

**Rural Community Action Nottinghamshire
Newark and Sherwood
April 2018 - March 2019**

In broad terms, the **RCAN** agreed:

- To provide a part time Rural Officer to support all sections of the community who require advice and support.
- To supply appropriate administration support where necessary, training and line management support to the Rural Officer.

NSDC agreed to provide informal support to the Rural Officer through appropriate Business Units to add value to the service offer provided.

Task	Target	Performance 2018 - 2019
Newark and Sherwood District Council have identified 5 communities in which to undertake consultation in attempt to identify future need to inform section 106 monies.	<p>5 Communities identified:</p> <ol style="list-style-type: none"> 1. Blidworth 2. Bilsthorpe 3. Clipstone 4. Rainworth 5. Ollerton and Boughton <p>It was agreed that consultation resources be shared with Edwinstowe and Farnsfield Parish Councils so that the Parish Clerks can undertake this consultation should they wish.</p>	This consultation was superseded by the by the NSDC CSG audit of Parish Councils which included provision of community buildings, village halls and open spaces across the district. Agreed that RCAN would offer some resource to chase up the parishes listed above to support them to complete their returns to the District Council.
Targeted rural officer support for existing groups	<p>Bleasby Community Led Planning group (CLP) – community consultation exercise.</p> <p>Kings Clipstone Parish Council – new village hall.</p> <p>Farnsfield Parish Council – new skate park facility.</p> <p>Eakring Village Hall – village hall acquisition.</p> <p>Elston Parish Council – community defibrillator.</p>	<p>Bleasby CLP group, CLP approved by Bleasby PC Feb 19.</p> <p>Kings Clipstone PC, PWL to buy land for new village hall. PC has conducted a skills based consultation and recruited some volunteers to support the project. £70,000 required to complete the project.</p> <p>Farnsfield PC has undertaken consultation with the community and a skate park user group to</p>

		<p>gauge support for a skatepark. Funding and technical advice provided, project ongoing.</p> <p>Eakring VH, PC supported following purchase of the village hall from Southwell Diocese.</p> <p>Elston PC support to secure village defibrillator.</p> <p>Wellow CLP SG supported but there have been some challenges.</p> <p>South Muskham VH, advice on cavity wall insulation and solar panels.</p> <p>Fernwood VH, advice on solar panels and tree surgery.</p> <p>South Scarle VH and Upton VH Hall, funding advice for hall refurbishment.</p> <p>Gunthorpe VH, advice on the use of heating engineers.</p>
<p>Continued support for Village Halls and Community Buildings</p>	<p>For committees who have specific support and advice needs relating to their responsibilities for running community buildings and play areas, RCAN gives you an opportunity to benefit from our range of services: Receive bespoke telephone and</p> <ul style="list-style-type: none"> • E-mail advice. • Access to a range of information sheets. • Free or discounted attendance at events and seminars. • Hall Talk, Newsletter circulated three times per year 	<p>There are currently 43 village halls and community buildings being supported through this service in Newark and Sherwood.</p>

**Newark & Sherwood Community Hub
Play Leadership Programme
April 2018 - March 2019**

In broad terms, the **NSCH** agreed:

- To operate a Play Leadership Service Programme for all sections of the community who require play leadership support.
- To supply appropriate administration support where necessary, training and line management support to Play Leaders and registered play partners.

NSDC agreed to provide informal support to the Play Support Group through appropriate Business Units to add value to the service offer provided.

Task	Target	Performance 2018 - 2019
<p>Provide free play opportunities by delivering, or providing funding for other groups to organise at least 4 play schemes (minimum 3 days each) in Newark and Sherwood District, 2 in the East and 2 in the West, each one up to 30 children</p> <p>Provide a minimum of 2 Annual Play Days at community venues in Newark and Sherwood, 1 in the eastern area and 1 in the western area of the District</p> <p>Provide at least 4 Park sessions to ensure use of local facilities and maximise economic benefit in parks in Newark, Ollerton, Bilsthorpe and Clipstone</p>	<p>Provide at least 12 days of playscheme with at least 360 places to children aged 5-11 which is 60 hours of play.</p> <p>Provide at least 12 hours of outdoor play in local parks over 6 dates in at least 3 different venues.</p>	<p>19 Playschemes delivered attended by 1,500 people.</p> <p>2 Playdays delivered attended by 1,250 people.</p> <p>3 Play in the Park days delivered attended by approx. 1,000 people.</p> <p>Total estimated attendances 3,750</p>
<p>To ensure volunteers of the charity can play a part in children's activities with suitable supervision and on-going training alongside qualified staff and to recruit and train paid staff locally with an emphasis on people in the 18-25 age group.</p>	<p>Use local volunteers effectively and ensure they are valued.</p> <p>Provide paid hands on experience for at least 10 local people with at least 6 aged between 18-25 yrs</p>	<p>2 staff training days for 22 workers.</p> <p>Seasonal work for 9 play workers aged 16 – 24.</p>
<p>To provide at least 15 Family learning opportunities with free to access art and craft workshops at Millgate Community centre/ Vicar Water and Ambleside centre Ollerton or Edwinstowe.</p>	<p>Provide Family learning for 200 adults and children to learn new skills, socialise and be part of their community hopefully leading to volunteer opportunities.</p>	<p>Lego, cookery and Harry Potter Workshops delivered attracting an additional 1,500 people into play activities.</p>

