

IMPACT REPORT

New Mills & District Volunteer Centre

2024/25

www.nmvc.org



33-35 Union Road, New Mills, High Peak, SK22 3EL

Company No. 4666277 Registered Charity No. 1097655



**New Mills
& District**
VOLUNTEER CENTRE

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.

We work with all people within our community and whilst we don't solely cater for the older generation, due the demographics of the area, around 80% of our clients are over 65 with just 6% being under 50. Often our staff or volunteers are the only contact some of our clients have in person, and we provide a lifeline for them be it assisting with shopping, having a chat and cup of tea or them attending one of our social sessions or assisting them to get to medical appointments.

Whilst all of our services are powered by volunteers, we have a small team of staff ensuring that everything keeps running smoothly and the charity keeps operating. Mark - Centre Manager, Hannah - Transport Coordinator, Fiona - Befriending Coordinator, Lorna - Groups and Marketing Coordinator, Julie - Office Administrator, Jeanette - Cleaner.

WHERE WE COVER



We work with the communities of New Mills, Chapel, Hayfield, Whaley Bridge and the smaller surrounding villages. Overall the area we support encompasses a population of around 30,000 people, spread over a large predominantly rural footprint.



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At first glance, this year's accounts may appear reassuring, yet both the Manager's and my own report highlight ongoing concerns about future funding. During the year, we learned that the County Council would be reducing its support for charitable organisations, including ours. Several other grants are also at risk. In addition, our minibus—an essential part of many of our services—will need replacing in the coming years.

Despite these challenges, we were fortunate to receive an unexpected bequest from a former client. Mark also secured a significant grant in partnership with Connex and The Bureau for our Befriending service, which has helped to protect the Centre's services from any immediate funding shortfall. These developments have strengthened our position and allowed us to plan with greater confidence. Our financial resilience has been built over time, thanks to the dedication of many individuals and the careful stewardship of our Treasurer, Hazel, and her predecessor, Doris. Their work has been instrumental in ensuring the Centre's stability.

In terms of operational resilience, we've also addressed a recurring issue: the shortage of volunteer minibus drivers. This year, Ian one of our trustees completed a training course that now enables him to train new drivers, including those without prior minibus experience. This is a valuable step forward in maintaining our transport services.

The Trustees have also reviewed and renewed the Centre's business plan, which will be updated regularly. While some sections may be detailed, I encourage everyone to read it—it offers a clear picture of the Centre's direction and aspirations. Overall, it has been another strong year for NMVC.

We continue to "punch above our weight," serving a growing number of clients across an expanding area, all on a modest budget. This success is only possible thanks to the dedication of our staff, volunteers, and supporters. Together, we reflect the community values that define our neighbourhood.

Tony



Message from the Centre Manager

I'm now into my third year as Centre Manager of New Mills and District Volunteer Centre, and as is the norm for most years we faced the same funding challenges many voluntary organisation have to deal with, however last year was particularly challenging. We found out towards the end of the previous financial year that Derbyshire County Council were looking to remove all discretionary funding from voluntary organisations and groups across the whole county. A public consultation was launched at the start of the summer and despite overwhelming support for the voluntary sector and its continued funding, DCC decided to remove all discretionary funding from April 2025. This affected our Befriending and Lunch Club funding by a small amount, however more significantly our Infrastructure funding was lost; this supported our volunteering work (recruitment, support, training and brokerage) and contributed importantly to some of our everyday running costs. As a result of this disappointing decision we are now in the position where, along with the usual funding we have to bring in to support our work, we also need to try and find funding to plug these gaps as well to ensure we can deliver the same level of service this financial year.

It's not all financial doom and gloom however! The last financial year we were fortunate to have several charitable trusts, foundations and local businesses support us. We were successful with an Awards for All bid, and donations from the Inman Charity, Foundation Derbyshire and Public Health's Social Connectedness to contribute towards our Befriending and Group Activities. The Masonic Foundation continued their support of the Centre and we will once again be receiving support in the next financial year from them. The D'Oyly Carte Charitable Trust supported our Acoustic Soup and Kinder Social Group and Swizzles Matlow supported our Kinder Social Group as well. Thankfully we have two organisations in the High Peak who share our values and together with The Bureau in Glossop and Connex Community Support in Buxton in partnership we were successful in securing National Lottery Community Funding for the next three years to deliver befriending across the High Peak.

