". The service was a good project, meeting the non- medical needs of those who were temporarily dependent on others for day to day needs such as shopping, prescriptions etc. From the outset we quickly had the service in place, however communication between the various NHS departments and ourselves brought a number of unanticipated challenges.

Most of all I would like to take this opportunity to thank Hannah, Lorna, Fiona and Sue, in the absence of a manager and Chair they pulled together so that not only were our established services operating effectively, but the HFH pilot scheme was unaffected plus they dealt with the not insignificant reports back to the NHS.

This annual report is for the year to 31st March but I am pleased to report that in April we welcomed Mark Allen as our manager. Mark came to us from Glossop Bureau (who were helpful in facilitating his transfer) and he has already settled into the position, proving to be a steady influence, looking forward to future challenges and managing an enhanced service provision.



Tony

Tony Ashton
(Acting Chair)

PARTNERSHIP WORKING

To achieve our aims and fulfil our purpose we work closely with several organisations to ensure we can effectively get what we do done. We work closely with Derby & Derbyshire ICB, Derbyshire County Council, Public Health & High Peak Borough Council. We also are a member of several voluntary sector groups ensuring that New Mills Volunteer Centre is part of the development and shaping of the sector.

MOVE MORE NEW MILLS



We continued to work with High Peak Borough Council as part of the Move More Steering Group to deliver their active strategy. Our Move More officer supported with the family explorer events, walking tennis and set up and delivered health walks around the Torrs, canal and parks around New Mills & linked in with local groups to offer them support. The role ended in October 2022 but we remain active within the Move More steering group.

DERBYSHIRE CONNECT ACTIVE TRAVEL

We continue to work in partnership with Connex Community Support Buxton, The Bureau Glossop and Bakewell & Eyam Community Transport to deliver Derbyshire's Active travel contract in the High Peak. More details of this project can be found later in this document.

HOSPITAL DISCHARGE

The Hospital Discharge Project was a short term contract to assist the Derby & Derbyshire ICB in relieving winter pressure in the acute hospital sites. Over a three month period we provided support to 22 clients who had been discharged from hospital and provided those clients with 153 visits and interactions to support their needs on returning home.

We are proud to work as a supportive and equal partner with High Peak CVS, Connex & The Bureau who together make up the High Peak Alliance. This network shares support, knowledge and expertise in order to provide support to our community.



VOLUNTEERING

Volunteering once more remains at the heart of what we do at the Centre. We continually look to identify and create opportunities for people to make a difference in their local community. We have increased the number of volunteers supporting our clients once again this year and have provided training for new volunteers and old alike. We look to not only provide volunteers to support our own activities, we work with other organisations to broker volunteers, this will be enhanced by our Volife online platform in the coming months.

What our Volunteers have done this year:

- Reception
- Fundraising
- Driving
- Minibus driving and assistant
- Befriending
- Shopping
- Gardening
- Assist in the Office
- Supervise and run group sessions
- Cooking for Friday Lunch Club & Acoustic Soup



That's the equivalent of
£116,023 in wages paid at the living wage rate.

We are supported by **318** Volunteers

Volunteers carried out **12,213** hours of Volunteering

36 volunteer inductions

11 Reception volunteer inductions

TRANSPORT

VOLUNTER CAR TRANSPORT



We provide transport for members of our community who for one reason or another are unable to use public transport. Our volunteers use their own cars to transport our clients to medical appointments, giving them a supportive arm and waiting with them for up to 2 hours before bringing them safely back home. This year has been particularly busy and has resulted in some weeks being completely full with our drivers all out and about on jobs. We have pushed driver recruitment through the year to try and alleviate this issue.

25 Volunteer
drivers
helping
184 Clients

1402
Journeys
Made (inc
return trips)

Potentially
saved the NHS
£68,810 in
missed
appointments

16,528
miles
travelled

MINIBUS

Our minibus serves two purposes, one is to enable some of our less mobile clients to attend our social sessions in particularly Friday Lunch Club and Kinder Social Group, and the other is to take clients shopping. Each Wednesday we do a shopping trip to either Glossop or Chapel-en-le-Frith, allowing clients who would struggle to do a 'big' shop using public transport to shop & have a brew in the cafe after.



307
clients
taken
shopping

101
journeys
Made

392
clients taken
to social
groups

2021
miles
travelled

BEFRIENDING

Our befriending service remains an important strand of work, reducing isolation and loneliness amongst those who need it most in the community.

The remaining check in and chat relationships that had continued after covid, came to an end (often a natural end as people returned to their 'normal' activities). We unfortunately lost some clients who passed away and others who went into permanent residential care. Many of the clients who no longer have a befriender are still being helped by us in other ways, e.g. coming to our groups. In line with other befriending projects, the main challenges are volunteer recruitment and the complexity of befriending referrals and ongoing needs of the clients we support. Dementia and cognitive decline continue to be a significant feature, and a great deal of the coordinator and volunteer time is focused on helping and assisting with ongoing medical, social care and other challenges.

62

Befriending
clients

45

Befriending
Volunteers

3154

hours spent
befriending

2099

befriending
interactions

SIGNPOSTING

An important part of what we do at the centre is ensuring that clients and the general public get the right help they need. We provide a connection service linking clients with information, support and local organisations who can best serve their needs.