<p>To make as many groups as possible aware of the funding available for play from the District Council</p>	<p>To advertise funding on Play Support website/ Social media and premises, at Surestart centres and via schools.</p>	<p>Ongoing promotion and advocacy of play opportunities and promoting the District Council to the wider community.</p>
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Newark & Sherwood CVS
Volunteer Centre and Part Time Co-ordinator
April 2018 – March 2019

In broad terms, the **N&SCVS** agreed:

- To operate a Volunteer Centre point of contact open for 15 hours a week for all sections of the community who require voluntary assistance or seek to offer their time and skills as a volunteer.
- To supply appropriate administration support where necessary, training and line management support to the Centre Coordinator.

NSDC agreed to provide informal support to the Volunteer Centre Coordinator through appropriate Business Units to add value to the service offer provided.

Task	Target	Performance 2018 - 2019
<p>Establish Forum for managers of organisations using volunteers to promote good practice Meeting content driven by network with guest speakers and current volunteering news</p> <p>Establish an –online forum Maintaining contact between meetings allowing members to contact each other for advice/guidance and sharing of information</p>	<p>3 meetings to be held a year Attendance of between 5-10 per meeting Positive feedback Demonstrating benefit</p> <p>Minimum 25 members and increase membership 25%</p>	<p>May 2018 – 2 guest speakers & making connections for the network with Nottingham Trent University and Building Better Opportunities. Volunteer week preparations Sept 2018 – 2 guest speakers and making connections with National Citizenship Service, GDPR update Mar 2019 cancelled due too many last minute apologies (rescheduled 16/4/19)</p> <p>Membership 31 members</p>
<p>Establish training needs within the volunteer coordinator network and Partnership working with volunteer coordinator network to deliver training</p>	<p>Deliver 2 training sessions across network</p>	<p>GDPR workshop GDPR Update Volunteers from overseas</p>
<p>Attend events to promote volunteering in Newark & Sherwood</p>	<p>6 or more events attended</p>	<p>Volunteer Celebration event 3/6/18 Diabetes week 17/4/18 Dying Matters week 16/5/18 Carers week 16/6/18 Carers road show 28/6/18 CCG APM 4/9/18 Think Together 10/12/18 N&SCVS AGM 30/01/19 Newark Academy 27/2/19 Jobs Fair 15/3/19 Older People’s event 22/3/19</p>

Receive and process volunteering enquiries via appropriate networks, with a view to achieving volunteer placements	200 enquiries processed 50 volunteers placed Follow up surveys to measure impact	203 55 placed
Ensure best practice service delivery is maintained in line with NCVO guidance	Maintain and monitor VCQA	New resources created and placed on website: Factsheet – Volunteers from overseas Factsheet – Volunteers rights and responsibilities Factsheet – Volunteering for younger people Organisation help guide (online database) VCQA due to expire 31/3/20
Use social media	Use website & Facebook to promote volunteering opportunities on a regular basis	Roles updated and advertised on website Facebook used where applicable News items on website re volunteering matters

**Home-Start Newark
Family Support Programme Activity Targets
April 2018 - March 2019**

In broad terms, the **HN** agreed:

- To provide family support to support all sections of the community who require it.
- To supply appropriate administration support where necessary, training and line management support to its staff and volunteers.

NSDC agreed to provide informal support to the Home-Start Newark through appropriate Business Units to add value to the service offer provided.

SLA Task	Target	Performance 2018 - 2019
Support a minimum of 45 families with children under 5 through home visiting.	At least 45 families per year	26 families had a home visiting volunteer; this number was lower than previous years due to changes in the health visitor's structure, now called the healthy families team. We also had a couple of our families that required support for a longer period of time.
Support local families with a safe play environment at our Family Group sessions. Also providing free healthy snacks, different stimulating learn-through-play activities, guest facilitators eg Children's centre to do craft activities with the children. We signpost and engage with other agencies.	2 Family Groups weekly serving a minimum of 30 families	26 families attend our family group. We provide a healthy breakfast and have now introduced our Big Hope Big Futures stimulating activities into the group sessions such as messy play, singing and story time. Parent's feedback has been very positive. We also provided a few sessions for the older children in the summer holiday, Active4Today delivered some activities for the older children for us. Parent's feedback was extremely positive they have asked for more sessions during the holidays for older children. We will look at providing more