Our projects, groups and activities which you can read a little bit more about in this report have once again proved to be hugely successful, showing the importance and value of bringing people together in improving people's wellbeing. We have worked in partnership with Zink to provide an Adult Autism Support group which has proved to be hugely successful. We have also introduced a monthly walk



which saw 68 people attend throughout the summer months visiting places across Derbyshire and the High Peak. A big thanks goes to staff and volunteers who contributed over 12,000 volunteering hours to make these sessions happen. Our services have been accessed by clients over 8000 times in the last year and we have dealt with 4686 enquiries, showing the value the Centre provides to the community.



Mark



Volunteering

At the heart of our organisation we are a Volunteer Centre, with volunteers from our local community powering all of the services we deliver, as well as serving as our trustees shaping the future direction of the charity.

We are committed to the voluntary, community & social enterprise sector (VCSE) as it plays a vital role in strengthening communities by offering essential support services that enhance the well-being and independence of individuals. Through initiatives provided by ourselves such as befriending, transport to medical appointments, social groups, gardening, and maintaining our allotment, volunteers help reduce isolation, promote healthier lifestyles, and foster a sense of belonging. Additionally, by assisting at reception here at the volunteer centre and supporting other VCSE organisations, volunteers ensure the smooth operation of community services and amplify the impact of local initiatives. Their dedication not only fills critical service gaps but also builds a more connected, compassionate, and resilient community for all.

Without our volunteers selflessly giving up their free time, we wouldn't be able to deliver all of the services we provide for the community, and as you can see from the figures below our volunteers contributed 12,169 hours of their time which is the equivalent of 1521 working days which is mightily impressive!

NHS
Derby and Derbyshire
Integrated Care Board

DERBYSHIRE
County Council

345
Registered
Volunteers

19
Volunteer
Inductions

24
Volunteers
1st Aid
Trained

12,169
Hours spent
Volunteering

Equivalent of
£139,213 in
wages

VOLUNTEERS' WEEK



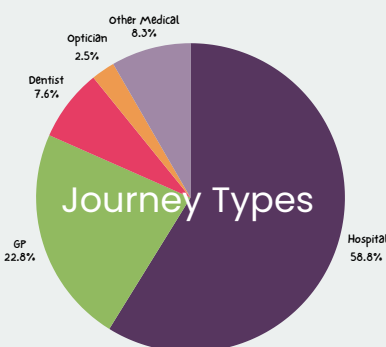
We were delighted to team up with New Mills Town Council to host a volunteer celebration during Volunteers Week where around 60 volunteers were treated to tea and cake and entertainment from New Mills Brass Band.



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Our transport project aims to provide transport for members of our community who for a variety of reasons are unable to use public transport to get themselves to medical appointments. This could be due to the lack of public transport available, age, mobility issues, disabilities or health conditions that would prevent someone using public transport.

As part of our funding from Derbyshire County Council we work in partnership with Connex Community Support in Buxton, The Bureau Glossop and Bakewell & Eyam Community Transport to ensure that people across the High Peak can access medical appointments. We are fortunate that we also receive funding from the Royal Countryside Fund which enables us to cover a wider rural area and ensure that demand for the service is met.



Supported by
THE ROYAL
COUNTRYSIDE
FUND



"I'm forever grateful for the assistance you all provide for my Mum. You are a wonderful group of people."

226
People
supported

23,994
Miles
travelled

2016
Journeys
made

Saved potentially
£101,600 in NHS
missed appointments

As part of our transport offer we also run a minibus shopping service supported by the Royal Countryside Fund. Twice a week we take clients to Tesco in Glossop and Morrisons in Chapel, providing them with a door to door service.



6724
Miles
travelled

88
Shopping
Trips

608 Clients
taken
Shopping



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FUND

"It means everything to me. I wouldn't go out anywhere without it. It's also company, now I get to have a great chat. I couldn't get out at all, and without it I'd be stuck. It gives me a reason to go out of the house"



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Befriending

Every year it has always been a challenge to secure funding for our befriending project. Befriending is able to reduce loneliness and isolation and has been linked to better physical health, mental wellbeing and increased longevity. Despite these positive health outcomes, we only received £250 funding from DCC (which is being stopped from April 2025) and funding support from the local community. The removal of befriending funding for the whole county made us look at options for how we fund and how we could come together as a voluntary sector to continue the important befriending work without the need to charge clients to access it. We were fortunate to attract several pots of funding at the start of the year including an Awards for All, The Inman Charity and Foundation Derbyshire. This funding was instrumental in allowing our befriending to continue and allowed time for us to put together a partnership bid with Connex Community Support in Buxton and The Bureau in Glossop to deliver Befriending across the High Peak ensuring our local communities could still access this important service. We were delighted when the National Lottery Community Fund agreed to fund our project for the next 3 years starting from January 2025. A big thanks must also go to Public Health's Social Connectedness group who provided us with funding whilst we were waiting for the Lottery decision.