Dealt with
4117
enquiries

Signposted
clients
851
times

CASE STUDIES

It's not just our clients that benefit from the help of our volunteers, but often the volunteers who give their time to help others find it just as rewarding. Below are two stories one on how Leona's experience of Volunteering and the other the impact having a befriender can have on someone.

BEFRIENDING VOLUNTEER'S STORY

Leona is one of our wonderful befrienders, below is Leona's experience of befriending:



Leona

I saw an appeal for befrienders on the NMVC facebook page and applied, the whole process was really interesting. Fiona explained everything to me, asked lots of questions and her confirming the support NMVC would give really made me feel much easier about going into someone's home and what the expectations of me would be.

After a while I was matched up with an absolutely amazing lady, she has led such an interesting life and she is very curious about my adventures as well. I visit her weekly and call her to catch up as well and we chat about nothing and everything.

I have found the whole experience to be very enriching and I underestimated the value that this friendship would bring to me as well as I hope the other way. If you are thinking about it, please enquire and see if it's for you. I wish I would have done it sooner.

POSITIVE BEFRIENDING MATCH

Mr B lives alone after being widowed some years ago. He has several significant health problems, including a serious cardiac condition and cognitive problems resulting from these. He has no close family or friends, apart from an elderly parent who has their own health challenges. He used to live an active and sociable life prior to his illnesses but has become increasingly isolated in recent years due to his physical health and impaired short-term memory. Mr B's mum is in her eighties and contacted the centre asking for support as she was worried at how isolated he has become. We discussed with his parent about her concerns and reasons for the referral, and then met with Mr B at his home to gain his consent for the befriending process. After gaining a greater understanding of Mr B's personality and interests, the coordinator matched him with a male befriending volunteer. The coordinator matched them due to many shared interests, taking them to meet initially, and supporting them when later meeting alone. The relationship is now also having a positive impact on Mr B's physical health as they are going for short walks together. Mr B was not motivated to do this previously, but this is especially important given his physical health problems. Mr B's mum says she can see the difference the match is making to his wellbeing. This case study shows how befriending can have an impact on physical as well as mental health, and how befriending can support individuals who have become significantly more isolated

GROUPS AND ACTIVITIES

ACOUSTIC SOUP



Every Monday afternoon we have our Acoustic Soup session. The group has a selection of music and activities. The live musical entertainment ranges from solo singers to harpists, and also includes poetry, book reading and music quizzes. All accompanied by a homemade cup of soup. We were fortunate to receive funding from the lottery's Community Fund to enable these sessions to go ahead.

44
Sessions

465
Attendees



CHAIR BASED EXERCISE

Our chair based exercise is aligned to Age UK's Strictly No Falling initiative, it aims to increase strength and stability and improve balance and coordination. We've been running two in person sessions per week and an online class for those struggling to make it to the centre.



121
Sessions

496
Attendees



KNIT & NATTER

Knit and natter is our weekly handicraft social group. The group spend the session kitting and making fabulous items that we sell to raise funds for the centre. All of this whilst having a brew, a chat and maybe a bit of cake!

46
Sessions

324
Attendees

GROUPS AND ACTIVITIES

KINDER SOCIAL GROUP



Our Kinder Social Group which we hold at the parish hall has gone from strength to strength this year & has benefitted from a generous donation from Swizzels. This dementia friendly group meets the last Thursday of the Month and usually has a live band and lots of singing. Our minibus enables some of our clients who would otherwise struggle to attend to be a part of it.

11
Sessions

408
Attendees



FRIDAY LUNCH CLUB

Who doesn't love a home cooked lunch and wonderful company? Judging by the empty plates and packed out room every week this session has been a firm favourite with our clients this last year. The session is also supported by our minibus allowing our more isolated and less mobile clients to still get to attend and sample the volunteer cooked lunch.



45
Sessions

634
Attendees

IT TRAINING



Every Wednesday we host an IT drop in session in our computer suite. A volunteer is on hand to guide you through your IT questions. The facility is also open if clients just wish to use the IT suite on Wednesday afternoon to access free Wi-Fi. We will be looking to revamp the session in the new year due to the low take up.

43
Sessions

97
Attendees

COMMUNITY

COMMUNITY GARDENING

The Staff at New Mills Volunteer Centre worked to coordinate the new community plot at St Georges Parish Hall. Staff managed to identify the suitable space for the new community garden and brought together all parties to facilitate the move. The Centre rehomed all the Incredible Edibles plants and shrubs at our allotment during the move to the new location. The community now have access to this fantastic asset.



MISSION CHRISTMAS

We worked with local primary schools, Helping Hands foodbank, Youth Matters and clients to produce a list of children whose families were struggling to provide Xmas presents. We applied to Cash for Kids and received 300 gifts which were distributed with some also going to Chapel Foodbank. The families who benefited were all struggling with the current increase in living costs and had huge worries about providing gifts for their children. These gifts have put smiles on children's faces and relieved some of the financial worries for the parents.