		sessions next year.
Providing interesting outings for Home-Start families' e.g a day trip to a local attraction that otherwise these families would not be able to do.	At least 1 day trip annually	We took two coaches to Wheelgate this year for our summer trip. At Christmas we held a party at Barnbygate hall
Recruit, train and place at least 10 new volunteer parents from the local community to support other parents through home visiting and a range of support activities.	Minimum of 10 new volunteers trained & placed with new families	8 new volunteers trained on the preparation course. 6 are currently home visiting and 2 are volunteering at family group.
Retain at least 50% of the scheme's current volunteers and provide additional and on-going training. Provide opportunities to attend courses such as first aid and gaining food hygiene certificates.	32 current volunteers, 10 currently on preparation course.	35 current volunteers, 11 group volunteers and 24 home visiting.
Work closely with partner agencies to maintain strong working practices with regard to safeguarding children eg health visitors, social workers, children's centres.	Review safeguarding policy annually to ensure compliance. Ensure all staff and volunteers have an annual training update.	We have a mandatory safeguarding policy which is reviewed annually. Organiser's attend Safeguarding training and updates and this is then provided within the annual safeguarding update training that our volunteers must attend. We continue to work with statutory services including social services and we regularly attend multi agency meetings if required. We refer families to the Children Centre for courses that they run or for additional support.
Retain support outside the home alongside home-visiting to encourage first steps towards community involvement (groups, courses, family outings and fun days).	This is part of our generic work that volunteers carry out	Our volunteers complete monthly diary sheets which are entered onto our monitoring and evaluation system. The diary sheet explains what the volunteer

		and the family have done during the visit. We encourage our volunteers to bring their families to the HS group or other community groups. We also encourage families to attend the Children's Centre for courses or play sessions.
Support minority groups such as immigrant families, parents with additional needs and children with additional needs, embracing diversity for service users, service providers, volunteers and Trustees alike through service provision and recruitment	This is part of our generic work that we do monitor	We are currently supporting 5 Syrian families who are part of Newark and Sherwood's resettlement programme. We have begun to support two of the Syrian families with homework support; our volunteers will go to the family's home for 1-2 hours and help the children with their homework. We also support families and liaise with the schools. We are looking at developing this further next year.
Identify and closely monitor a family's needs and	All families & volunteers receive regular reviews/Supervision to ensure improvement within the family needs.	Volunteers receive supervision every 4/6 weeks. Families receive review visits to ensure we are meeting their needs and improvements are being made.
Review Policies in line with Home-Start UK's Policy Schedule.	All mandatory governing policies are reviewed annually. All other policies are reviewed 3 yearly.	We continue to review policies at Trustee meetings.
Maintain continuous self-assessment to Quality Standards to meet Home-Start requirements & audited every 3 years by HS-UK	Ensure compliance with all Quality Standards annually	We continue to complete annual self assessments of Quality Standards and are continuing with GDPR practice.

All Home-Start Schemes support activities which help local people to help themselves and each other to maximize opportunities for themselves and their children in line with the important **“Help Children Achieve More”** Agenda. Our full Home-Start service and activities are evaluated and evidenced on a quarterly basis by statistics drawn off our internal Intranet system where we log all activities.

The work we do with families meets the important agendas of **Every Child Matters** and the priorities of the **Nottinghamshire Children and Young People’s Plan**.

**Sherwood and Newark Citizens Advice
Advice Centre Core Grant
April 2018 - March 2019**

In broad terms, **SNCA** agreed:

- To provide the services to all sections of the community within the Newark and Sherwood District who require it;
- To operate its core advice services from its offices under the agreed lease arrangements with the council;
- To supply appropriate administration support where necessary, training and line management support to its staff and volunteers.

NSDC agreed to provide informal support to the service to add value to the service offer provided.

Core Services

This Schedule relates to the core drop in information and advice services the Citizens Advice service offers through face-to-face, phone and email services, and online via Adviceguide.org.uk.

Trained volunteer advisers provide a holistic generalist advice service, supported by paid session supervisors at Sherwood & Newark Citizens Advice based at the Forest Road office, Ollerton and Castle House, Newark. Each Office is open for 2 days a week with a dedicated Citizen Advice Adviceline 5 days a week. The advice service helps people to resolve their problems. Sherwood & Newark Citizens Advice Service are equipped to deal with any issue, from anyone, spanning debt and employment to consumer and housing plus everything in between. The service uses the Citizens Advice Information System; Advisernet in electronic format as an information and support system in giving advice to the public.

The General Service is covered by the Advice Quality Standard. To help clients' access advice, they are greeted with a reception service at both offices followed by a Gateway Assessment. This involves identifying client's issues and next course of action which may be immediate generalist advice or referral to internal or external Specialist Services.

SLA Task	Target	Performance 2018 - 2019
Number of clients seen per year	5,000	4,250
Number of problems dealt with per year	16,000	14,931
Income Maximisation per year (Benefit Claims)	£ 2,000,000.00	2,527,297
Debt Handled per year	£10,000,000.00	5,736,859
Number of volunteers recruited and trained per year	8	8
Training session for front facing staff of the Council, such as but not limited to, Customer Services	1	2

An annual Evaluation Report to be submitted to the Council to evidence how the core advice service provided by Citizens Advice Sherwood and Newark has supported the Council's Strategic Priorities.

2018/19 Annual Report will be available following the AGM on the 19th November 2019