Befriending has once again been hugely popular this year and it's really difficult for me to put into words the difference and impact it has on volunteers and clients alike, but can be best summed up through peoples own words of how they feel about the project & people.

"We've built such a lovely bond. She's a beautiful person and we're always laughing or putting the world to rights...I've even got my own mug to have a brew there!"

"She's the only person who calls me..if it wasn't for her, my phone wouldn't ring".



"I call her an angel. I don't know what I'd do without her" one of our clients who is in their 90s she lives alone and rarely goes out following several falls and hospital stays.



Project Supported in 2024/25 by:



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Building Connection Through Companionship – Peter, Will & Rosie the dog

Background

Peter is an older adult living alone following the loss of his wife. Due to ongoing health issues, he finds it difficult to leave his home, which had significantly limited his opportunities for social interaction and connection.



The Challenge

Peter's isolation was affecting his overall wellbeing. With few visitors and limited mobility, he lacked regular social contact, which can contribute to loneliness and a decline in mental health.

The Befriending Match

Peter was introduced to Will through the Volunteer Centre's befriending coordinator. Will, accompanied by his friendly dog Rosie, began visiting Peter on a weekly basis. The visits were designed to offer companionship and conversation in a relaxed, informal setting.

The Impact

Over time, a genuine friendship developed between Peter and Will, with Rosie quickly becoming a beloved part of the visits. Their conversations range from shared memories of fish and chips to a mutual love of rock music! These weekly visits have become a highlight in Peter's routine, offering not just company but meaningful connection.

Peter has expressed how much he looks forward to the visits and how they've helped him feel more connected to the world outside his home. Will also values the relationship, noting how rewarding it is to see the positive effect their time together has.



Conclusion

This case highlights the profound impact that regular, friendly contact can have on someone experiencing social isolation. Through a simple act of visiting, Will and our most popular volunteer Rosie have helped bring joy, conversation, and companionship back into Peter's life—demonstrating the power of community and the importance of volunteer-led support.



Acoustic Soup

The D'Oyly Carte Charitable Trust



Our Acoustic Soup sessions have continued to grow in popularity increasing 11% this year. At these sessions there is entertainment, company and a healthy bowl of soup.

The D'Oyly Carte Trust kindly supported these sessions

616
attendances

Chair Based Exercise

Another session that has increased attendance this time by 20%! 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.

126
Sessions

732
attendances



Knit and Natter

Knit and natter is our weekly handicraft social group. The group spend the session knitting 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! The Session has grown 34% in the last year!

443
attendances

Kinder Social Group

Our Kinder Social Group, which we hold at the Parish Hall, has once again gone from strength to strength this year & has benefitted from another generous donation from Swizzels and from the D'Oyly Carte trust. This dementia friendly group meets on the last Thursday of the month and has live entertainment and lots of singing. Our minibus enables some of our clients who would otherwise struggle to attend to be a part of it.

518
Attendances



The D'Oyly Carte Charitable Trust



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Friday Lunch Club

This session has been a firm favourite with our clients this last year. We've benefited from home grown produce from our allotment harvested by our volunteers. The session is also supported by our minibus allowing our more isolated and less mobile clients to still get to attend. Our wonderful volunteer cooks have served up a whopping 710 meals

**710
Meals
served**

Health Walks

Following on from last years walks led by the Park Rangers, we took over the reins with our own walk leaders taking a group from the centre on our Minibus to various picturesque locations including Ladybower, Goyt Valley, Bakewell, Millers Dale and the Longdendale trail. We had lots of interest in the walks and they were well attended. Keep an eye out for our walks locations this year as we will be heading out over the Summer again.

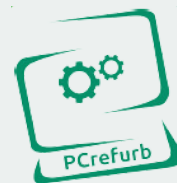
**68
walkers**

**6
walks**



Digital Support Sessions

PC Refurb, a digital charity based in Glossop continued to provide digital skills training and support for people of New Mills every Wednesday from 10am - 11:30am. Suzanne and her volunteers have provided support throughout the year helping people with devices, learning new skills, getting people online and providing them with various digital training.



**38
People
Supported**

Adult Autism Support

In January following some engagement work carried out by Dr Jafri from Sett Valley Medical Centre and a focus group, we linked up with Zink to host regular support sessions for adults with autism. The sessions held 1st & 3rd Thursday here at the Volunteer Centre and 2nd & 4th Thursday at Zink in Buxton, are designed to be a casual safe space where adults can come to discuss life as an autistic adult with other neurodiverse individuals.