WELCOMING SPACES

During the Winter months in response to the cost of living crisis, we opened our doors to the community as part of New Mills Welcoming Spaces. Together with a host of other organisations in New Mills we provided a place where people could keep warm, grab a hot drink, and connect with other people. As part of this we also opened up our IT suite for those wanting to do a bit of work and utilise the wifi whilst keeping warm.



COMMUNITY

INTERNATIONAL VOLUNTEERS



In September 2022 we received an email from two students Sam and Selen from Lucerne in Switzerland. Both were interested in coming to the UK to volunteer within the community. Their school Fachmittelschule advises that leavers do a six week stay in an English speaking country to help support their higher education applications and to improve their already perfect English.

Months of planning happened, Zoom meetings, applications and finally in February 2023 they arrived at Manchester Airport ready to start their volunteering adventure.

The Six weeks flew by, with Sam and Selen both getting stuck in to volunteering. They supported all our social groups, helped cook for our Acoustic Soup group, joined clients in our chair based exercise sessions, helped prep the beds at the allotment, and made gallons of tea and coffee.

They both navigated our reception desk dealing with phone enquiries and people coming in off the street. Selen said "my ability to chat about the English weather is now second nature!" Sam and Selen also volunteered with other organisations in the area. They supported Hayfield Primary school with PE & reading lessons, helped out at Youth Matters & Incredible Edibles, worked with New Mills Festival sharing their petition to save the Lantern Festival. Our volunteers loved having them here and they were invited them out to other events including Morris Dancing evening with the Poynton Soroptomists, a volunteer led trip to Liverpool and joined the Wise Owls in New Mills' weekly Quizit. We hope moving forwards this is something that can be repeated with students from Lucerne again.

UKRAINIAN FAMILIES & FRIENDS EVENT

In June we hosted a social afternoon at the centre for the Ukrainian families and friends who have recently had to move to the area due to the ongoing conflict. The afternoon was hugely successful with many people attending and being able to share stories and advice, whilst being able to forge new friendships.



FUNDRAISING

At New Mills and District Volunteer Centre we are amazingly lucky to have a community who value the good work we do, and are willing to donate generously to enable us to keep doing it. We are also in a fortunate position to have a committed group of volunteers who work tirelessly throughout the year and our fundraising committee who plan and organise events to raise over £12,000 for the Centre in 2022/23. We'd also like to thank the family of Josh Webb who once again donated the proceeds of their golf day in the memory of Josh to the Volunteer Centre to support our Befriending work.



Plant Sale

Last Years events included:

- Plant & Garden Sales
- Golf Day
- Pudding Tasting Event
- Quiz Nights
- Pop Up Brewery Night
- New Mills Calendar
- NMVC Lottery

Music Concerts by:

- Tom McConvill
- Andy Watts
- The Gally Canters
- Lazlo Baby Day
- High Peak Orchestra



Donation from New Mills Together



Golf Day



Pudding Event

If you would like to donate to help us continue delivering services for the community of New Mills and surrounding villages you can donate via paypal.me/NMVCCBE or scan the QR code



You can also support us every time you shop online by visiting the Easy Fundraising website
<https://www.easyfundraising.org.uk/causes/nmvc/>



LOOKING TO THE FUTURE

Meeting the needs of the community through volunteers and volunteering will once again remain at the heart of what we do. We will look to increase the number of volunteers for our befriending and Transport projects to enable us to better cope with the demand of these strands of work. We will look at recruiting new volunteer drivers for the minibus and will be arranging appropriate training for those volunteers who want to take on this opportunity.

Last year the volunteer centre provided volunteer brokerage and assisted in the recruitment and promotion of volunteer opportunities for several local groups including, Friends of New Mills Station, Incredible Edibles, New Mills One World Festival, Crossroads Derbyshire, New Mills Carnival and New Mills Festival. We will look to continue this and improve the way we promote volunteering opportunities through the development of the Volife platform which will allow us and other local organisation to promote and recruit volunteers.

We will continue to listen to the needs of the community and our clients and provide solutions through volunteer led activities. We will look at existing sessions that we run to ensure they are still meeting the desired purpose and identify where additional activity is needed.

Review and redesign the website to ensure it is user friendly and provides correct and useful information for clients, volunteers and partners.

Funding for the centre is always a priority and this year will be no different. We will actively look at the way we fund the projects and look at a variety of grant pots for funding. We will also look at the possibility and feasibility of increasing the number of local businesses that support the Volunteer Centre.

We will continue to support statutory bodies We will work collaboratively with partners for the good of New Mills and the surrounding areas.

We will look at measures that will enable New Mills & District Volunteer Centre to reduce the impact it has on the environment. We will look at a variety of things from the sourcing of supplies we use in the centre, to ways to reduce gas and electricity consumption. As part of this we will look at how we can better use our allotment to make our Acoustic Soup and Friday Lunch club less reliant on shop bought produce.

THANK YOU

We couldn't do all the good work in the community we do without the generous support we have received over the last financial year from our funders and supporters. The financial contributions have come from infrastructure grants off statutory bodies, various grants from funding pots and organisations and finally support from local organisations be that through regular donations or support of our Golf day and other fundraising events.