Funding has been provided by Derbyshire's Public Health Social connectedness group.



**16 People
Supported**



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Christmas Lunch

We ended the calendar year with another fabulous Christmas celebration for our clients. We again held it at St George's Parish Hall and our volunteers served up a Christmas feast, followed by entertainment from Anthony & Martin belting out the Christmas Classics and everyone getting involved in a singalong. A big thanks to all the volunteers who cooked, drove people around, served & provided the entertainment. Another thanks must go to Hummingbirds Glossop for providing everyone with a Xmas gift, the Crispy Cod for donating potatoes and getting them all peeled for us and Coop New Mills who provided a food voucher so we could purchase the necessities.



20
Volunteers

80
Client
Meals Served



In addition to our regular groups we've also held some short art and pottery courses at the centre offering something different to bring people together. We've also taken some of our clients on short trips out. Last year we visited Hayfield Well Dressing, High Peak Bookstore, a trip on the canal, the Halle Relaxed concert, and a garden centre visit all a welcome change from the usual routine.



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As well as supporting several organisations to become Welcome Warm Spaces, here at the Volunteer Centre we also opened our doors to those who needed a warm space, somewhere to get a hot drink or to have a bit of company in a warm friendly environment. We ran the warm space from November until the end of March offering use of our space for hotdesking, and opening up some of our groups for free with people being able to get a bowl of soup on Mondays. The warm space was supported by Derbyshire Voluntary Action.



We continue to be a Safe Space venue. A safe space offers help for adults and vulnerable young people (11+) who are anxious, scared or at risk while they are out and about and need support. We will: Offer help to any person producing a Keep Safe Card or asking for help. Offer the person asking for help a suitable area to wait until help arrives. Contact the emergency contact detailed on the Keep Safe Card or emergency services – whichever is most appropriate.

This year we were delighted to have been able to install a Defibrillator on the front of our building. Thanks to London Hearts who part funded the defibrillator and outdoor cabinet, and to local company Arden Controls & Electrical who installed the unit for us. The Defibrillator is now registered on The Circuit and is available for the community 24/7



An important part of what we do at the centre is Signposting. Signposting ensures 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.

4686
enquiries
dealt with

684 People
Signposted
to support



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Partnership Work

Partnership work in the Voluntary, Community and Social Enterprise (VCSE) sector is vital for creating lasting impact and delivering holistic support to communities. By collaborating with other organisations, including public services and statutory organisations, VCSE groups can pool resources, share expertise, and avoid duplication of efforts. This collective approach enhances service delivery, strengthens advocacy, and ensures that diverse community needs are met more effectively. Strong partnerships also build resilience within the sector, enabling organisations to adapt to challenges and seize new opportunities together.

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.



Working with our partners from Bakewell & Eyam Community Transport, The Bureau and Connex Community Support, we deliver transport to medical appointments as part of DCCs Access to Health Contract. We jointly provide this service across High Peak and North Dales.

We delivered a series of walks over last summer led by our walk leaders and kindly supported by the Peak District National Park's volunteers who were able to assist us on the walk and provide some interesting facts about the walks.



We worked with New Mills Town Council to promote their new volunteering offers and to deliver a volunteer celebration event

We have linked with Zink, to be able to host an Adult Autism support Group here at the Centre



We are a member of DDIA Derby and Derbyshire's infrastructure Alliance, bringing together voluntary infrastructure organisations allowing us to share knowledge and champion the sector as a collective.



We are happy to be able to work with PC Refurb, supporting their digital support offer in New Mills, offering a vital service and reducing the digital divide



We continue to work with Move More High Peak and have focused on walking and getting walk leaders trained this year. The group has now merged with the New Mills Neighbourhood group who we continue to support



New Mills & District
VOLUNTEER CENTRE

Fundraising

We are extremely lucky at New Mills Volunteer Centre to have a dedicated Social and Fundraising Committee, who do a tremendous job at organising fundraising events to help fund our services. During the last year they have been super busy organising Car Boot Sales, Quiz Nights, Garden Sales and Golf days to name a few and have been incredibly successful.

We would especially like to thank the Family of Josh Webb who once again donated the proceeds of their Odd Socks Golf Day in memory of Josh to support the work we do. We were also lucky this year to have had several local music groups perform fundraising gigs for us, so a big thank you to Lazlo Baby & the Hayes Sisters, Paul & Doug featuring Sax & Slide and Kinder Blue Jazz.

Finally we'd like to thank all of the community for supporting these events and raising important funds for the volunteer centre.



We are a member of the High Peak Community Lottery giving you a chance to win money every week! A ticket for High Peak Community Lottery costs £1 a week and 50p will go directly to New Mills & District Volunteer Centre if you select us as your good cause. Each ticket has a 1 in 50 chance to win a prize each week, with a top prize of £25,000! That's a better chance of winning than the National Lottery or the Health Lottery.

<https://www.highpeakcommunitylottery.co.uk/support/new-mills-and-district-volunteer-centre>

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](https://www.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/nmv/c/>



**New Mills
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CHOOSE US AS YOUR LOCAL CAUSE



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Co-op Members can support us
through the Local Community Fund
membership.coop.co.uk/causes



We have been named as one of the local good causes that are being supported by our local Coop in New Mills. We will be awarded funding in October this time to support our chair based exercise classes. The amount of funding is dependant on the number of people who are members of the Coop and spend money in the local stores. You can register us as your good cause by visiting our good cause page. You can follow the link to our good cause page <https://membership.coop.co.uk/causes/91125> or you can scan the QR code.

Whilst donating and attending the fundraising events are a great way to support us, the best way is to become a volunteer at the centre and start making a real difference to your community.

BEFRIENDING VOLUNTEERS WANTED

Do you want to make a positive impact on someone's life?

We have a couple of older gentlemen in need of a male befriender. If you have a bit of time to spare to have a chat and a brew, get in touch...

Contact Fiona for more details

We need Volunteers in:

New Mills, Birch Vale, Furness Vale, Chapel, Chinley, Whaley Bridge, Hayfield & Buxworth



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☎ 01663 744196
✉ fiona@nmvc.org



VOLUNTEER DRIVERS NEEDED

Can you spare some time to take people to & from Medical Appointments?

Using your own car you can make a difference to people in the community who would otherwise struggle to attend appointments by themselves

Benefits

- ✓ Mileage costs paid 45p per mile
- ✓ Drive when you have free time
- ✓ Contribute to your local community



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and



**New Mills
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🌐 www.nmvc.org/transport
☎ 01663 744196

We've got many roles available at the Centre including helping out at our groups, gardening, cooking for the Friday Lunch Club, making soup for the Acoustic Soup session, volunteer driver, passenger assistant, trustee, fundraiser, befriender, receptionist and general helping out around the office. If one of these roles doesn't suit you, we can put you in touch with other local volunteer organisations as part of our volunteer brokerage, where your skills and time commitments may be a better match. If you're interested in volunteering give us a call or visit our website for more details on volunteering opportunities <https://www.nmvc.org/volunteering/>



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This year we had the kind offer of a short film being made giving our volunteers the opportunity to be interviewed and tell us all about why they volunteer and what they think the benefits of volunteering are for both themselves and the clients they support. If you head to our website it is well worth a watch

<https://www.nmvc.org/volunteering/>. Through the interviews it was clear that people got so much personally out of volunteering and benefited nearly as much as the clients they've been supporting. Below is a small cases study of one of our volunteer befriender's volunteer journey.

Leona – Finding Connection Through Volunteering

Leona has been a dedicated befriender with New Mills Volunteer Centre (NMVC) for several years. Her experience highlights the mutual benefits of volunteering—not only for the people she supports, but for her own wellbeing and sense of purpose.

Leona's decision to volunteer was shaped by her own experience of isolation during a period of illness. "I spent some time alone at home while recovering and came to understand the value of a regular visit or phone call. Sometimes, all you need is a friendly voice or face—someone who's just there to chat."



Leona describes befriending as "incredibly rewarding," offering her the chance to give back to her community while forming meaningful connections.

"You're not just helping someone else—you're building real relationships. NMVC is a place where those connections are truly valued." Leona praises the support she received from the team, especially from Fiona, the volunteer coordinator. "Fiona is a whizz at supporting you through every stage. She makes sure you feel heard and confident throughout the process."

Why Leona Recommends Volunteering?

Personal Fulfilment: "It's a joy to know you're making a difference in someone's day."

Community Connection: "You feel part of something bigger—something that really matters."

Supportive Environment: "You're never alone in the process."

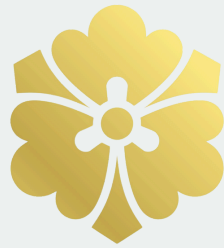
Final Thoughts

"If you're thinking about volunteering, I wholeheartedly recommend giving Fiona a call. You might be surprised by how much you gain from giving your time."



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Our Funders



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THE ROYAL
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Foundation
Derbyshire



Derby and Derbyshire
Integrated Care Board



High Peak Borough Council



Masonic
Charitable Foundation



The Forrester
Family Trust



Garfield Weston
FOUNDATION



The D'Oyly Carte Charitable Trust



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